



Cisco Building Broadband Service Manager 5.0 to 5.1 Upgrade Utility Guide

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This guide provides information for upgrading a BBSM 5.0 Service Pack 1 (SP1) system to BBSM 5.1, build 21.



Caution

This upgrade applies only to BBSM 5.0 systems with SP1 or higher installed.



Note

The most current Cisco documentation for released products is available on Cisco Connection Online (CCO) at <http://www.cisco.com>. The online documents may contain updates and modifications made after the printed documents were released.

Contents

- [Introduction, page 2](#)
- [New and Changed Information, page 2](#)
- [Required Hardware, page 4](#)
- [Required Software, page 4](#)
- [Open Caveats, page 5](#)
- [Starting the BBSM 5.0 to 5.1 Upgrade Installation, page 6](#)
- [Related Documentation, page 8](#)
- [Obtaining Documentation, page 8](#)
- [Obtaining Technical Assistance, page 9](#)



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Introduction

The BBSM 5.0 to 5.1 Upgrade Utility is a Microsoft Windows application that upgrades the BBSM 5.0 SP1 system to BBSM 5.1, build 21. This upgrade utility does the following:

- Uninstalls Microsoft Proxy Server and installs Microsoft ISA Server
- Uninstalls MSDE 7.0 and installs MSDE 2000
- Upgrades BBSM server files that were changed between BBSM 5.0 Service Pack 1 and BBSM 5.1
- Installs Windows 2000 Service Pack 2 (SP2)
- Installs Windows 2000 Hotfixes

New and Changed Information

BBSM 5.1 is built on the baseline functionality of BBSM 5.0 with the addition of new features and changes to some existing features. The following sections identify these features and changes. Refer to the *Cisco Building Broadband Service Manager Software Configuration Guide* for details and configuration requirements.

New BBSM Version 5.1 Features

BBSM version 5.1 offers these new or improved features:

- Access Code Management

This feature provides high-speed Internet access for event presenters, exhibitors, and attendees. Access Code Management can differentiate hotel conference services by using an access code system that offers bandwidth management and audit reports.
- Access Code Reports

These reports are enhanced to allow the option of viewing each customer's access codes, unused access codes, and the history of used access codes.
- Building Broadband Service Director (BBSD)

BBSD software is included with BBSM 5.1, but it must be installed on a separate server. BBSD *cannot* be installed on a BBSM server. The BBSD feature enables a central system in the data center to manage remote BBSM systems. The primary functions include:

 - Backing up key BBSM system data
 - Performing centralized reporting across a group of BBSM servers
 - Pushing BBSM web content pages across a group of BBSM servers or to an individual BBSM server in the field
 - Pushing BBSM Walled Garden lists across a group of BBSM servers or to an individual BBSM server in the field
 - Restoring key BBSM system data

- **Hardware Dependent Port Test**
This feature provides the ability to configure the inter-packet delay, packet size, and ping interval for the port test through an easy-to-use graphical user interface (GUI) on the WEBconfig dashboard.
- **Port Hopping**
This feature allows the end user to seamlessly move from one wireless access point to another without having to re-authenticate. A user can move between network hardware such as switch ports or wireless access points in a BBSM network and maintain an active session in the BBSM server. The port hopping feature can be used in either a wireless or wired network layout. When using wireless network architecture, this feature improves the user's experience by allowing mobility between wireless access points with uninterrupted service.
- **Port Test Report**
This feature allows a user to quickly access port test information for different BBSM ports. The time of the last port test and the amount of packet loss, if any, are immediately determined for each selected port.
- **RADIUS Accounting Support**
BBSM previously supported only RADIUS Authentication. Version 5.1 adds RADIUS Accounting support, which allows BBSM to automatically transmit accounting records to a RADIUS server. By using the RADIUS NAS identifier combined with a RADIUS session ID, unique records can be tracked across multiple BBSM servers.
- **RADIUS User-Selected Bandwidth**
This feature allows the end-user to select a bandwidth from a drop-down list.
- **Single and Multiple Day Billing Options**
For an extended stay at a hotel, users can choose different billing methods. They can be charged on a daily basis for one price or for a block of days at a lower daily price.
- **Support for Maximum Active Sessions**
This feature allows the administrator to assign a maximum number of concurrent sessions, thereby preventing the WAN link from becoming over-subscribed. If a user starts a session that exceeds the configured limit, BBSM redirects the user to a *system busy* web page that can be customized.
- **Web Printing**
This feature allows web-based printing with network or local printers. KeyView Pro 6.5 software must be purchased and installed to support this feature.

BBSM Version 5.1 Software Changes

The following changes have been made:

- Microsoft Proxy 2.0 replaced with Microsoft Internet Security and Acceleration (ISA) Server
- SQL Server 7.0 MSDE replaced with SQL Server 2000 MSDE

Required Hardware

For the BBSM 5.1 server software to work properly, your server must meet these minimum hardware requirements:



The minimum hardware requirements from BBSM 5.0 and BBSM 5.1 have changed and are different for single and multiple sites.

Table 1 *Single and Multiple Site BBSM Minimum Requirements*

Component	Single-Site Minimum Requirements	Multiple-Site Minimum Requirements
Processor	Pentium III or better (w/minimum 450 MHz)	Pentium III or better (w/minimum 500 MHz)
Hard Disk Space	9 GB	20 GB
Memory	256 MB RAM	512 MB RAM (Suggest 1 GB of RAM)
Network Interface Cards (NICs)	BBSM supports a limited amount of vendor hardware for the internal NICs. See the Cisco BBSM data sheet for updated information on specific NICs supported by BBSM. <div style="margin-top: 10px;"> <p>Caution Certain NICs are incompatible with your server and will cause problems. Both the internal and external NICs must be properly inserted to complete local address setup.</p> </div>	
Display	SVGA monitor (1024 by 768)	
CD-ROM Drive	12x or faster	
Additional Drives	High-density 3.5-in. disk drive	
Video Card	At least 2 MB	
Optional Components	A MS-DOS-based network operating system that permits connection to a server with Windows 2000 setup files.	

Required Software

This software is required:

- Cisco Building Broadband Service Manager 5.0 to 5.1 Upgrade Utility CD
- Cisco Building Broadband Service Manager Version 5.1 Database Recovery ISA Server CD



Note BBSM 5.0 SP1 or higher must already be installed.

BBSM requires the use of Microsoft Internet Explorer 5.0 for Internet connections.

Open Caveats

This section describes open caveats in the BBSM 5.0 to 5.1 upgrade.

CSCdv65946

Hotfixes link on Install Wizard may be inactive

The link to install Microsoft hotfixes may, in some cases, already be inactive on the Install Wizard screen. To ensure that all hotfixes are installed, follow these steps:

Workaround/Solution: If the link for installing hotfixes is inactive, follow this procedure to activate the link:

1. Choose **Start > Run**.
2. Click **Browse**, and locate **BBSM 5.0 SP1 Upg**.
3. Double-click the **Win2Khotfixes** folder.
4. Double-click **BBSMInstallPatches.bat**.
5. Click **OK**, and wait while all of the Windows 2000 hotfixes are installed.
6. From the Microsoft ISA Server 2000 Hotfix Setup window, click **Yes**.
7. Click **OK** to reboot your server.



Note Do not remove the BBSM v5.1 CD from the CD-ROM drive.

8. Log on as Administrator using the proper password after your server reboots.
9. Remove the BBSM 5.0 to 5.1 Upgrade Utility CD from the CD-ROM drive.

CSCdv84255

Upgrade not keeping SMTP forwarding and Transparent proxy settings

There was a known problem in BBSM 5.0 where the SMTP Forwarding IP Address field and the Enable Transparent Proxy checkbox on the Server web page of WEBconfig were not keeping their settings. This problem is fixed in BBSM 5.1.

Workaround/Solution: If these features are being used, reset these fields in WEBconfig after the BBSM 5.0 to 5.1 upgrade is complete.

CSCdv87652

Upgrade BBSM Database is active

During Step 4. *Install MSDE 2000*, of the BBSM 5.0 to 5.1 upgrade, the following link, 5. *Upgrade BBSM Database*, becomes active and can be selected. The next step of the installation should not be active until the previous step is complete.

Workaround/Solution: Users should run the upgrade in sequence. Do not start the next sequence until the prior one is complete.

CSCdw19004

RADIUS Accounting checkbox and port # empty

New RADIUS features have been added to BBSM 5.1. After the BBSM server is upgraded, the Enable Accounting and Port fields on the RADIUS Servers web page of WEBconfig are blank.

Workaround/Solution: If these features are being used, users need to reset these fields in WEBconfig after the upgrade is complete.

Starting the BBSM 5.0 to 5.1 Upgrade Installation

This section describes the procedure for upgrading your BBSM 5.0 Server to BBSM 5.1. Follow these steps to begin the installation.

Step 1 Insert the BBSM 5.0 to 5.1 Upgrade Utility CD into the CD-ROM drive.



Note The BBSM 5.0 SP1 Upgrade To BBSM 5.1 wizard opens automatically.

Step 2 From the BBSM 5.0 SP1 Upgrade To BBSM 5.1 wizard, click **1. Upgrade BBSM 5.0**.



Caution

When the installation procedure begins, do not click on the same step more than one time. This will cause damage to your system.

- a. From the Welcome window, click **Next**.
- b. Read the software license agreement, and click **Yes** if you agree.
- c. Enter a password for the database system administrator (sa) account, and click **Next**.
- d. Enter the BBSM username and password account information, and click **Next**. Wait while the BBSM system is configured.



Note Do not use an existing Windows account such as *Administrator* or *BBSM-Client*. Otherwise, BBSM will not backup or restore files in the ekgnm directory, and the BBSM Send a Patch feature will not function.

If the Read Only File Detected window opens, click the **Don't display this message again** checkbox, and click **Yes**.

- e. From the Setup Complete window, click **Finish**.

Step 3 From the BBSM 5.0 SP1 Upgrade To BBSM 5.1 wizard, click **2. Install Windows 2000 SP2**.



Caution

If this link is disabled, Microsoft Windows 2000 SP2 has already been installed on your BBSM server. You must reboot your server now or the installation will fail, and you will experience serious problems with your BBSM server. After your server reboots, continue with Step 4.



Note Wait while files are extracted and updated. This takes approximately 15 minutes. Your server reboots automatically after Windows 2000 SP2 is installed.

- a. Log on as Administrator using the proper password after your server reboots.
- b. From the Service Control Manager window, click **OK**.

Step 4 From the BBSM 5.0 SP1 Upgrade To BBSM 5.1 wizard, click **3. Install ISA**.

- a. Enter the 10-digit ISA product key, without the dash, and click **OK**.



Note The product key is located on the inside sleeve of the CD cover.

- b. Enter your CD-ROM drive letter, and click **OK**. The Insert the Microsoft ISA Installation CD window opens automatically.



Caution Do not click OK at this time.

- c. Remove the BBSM 5.0 to 5.1 Upgrade Utility CD, and insert the ISA Server CD into the CD-ROM drive. The Microsoft ISA Server Setup window opens automatically.
- d. Close the Microsoft ISA Server Setup window.
- e. From the Insert the Microsoft ISA Installation CD window, click **OK**. Wait while the ISA installation proceeds automatically.
- f. Click **OK** to acknowledge that Microsoft ISA was successfully installed.
- g. Remove the ISA Server CD, and insert the BBSM 5.0 to 5.1 Upgrade Utility CD into the CD-ROM drive.

Step 5 From the BBSM 5.0 SP1 Upgrade To BBSM 5.1 wizard, click **4. Install MSDE 2000**. Wait while Windows configures the Microsoft SQL Server Desktop Engine.

- a. From the Microsoft SQL Server Desktop Engine window, click **No**.



Caution Do not reboot your server at this time.

Step 6 From the BBSM 5.0 SP1 Upgrade To BBSM 5.1 wizard, click **5. Upgrade BBSM Database**. Wait while files are updated.

Step 7 From the BBSM 5.0 SP1 Upgrade To BBSM 5.1 wizard, click **6. Install Windows 2000 Hotfixes**. Wait while hotfixes are installed on your server.



Note If this link is inactive, see the [“Open Caveats” section on page 5](#), and refer to CSCdv65946.

- a. From the Microsoft ISA Server 2000 Hotfix Setup window, click **Yes**.
- b. Click **OK** to reboot your server.



Note Do not remove the BBSM 5.0 to 5.1 Upgrade Utility CD from the CD-ROM drive.

- c. Log on as Administrator using the proper password after your server reboots.
- d. Remove the BBSM 5.0 to 5.1 Upgrade Utility CD from the CD-ROM drive.

Step 8 Go to the BBSM Software Download web page, and download the appropriate service packs and patches to your system (<http://www.cisco.com/kobayashi/sw-center/sw-cable.shtml>).

This concludes your BBSM 5.0 to 5.1 utility upgrade.

Related Documentation

The following documents provide additional information:

- The *Cisco Building Broadband Service Manager Hardware Assembly Guide* provides quick instructions for connecting your BBSM server.
- The *Cisco Building Broadband Service Manager Quick Start Card/CD Sleeve* provides information to quickly access documentation on the BBSM v5.1 CD for installing and configuring BBSM.
- The *Cisco Building Broadband Service Manager and Director Installation Guide* provides instructions (if your system is customer-installed) for installing BBSM software.
- The *Requires Immediate Attention Card for Cisco BBSM server* provides instructions for changing passwords and accessing documentation on the BBSM v5.1 CD.
- The *Cisco Building Broadband Service Manager Software Configuration Guide* provides instructions for configuring BBSM software.
- The *Cisco Building Broadband Service Director Software Configuration Guide* provides instructions for configuring BBSM software.

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

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- Resolve technical issues with online support

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- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

This document is to be used in conjunction with the documents listed in the [“Related Documentation”](#) section.

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