



Cisco Building Broadband Service Director Software Configuration Guide

Cisco Building Broadband Service Manager
Software Release 5.1
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Preface

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.

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- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
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- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
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Obtaining Technical Assistance

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Cisco.com

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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.



Cisco Building Broadband Service Director Overview



The Building Broadband Service Director (BBSD) is a standalone feature module included with the Building Broadband Service Manager (BBSM) software package. The BBSD software 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, and pushing BBSM web content pages (active server page files sometimes called *BBSM page sets*) across a group of BBSM servers in the field. BBSD stores BBSM Server configuration data, which enables you to restore a BBSM Server and provides an interface for sending minor software patches to BBSM Servers.



Note

The BBSD software should operate on a standalone server system in a secure central data center.

The BBSD package from Cisco comes with a default database called Microsoft Data Engine (MSDE) which is adequate for evaluation purposes but is not intended for production BBSD environments. It is recommended that the Cisco customer upgrade their BBSD system to use the full Microsoft SQL Server software prior to putting the system in a production mode.

**Caution**

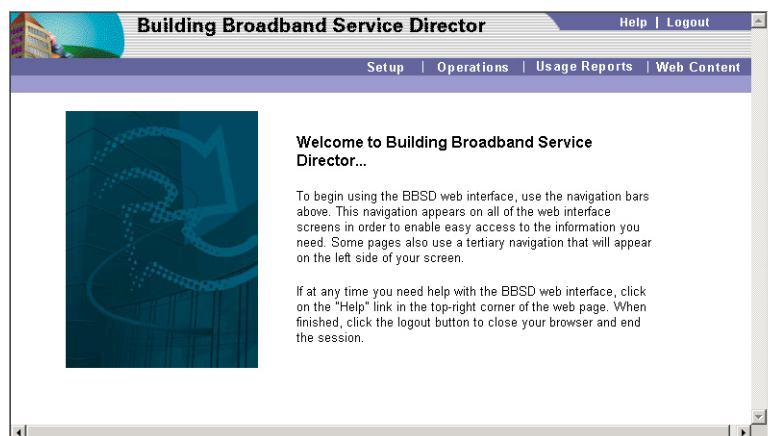
When BBSM is installed, the user is prompted for a BBSD username and password. BBSM creates a Windows user account and a SQL Server login using this username and password. Both logins are required for BBSD to function. BBSD stores a username and password for each BBSM Server. For the BBSD to connect to each BBSM Server, the stored username and password must match both the Windows BBSD login and the SQL Server login on the BBSM Server.



Launching and Configuring BBSD

To launch BBSD, click the desktop icon or select **Start > Programs > BBSD**. The BBSD Startup menu appears in [Figure 2-1](#) below.

Figure 2-1 BBSD Startup Menu



BBSD offers four main menus:

- Setup
- Operations
- Usage Reports
- Web Content

This document explains each of these menus and the various BBSD features. Examples of output such as group lists, server lists, maintenance scheduling, and user security information are included.

Setup Menu

Use the Setup menu ([Figure 2-2](#)) to add, update, delete, or view information pertaining to your servers, groups, or user security systems. The Setup menu consists of three options:

- User Security
- Servers
- Groups

Figure 2-2 Setup Menu



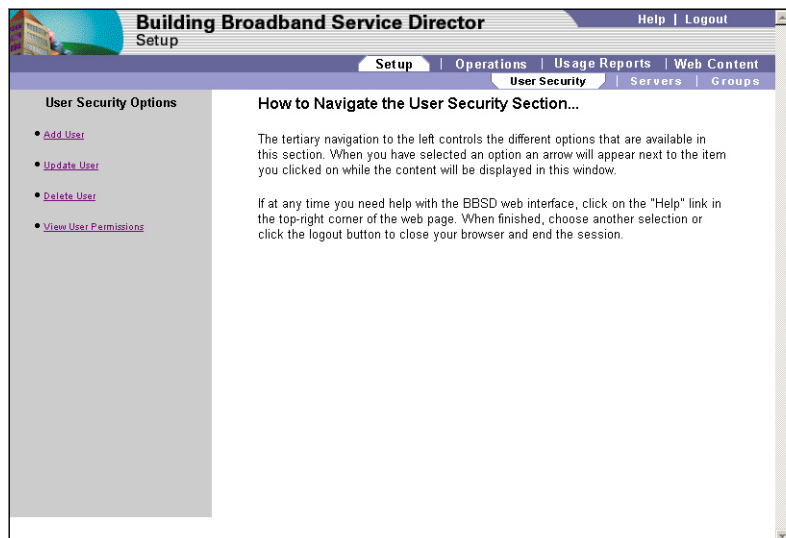
User Security Menu

Use the User Security menu to add, update, delete, or view the username, password, and permissions for each user.

During installation, the application creates a BBSD administrator account, *BBSDAdmin*, which has access to all pages within the application. The BBSD administrator can create user accounts and assign permissions for each user.

Figure 2-3 shows the introductory page for User Security.

Figure 2-3 User Security Menu



BBSD does not permit anonymous logins. The User Security menu provides information pertaining to individual approved BBSD users.

Add User

Select this option to add a new username and password to BBSD. When you select this option, the Add User screen appears (Figure 2-4)

Figure 2-4 Add User

A new user account does not have any permissions. To gain access to BBSD pages, the user account must be assigned to at least one of four Windows user groups.

Table 2-1 and Table 2-2 describe username and password characteristics.

Table 2-1 Username Characteristics

Minimum length	1 character
Maximum length	20 characters
Case sensitive	No
Spaces allowed	Yes
Special characters	Yes
Character restrictions	Yes

The following special characters are not allowed in a username:

\ / [] : | < > + = ; , ? *



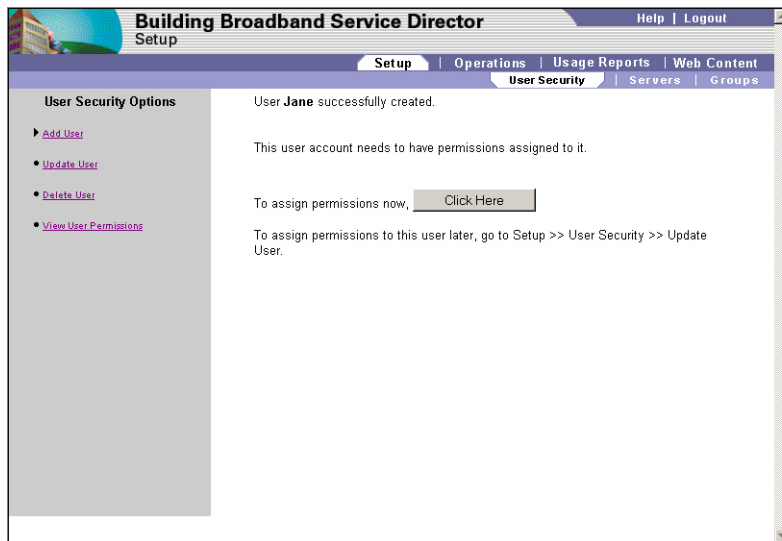
Note BBSD uses integrated Windows security; therefore, the selected username must not already exist as a Windows user account.

Table 2-2 Password Characteristics

Minimum length	Set by system policy
Maximum length	127 Characters (14 characters for Win95-98 users)
Case sensitive	Yes
Spaces allowed	Yes
Special characters	Yes
Character restrictions	No

- Step 1** Enter the new username and password.
- Step 2** Re-enter password in Retype Password field.
- Step 3** Click **Save**.

A confirmation screen ([Figure 2-5](#)) is displayed when the new user is successfully added. Permissions must be assigned to the new user.

Figure 2-5 Add User - Confirmation Screen

- Step 4** Click the **Click Here** button. A new user permissions screen appears ([Figure 2-6](#)).

Figure 2-6 User Permissions Assigned

The screenshot shows the 'Building Broadband Service Director' Setup interface. The 'User Security' tab is active, displaying the configuration for a user named 'Jane'. The 'User Security Options' sidebar includes links for 'Add User', 'Update User', 'Delete User', and 'View User Permissions'. The main form area contains the following fields and options:

- User Name:** Jane
- New Password:** [Text Input] (Leave blank if no change is needed)
- Retype Password:** [Text Input] (Leave blank if no change is needed)
- User Permissions:**
 - BBSD Administrators:
 - BBSD Operators:
 - BBSD Users:
 - BBSD Web Content:
- Update:** [Button]

Assign permissions to the new username. [Table 2-3](#) describes the user group permissions.

Table 2-3 User Group Permissions

BBSD Administrators	Access to all BBSD pages.
BBSD Operators	Access to various Setup, Operations, and Web Content pages and all Usage Reports.
BBSD Users	Access to Usage Reports only.
BBSD Web Content	Access to Web Content and Usage Reports.

Step 5 Select the desired User Permissions (user groups).

Step 6 Click **Update**.

Update User

Select this option to change the password or user permissions. The Update User screen appears (Figure 2-7).

Figure 2-7 Update User

The screenshot shows the 'Building Broadband Service Director' Setup interface. The 'User Security' tab is active, and the 'Update User' option is selected in the left-hand menu. The main content area displays instructions: 'Use the option below to change the password or user group permissions for a specific user. Enter the user name in the text box, then click the Update button. The only way to change a user name is to delete it and add a new one using the "Add User" menu.' Below the instructions, there is a text input field for 'User Name' containing the text 'Jane' and an 'Update' button.

Step 1 Enter the username.



Note This name can be any existing Windows user account.

Step 2 Click **Update**. The User Permissions screen appears (Figure 2-8).

Figure 2-8 Update User - User Permissions

The screenshot shows the 'Building Broadband Service Director' Setup interface with the 'Update User' screen. The 'User Name' field is filled with 'Jane'. Below it are two password fields: 'New Password' and 'Retype Password', both with the instruction '(Leave blank if no change is needed)'. Under the 'User Permissions' section, there are four checkboxes: 'BBSD Administrators' (checked), 'BBSD Operators' (checked), 'BBSD Users' (unchecked), and 'BBSD Web Content' (checked). An 'Update' button is located at the bottom of the form.

- Step 3** Enter a new password (if desired).
 - Step 4** Retype password (if changed).
 - Step 5** Select the desired User Permissions. Refer to [Table 2-3](#) for user group permissions descriptions.
 - Step 6** Click **Update**.
-

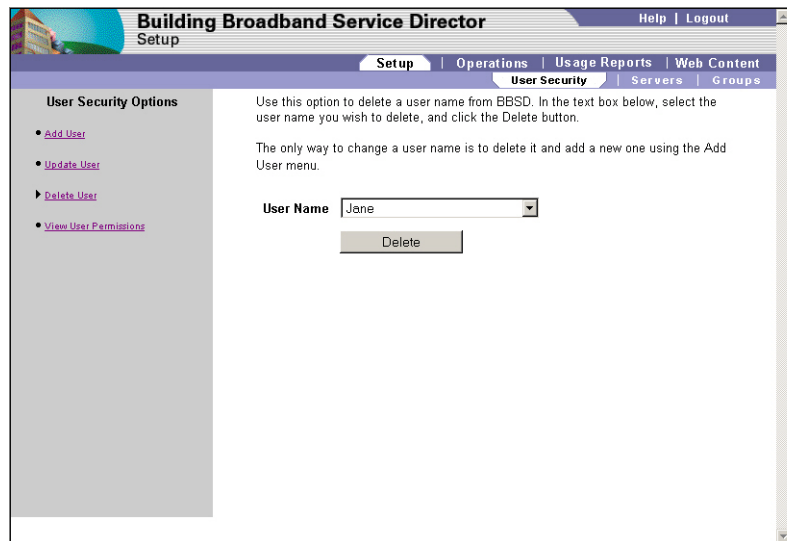
Delete User

Select this option to delete a username from the BBSD program. The Delete User screen appears ([Figure 2-9](#)).

**Note**

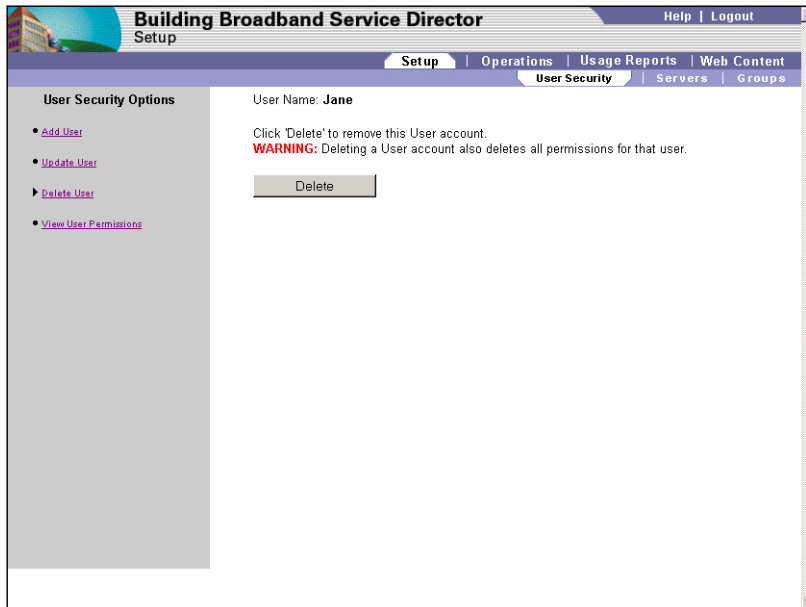
To change an existing username, you must delete it and add a new one using the [Add User](#) menu.

Figure 2-9 Delete User



- Step 1** Select the username to be deleted from the **User Name** drop-down list.
- Step 2** Click **Delete**. The Delete User Warning screen appears ([Figure 2-10](#)).

Figure 2-10 Delete User Warning

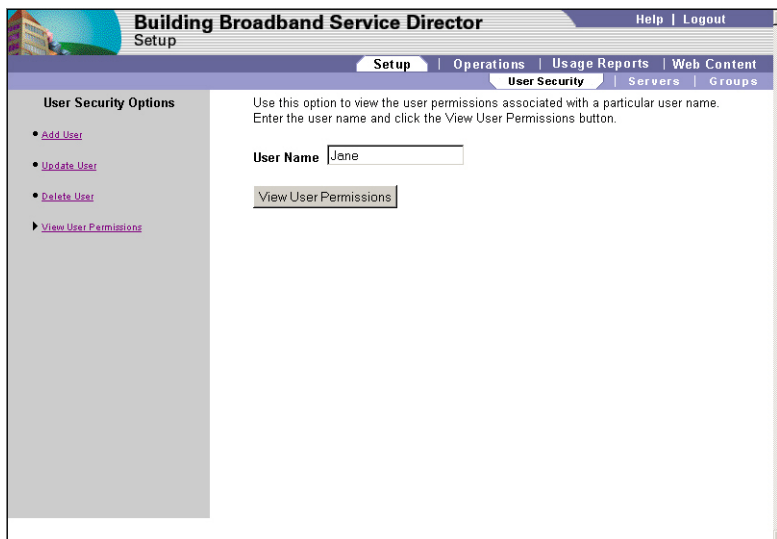


Step 3 Click **Delete**.

View User Permissions

Select this option to view permissions associated with a particular username. The View User Permissions screen appears (Figure 2-11).

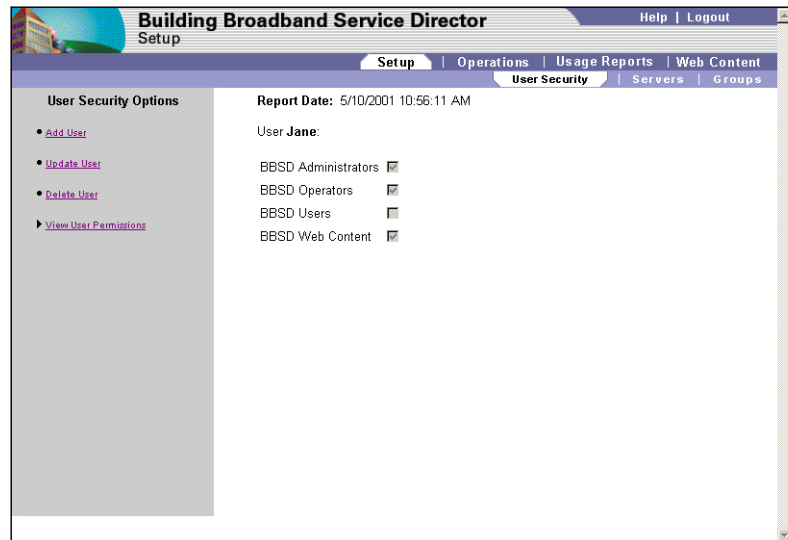
Figure 2-11 View User Permissions



-
- Step 1** Enter the username.
- Step 2** Click **View User Permissions**.
-

Figure 2-12 shows an example of the View User Permissions report. In this example, the user Jane belongs to three user groups: BBSD Administrators, BBSD Operators, and BBSD Web Content.

Figure 2-12 View User Permissions Report Data

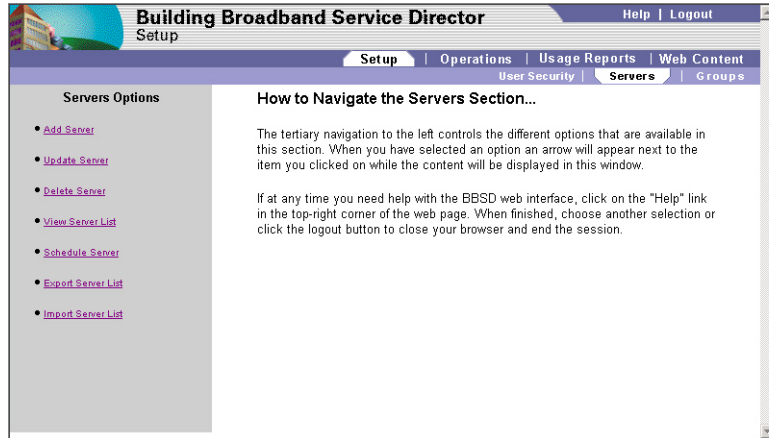


Servers Menu

BBSD uses setup information for each BBSM Server to connect to the server, backup and restore data, run queries, and generate reports. You can use the Servers menu is used to add, update, delete, or view server setup information.

The Servers menu (Figure 2-13) allows server information to be imported from and exported to external files and permits Maintenance Interval scheduling for a server or group.

Figure 2-13 Servers Menu



Note The Maintenance Interval is the number of hours between times that BBSD backs up and gathers data from the BBSM Servers.

Add Server

Select this option to add a new server. The Add Server screen appears (Figure 2-14). BBSD maintains setup information for each new server added.

Figure 2-14 Add Server

The screenshot shows the 'Add Server' screen in the 'Building Broadband Service Director' web interface. The top navigation bar is the same as in Figure 2-13. The 'Servers Options' menu on the left has 'Add Server' selected. The main content area contains a form for adding a new server. The form includes the following fields and options:

- Server Name**: Text input field (required field)
- IP Address**: Text input field (required field)
- User Name**: Text input field (required field)
- Password**: Text input field (required field)
- Property Type**: Dropdown menu with 'MHU' selected (required field)
- Group**: Dropdown menu with '(select group)' selected (required field)
- Street Address**: Text input field
- City**: Text input field
- State**: Text input field
- ZIP Code**: Text input field
- Country**: Text input field
- Maintenance Interval**: Text input field with '0' entered (required field)
- Occupancy Rate**: Text input field with '7' entered (required field)
- Business Travelers Index**: Text input field with '20' entered (required field)
- Truncate Transaction History**: Dropdown menu with 'no' selected (required field)

A 'Save' button is located at the bottom of the form. A small '600841' identifier is visible in the bottom right corner of the screenshot.

Step 1 Enter the new server information.

Define a server by completing the fields indicated in the Add Server screen. Table 2-4 describes how you might complete the fields. An asterisk (*) indicates required data. The fields are described in detail following the table.

Table 2-4 Adding a Server (Example)

Field Name	Example of Data
Server Name *	Server One
IP Address *	192.168.12.1
User Name *	Jane Doe
Password *	password4JaneDoe
Property Type *	MHU
Group *	Atlas Hotels, Inc.
Street Address	1234 Main Street
City	Oceanside
State	CA
Zip Code	92056
Country	USA
Maintenance Interval *	6
Occupancy Rate *	.70
Business Travelers Index *	20
Truncate Transaction History *	no

Server Name is a name that you select for your server. (required field)

IP Address is the IP address of the BBSM server. (required field)

User Name is the name of the BBSM user account that was created during the BBSM Server installation. This value must match for BBSD to connect successfully. (required field)

Password is the password that was assigned to the BBSD user account during the BBSM Server installation. (required field)

Property Type identifies the specific type of property. The three property types are: Multi-Hospitality Unit (MHU), Multi-Dwelling Unit (MDU), and Multi-Tenant Unit (MTU). (required field)

Group is the name of the group for the BBSM Server. (required field)

Address fields are self-explanatory, optional fields.

Maintenance Interval is an integer that represents the periodic number of hours BBSD automatically attempts to connect to a server and back up its data and files. (required field)

Every server has its own maintenance interval, although all servers belonging to one group can have the same maintenance interval number. In [Table 2-4](#), the system is backed up every 6 hours. If a server has a maintenance interval of 0, BBSD does not attempt to back up that server. The smaller the integer, the more frequent the backups.

When the maintenance interval is reached:

- All user tables from the BBSM Server database are backed up.
- All files and subfolders in the \ekgnkm directory on the BBSM Server are backed up and retained indefinitely.
- The Transaction_History table on the BBSM Server is truncated to a maximum of one month if the server's setup data specifies to do so. See Truncate Transaction History option.

Occupancy Rate represents the average occupancy rate percentage at the time when the reports are run. This figure must be between 0 and 1 to represent a percentage. For example, **.70** would indicate an occupancy rate of 70%. (required field)

Business Travelers Index represents the number of days in a month when business travelers are in a hotel. The maximum number allowable is 30. (required field)

Truncate Transaction History is an option that controls whether the data in the Transaction History table is truncated (deleted). The default setting is no. If you change the value to yes, all records in this table older than 30 days are automatically and permanently deleted from the BBSM Server. BBSD maintains a complete copy of the Transaction History table. (required field)

Step 2 Click **Save**.

Update Server

Select this option to update server information. The Update Server screen appears (Figure 2-15).

Figure 2-15 Update Server

The screenshot shows the 'Building Broadband Service Director' interface. The top navigation bar includes 'Help | Logout' and a menu with 'Setup', 'Operations', 'Usage Reports', 'Web Content', 'User Security', 'Servers', and 'Groups'. The 'Servers' menu is active. On the left, under 'Servers Options', there are links for 'Add Server', 'Update Server', 'Delete Server', 'View Server List', 'Schedule Server', 'Export Server List', and 'Import Server List'. The main content area contains the following text: 'You can use the options below to update server information such as the Maintenance Interval, the Occupancy Rate, or the Business Traveler Index. Choose either the Server Name or IP Address to make the update, and then click the Update button.' Below this text are two dropdown menus: 'Server Name' (with 'BBSM20' selected) and 'IP Address' (with '(select IP address)' selected). An 'Update' button is positioned below the second dropdown menu. A small '60849' is visible in the bottom right corner of the window.

Step 1 Choose the target server name or the IP address.

Step 2 Click **Update**.



Note Server information fields are displayed (Figure 2-14).

Step 3 Enter updated server information in the fields as needed.

Step 4 Click **Update**.

Delete Server

Select this option to delete a specific server from BBSD. The Delete Server screen appears (Figure 2-16).



Caution

This action permanently deletes all information and data pertaining to each targeted server.

Figure 2-16 Delete Server

The screenshot shows the 'Building Broadband Service Director' Setup interface. The 'Servers' tab is selected in the top navigation bar. On the left, under 'Servers Options', the 'Delete Server' link is highlighted. The main content area contains the following text: 'Use the options below to delete a specific server from BBSD. Choose either the Server Name or IP Address and click the Delete button.' Below this text are two input fields: 'Server Name' with a dropdown menu showing 'BBSM20', and 'IP Address' with a dropdown menu showing '(select IP address)'. A 'Delete' button is positioned below the IP Address field. The bottom right corner of the window displays the number '610845'.

- Step 1** Choose the target server name or the IP address.
- Step 2** Click **Delete**. A warning screen is displayed (Figure 2-17).

Figure 2-17 Delete Server Warning

The screenshot shows the 'Building Broadband Service Director' Setup interface with a warning dialog. The 'Servers' tab is selected. On the left, 'Delete Server' is highlighted. The main content area displays the following server details:

Server Name	BBSM20
IP Address	10.10.2.1
User Name	Lomi
Password	*****
Property Type	MHU
Group	default
Street Address	
City	
State	
ZIP Code	
Country	
Maintenance Interval	1
Occupancy Rate	.70
Business Travelers Index	20
Truncate Transaction History	no

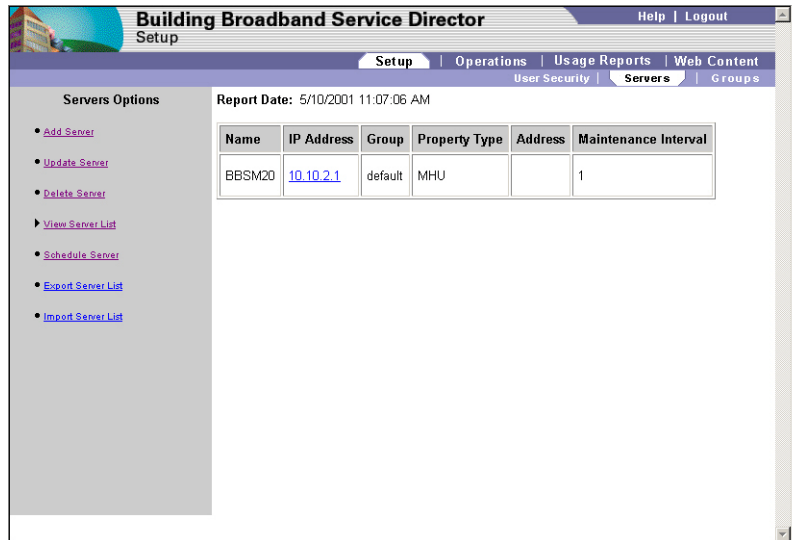
 Below the details, it says 'Click the Delete button to remove this server.' A red warning message follows: 'WARNING: All backup data and files for this server will also be permanently deleted.' A 'Delete' button is at the bottom. The bottom right corner of the window displays the number '60844'.

Step 3 Click **Delete**.

View Server List

Select this option to view information about all servers that are added or imported to BBSD. The View Server List screen appears (Figure 2-18).

Figure 2-18 View Server List

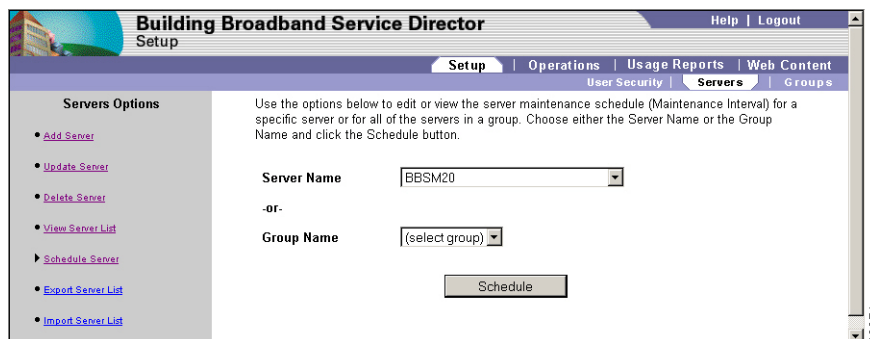


Schedule Server

Select this option to set, edit, or view the server maintenance schedule (maintenance interval) for a specific server or for all of the servers belonging to one group. The Schedule Server screen appears (Figure 2-19).

Setting a group's maintenance interval sets all associated servers to that group's set interval.

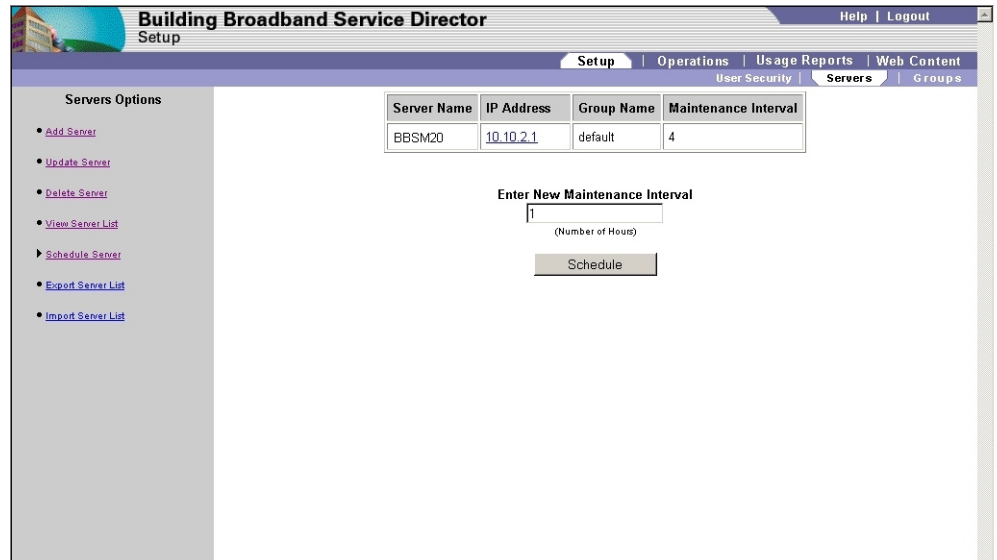
Figure 2-19 Schedule Server



- Step 1** Choose the target server name or group name.
- Step 2** Click **Schedule**.

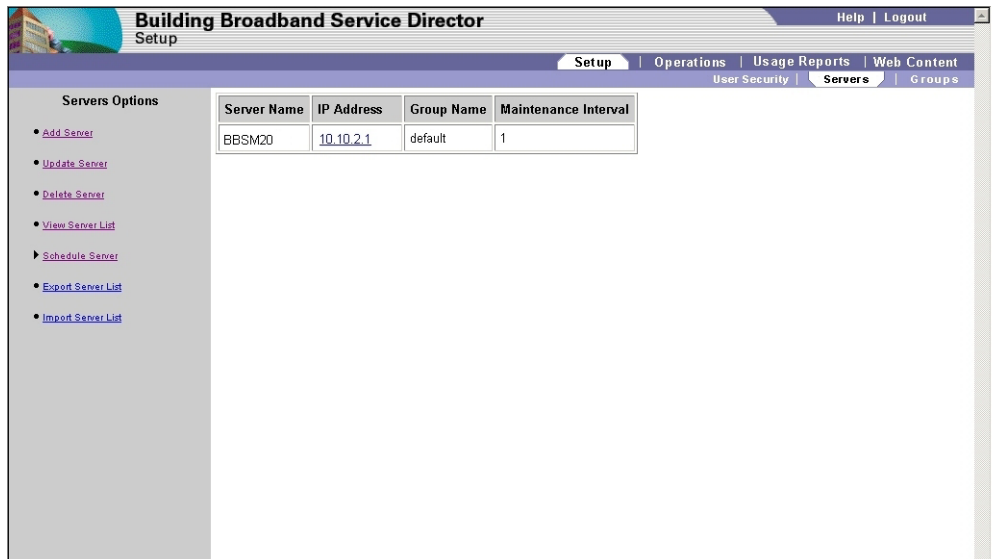
If selection was made by server name, a window similar to the one in [Figure 2-20](#) is displayed. In this example, the maintenance interval for BBSM20 is 4.

Figure 2-20 Server Maintenance Schedule by Server Name



- Step 3** To change the maintenance interval for data backups on BBSM20 from every four hours to every one hour, type **1** in the **Enter New Maintenance Interval** text box.
- Step 4** Click **Schedule**. [Figure 2-21](#) displays the updated Server Maintenance Schedule.

Figure 2-21 Updated Server Maintenance Schedule by Server



Schedule Servers by Group Name

Updating the maintenance schedule by Group Name will set the maintenance interval for all servers belonging to the selected group.

-
- Step 1** Select the Group Name from the drop-down list as seen in [Figure 2-19](#).
 - Step 2** Enter a new value in the Maintenance Interval text box as seen in [Figure 2-20](#).
 - Step 3** Click **Schedule**.
-

Export Server List

Select this option to export server setup records from the BBSM Server table to a comma-delimited ASCII text file. The Export Server List screen appears ([Figure 2-22](#)).



Note The format of the exported data file differs from the imported data. Therefore, export files cannot reasonably be used for an import file.

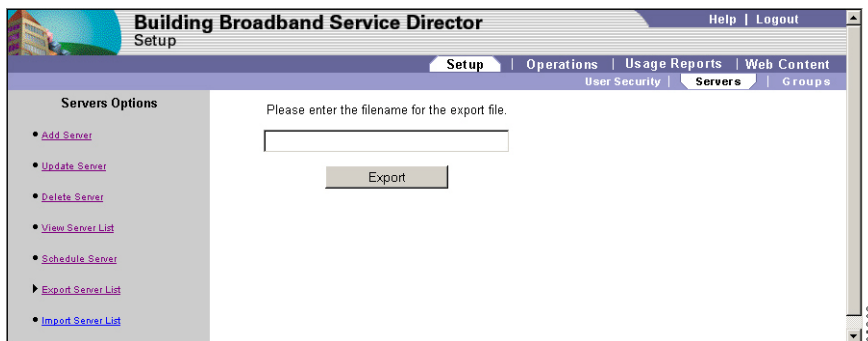
Exported files have the following format:

Server Name,IP Address,Group Name,Street Address,City,State,Zip Code,Country,Maintenance Interval,Occupancy Rate,Business Travelers Index,Truncate Transaction History,Property Type



Note To ensure security, username and passwords are not exported.

Figure 2-22 Export Server List



-
- Step 1** Enter the export filename.
 - Step 2** Click **Export**.
- The file is exported to the FTP/Export directory.
-

Import Server List

Select this option to import server setup data from a comma-delimited ASCII text file. The Import Server List screen appears (Figure 2-23). The data is imported to the BBSD Server list.



Note The import file must exist in the FTP/Import directory before the file can be imported.

Figure 2-23 Import Server List



- Step 1** Select file and group name from the drop-down lists.
- Step 2** Click **Import**.
- Step 3** Go to the Setup menu and view the server information to verify a successful import.



Note During the import process, BBSD verifies whether the IP address is already in the database. If there is a duplicate IP address or server name, the record is not imported.

Imported files must have the following format:

Server Name,IP Address,User Name>Password,Street Address*,City*,State*,Zip Code*,Country*,
Maintenance Interval,Occupancy Rate,Business Travelers Index,Truncate Transaction History,
Property Type (* Fields with an asterisk can be empty.)



Note If any of the fields are empty, there must be a placeholder comma for that field. For example,
ServerName,199.106.231.1,,,,,0,.7,20,0,MHU
where Street Address, City, State, Zip Code and Country fields are empty.

Maintenance Interval field cannot have decimals and must be 0 or greater. The default value is 0.

Occupancy Rate field is a decimal value between 0 and 1, inclusive. The default value is .7.

Business Travelers Index field cannot have decimals and must be between 0 and 30, inclusive. The Business Travelers Index default value is 20.

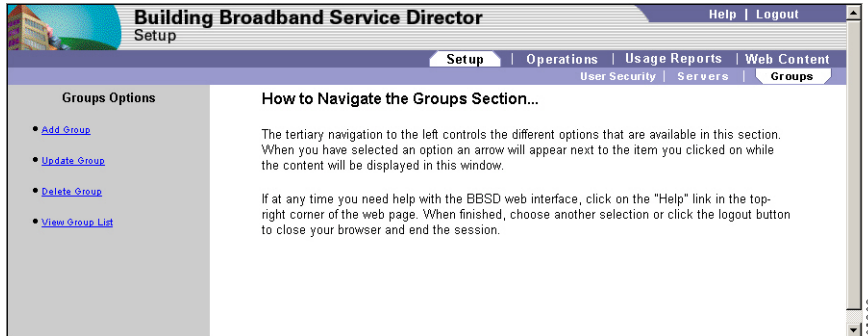
Truncate Transaction History field must be 0 or 1. The default value is 0 indicating that data is not truncated.

Property Type field must be MHU, MDU, or MTU.

Groups Menu

Each server in a server list is associated with a Group. Use the Groups menu (Figure 2-24) to add, update, delete, or view group information.

Figure 2-24 Groups Menu



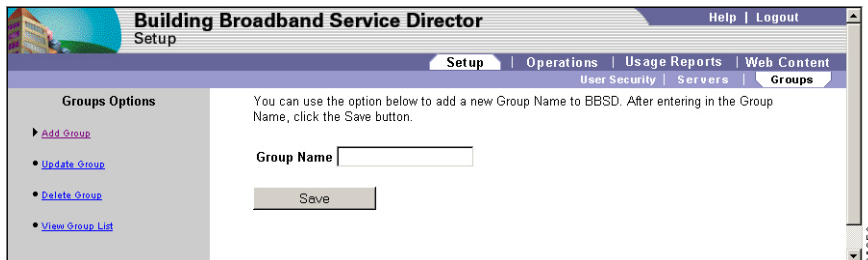
Add Group

Select this option to add a new group name to BBSD. The Add Group screen appears (Figure 2-25).



Note A *Default* group is added during BBSD installation.

Figure 2-25 Add Group



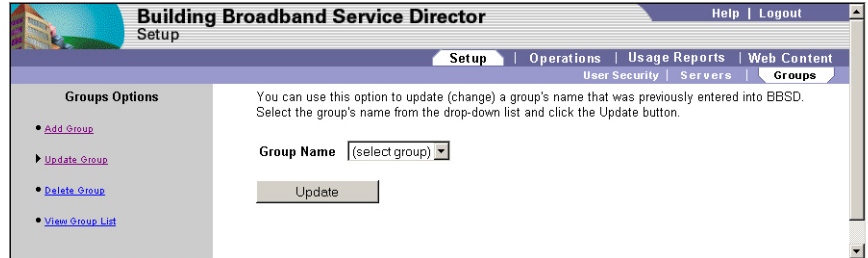
Step 1 Enter the new group name.

Step 2 Click **Save**.

Update Group

Select this option to update or change an existing group name. The Update Group screen appears (Figure 2-26).

Figure 2-26 Update Group



-
- Step 1** Select the group name from the drop-down list.
 - Step 2** Click **Update**.
 - Step 3** Change the group name.
 - Step 4** Click **Update**.
-

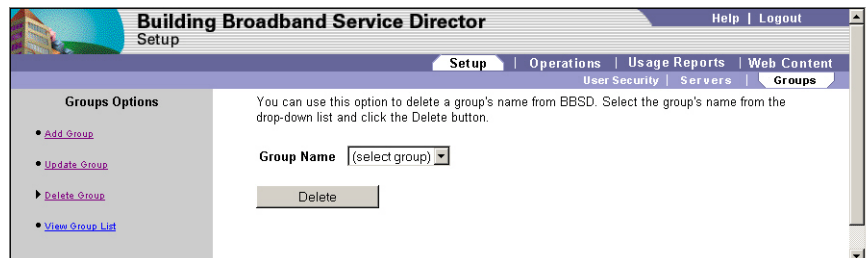
Delete Group

Select this option to delete an existing group name. The Delete Group screen appears (Figure 2-27).



Note Before a group name can be deleted from BBSD, all server information associated with that group must first be deleted. From the Setup menu, select **Servers** to delete all server information. Follow “Delete Server” section on page 2-13.

Figure 2-27 Delete Group



-
- Step 1** Select the group name from the drop-down list.
 - Step 2** Click **Delete**.
 - Step 3** Verify that the correct group name is being deleted, and click **Delete**.
-

View Group List

Select this option to view all group names that have been added to BBSD. The View Group List screen appears (Figure 2-28).

Figure 2-28 View Group List



Step 1 Select **View Group List**.

Operations Menu

Use the Operations menu (Figure 2-29) for maintenance, data restoration, operation reports.

Figure 2-29 Operations Menu



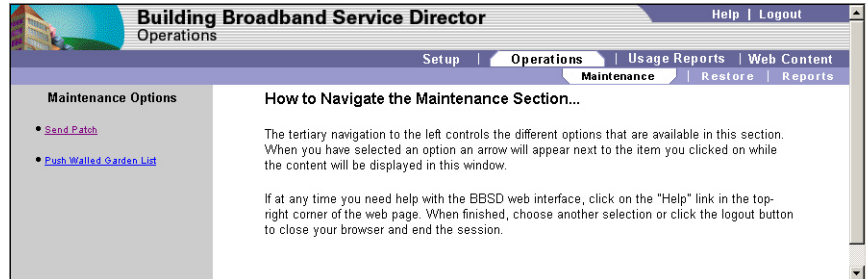
The Operations menu consists of three options:

- Maintenance
- Restore
- Reports

Maintenance Menu

The Maintenance menu provides the Send Patch and Push Walled Garden List options. For setting or updating maintenance interval parameters, refer to “[Schedule Server](#)” under Servers menu.

Figure 2-30 Maintenance Menu



Send Patch

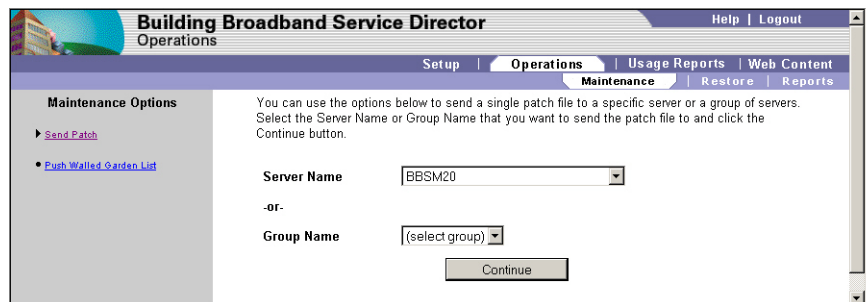
Select this option to send files to a specific server or a group of servers belonging to one group. The Send Patch screen appears ([Figure 2-31](#)).



Caution

The source file must exist in the FTP/Patch directory first.

Figure 2-31 Send Patch



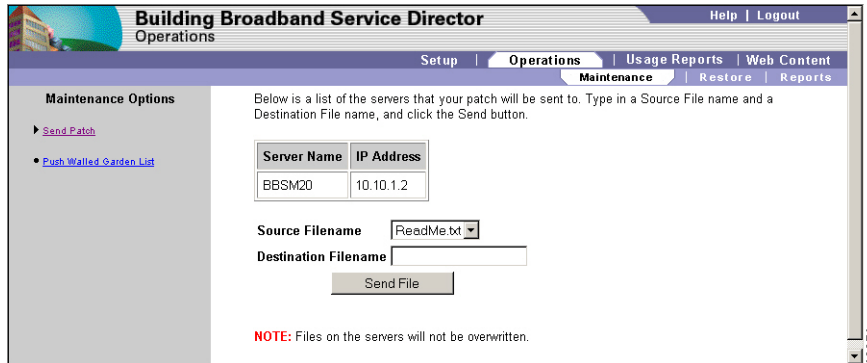
Step 1 Select the receiving server name or group name.



Note Depending on your choice, the patch is sent to either a specific server or all servers belonging to one group.

Step 2 Click **Continue**. The Send Patch/Send File appears ([Figure 2-32](#)).

Figure 2-32 Send Patch/Send File



Step 3 Select the source filename from the drop-down list.



Note The source file must exist in the FTP/Patch directory for it to appear in the drop-down list.

Step 4 Enter the destination filename.

Step 5 Click **Send File**.



Note Files on the servers are not overwritten.

Push Walled Garden List

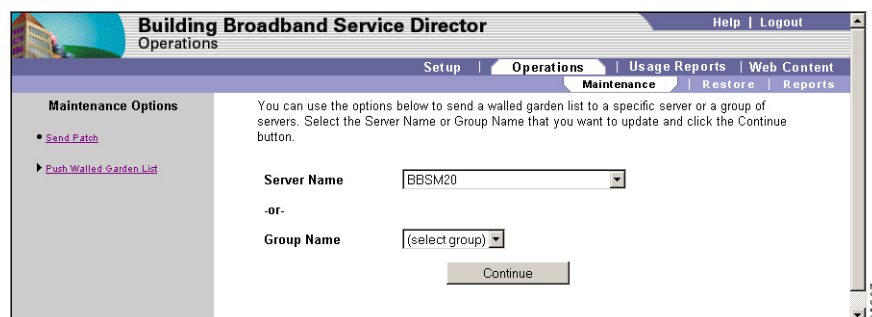
The Push Walled Garden List feature enables BBSD to remotely push (send) a list of IP addresses to a BBSM server or a group of servers. When the list is sent, each server's current list is deleted and replaced with the new list.

When you select the Push Walled Garden List option, the Push Walled Garden List screen appears (Figure 2-33).



Note Permissions for these pages are restricted to BBSD administrators and BBSD operators.

Figure 2-33 Push Walled Garden List



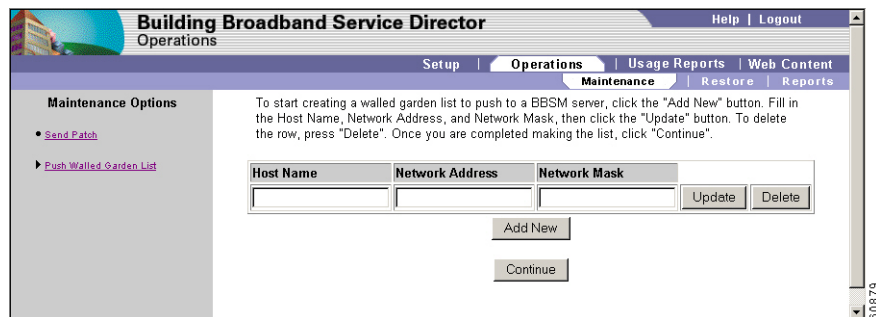
- Step 1** Select the receiving server or group.
- Step 2** Click **Continue**. The Add New Walled Garden screen appears (Figure 2-34).

Figure 2-34 Add New Walled Garden



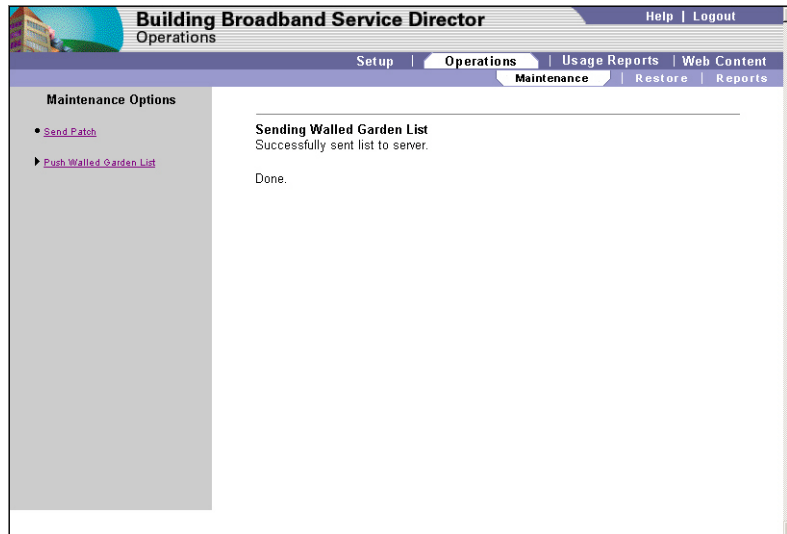
- Step 3** Click **Add New**. The Host information fields appear (Figure 2-35).

Figure 2-35 Add New Walled Garden Host Information



- Step 4** Enter **Host Name**, **Network Address**, and **Network Mask** values.
- Step 5** Click **Update**.
- Step 6** Repeat Steps 3 to 5 to continue adding Walled Garden IP addresses until the list is complete.
- Step 7** Click **Continue**.
A finalized list is displayed.
- Step 8** Click **Continue**. The Sending Walled Garden List/Confirmation screen appears (Figure 2-36).

Figure 2-36 Sending Walled Garden List/Confirmation

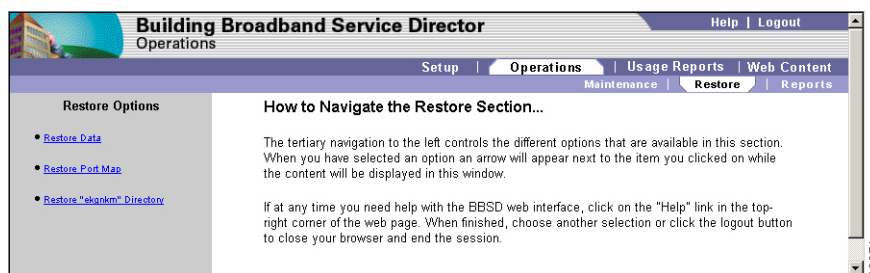


Restore Menu

Select the Restore menu (Figure 2-37) to restore the SQL Server database, the Port_Map table, and the \ekgnkm directory. The Restore menu options are:

- Restore Data
- Restore Port Map
- Restore “ekgnkm” Directory

Figure 2-37 Restore Menu



Restore Data

Select this option to restore the SQL Server database. The Restore Data/Find Backup Sets screen appears (Figure 2-38). Data from one of the last three backups is restored.



Caution

Restore Data deletes ALL server data from the BBSM Server before restoring the backup data. In the event of a power outage or a failed network connection, the server data could be permanently lost during this two-step procedure. To avoid this problem, backup the BBSM Server database first.

Figure 2-38 Restore Data/Find Backup Sets

Building Broadband Service Director Help | Logout
Operations

Setup | **Operations** | Usage Reports | Web Content
Maintenance | **Restore** | Reports

Restore Options

- ▶ Restore Data
- Restore Port Map
- Restore "ekankm" Directory

You can use the option below to restore data that is lost or corrupted. Information from one of the last three saves will be restored. Select either the Server Name or IP Address and click the Find Backup Sets button.

Server Name: BBSM20

-or-

IP Address: (select IP address)

Find Backup Sets

- Step 1** Select the targeted server or the IP address.
- Step 2** Click **Find Backup Sets**. The Restore Data - Backup Set screen appears (Figure 2-39).

Figure 2-39 Restore Data - Backup Set

Building Broadband Service Director Help | Logout
Operations

Setup | **Operations** | Usage Reports | Web Content
Maintenance | **Restore** | Reports

Restore Options

- ▶ Restore Data
- Restore Port Map
- Restore "ekankm" Directory

Server Name: BBSM20

IP Address: 10.10.1.2

Backup Set: 05/17/2001 07:34 AM

Restore Data

- Step 3** Click the drop-down arrow to select the Backup Set.
- Step 4** Click **Restore Data**.

Restore Port Map

Select this option to restore the Port_Map table data. The Restore Port Map/Find Backup Sets screen appears (Figure 2-40). Data from one of the last three backups is restored.



Caution

Restore Port Map deletes ALL Server data from the BBSM Server before restoring the backup data. In the event of a power outage or a failed network connection, the Server data could be permanently lost during this two-step procedure. To avoid this problem, backup the BBSM Server database first.

Figure 2-40 Restore Port Map/Find Backup Sets

Building Broadband Service Director
Operations

Help | Logout

Setup | Operations | Usage Reports | Web Content
Maintenance | Restore | Reports

Restore Options

- Restore Data
- ▶ Restore Port Map
- Restore "ekgnkm" Directory

You can use the option below to restore a port map that is lost or corrupted. Information from one of the last three saves will be restored. Select either the Server Name or IP Address and click the Find Backup Sets button.

Server Name:

-or-

IP Address:

60873

- Step 1** Select the target server or the IP address.
- Step 2** Click **Find Backup Sets**. The Restore Port Map Backup screen appears (Figure 2-41).

Figure 2-41 Restore Port_Map Backups

Building Broadband Service Director
Operations

Help | Logout

Setup | Operations | Usage Reports | Web Content
Maintenance | Restore | Reports

Restore Options

- Restore Data
- ▶ Restore Port Map
- Restore "ekgnkm" Directory

Server Name: BBSM20

IP Address: 10.10.1.2

Port Map Backups:

60872

- Step 3** Select the desired Port Map backup.
- Step 4** Click **Restore Data**.

Restore "ekgnkm" Directory

Select this option to restore the BBSM Server's \ekgnkm directory including all files and folders. The Restore "ekgnkm" Directory screen appears (Figure 2-42).

Figure 2-42 Restore "ekgnkm" Directory

Building Broadband Service Director
Operations

Help | Logout

Setup | Operations | Usage Reports | Web Content
Maintenance | Restore | Reports

Restore Options

- Restore Data
- ▶ Restore Port Map
- Restore "ekgnkm" Directory

You can use the options below to restore the BBSM "ekgnkm" directory including all files and folders if data is lost or corrupted. BBSD backs up all files and folders in the BBSM "ekgnkm" directory. Select either the Server Name or IP Address, and click the Restore button.

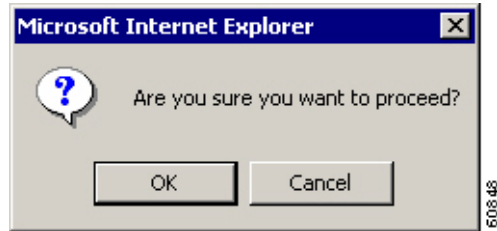
Server Name:

-or-

IP Address:

60870

- Step 1** Select the target server or the IP address.
- Step 2** Click **Restore**. The following confirmation message appears.



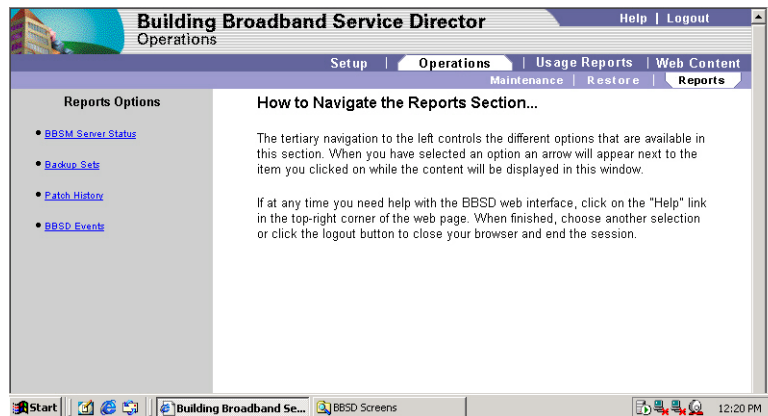
- Step 3** Click **OK** to restore the directory or **Cancel** to cancel the operation.

Reports

Select the Reports menu to view configuration and system status information. The Reports menu (Figure 2-43) provides four reporting options:

- BBSM Server Status
- Backup Sets
- Patch History
- BBSD Events

Figure 2-43 Reports Menu

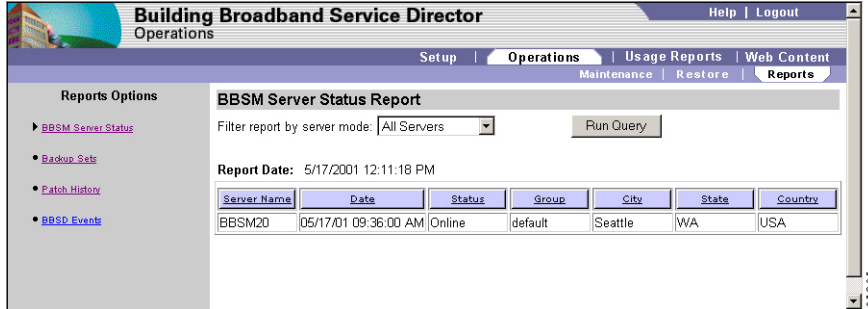


BBSM Server Status

Select this option to generate a list of all servers and their current status. The BBSM Server Status screen appears (Figure 2-44).

The server status is not current but is logged at the most recent maintenance interval. The report can be filtered by selecting a specific server status. If no filter is specified, the default filter is All Servers.

Figure 2-44 BBSM Server Status



Step 1 Select one of the following server modes:

- All Servers
- Not Responding
- Online

Step 2 Click **Run Query**.

Step 3 Sort the data by clicking a column heading.

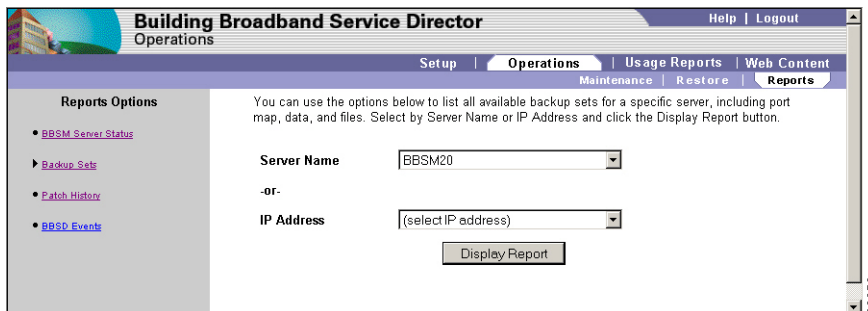


Note To toggle between ascending and descending order, click the column heading again.

Backup Sets

Select the Backup Sets option to list all available backup sets for a specific server, including SQL Server data with and without the Port_Map table. The Backup Sets screen appears (Figure 2-45). This report is pre-formatted with no user-defined sorting options.

Figure 2-45 Backup Sets



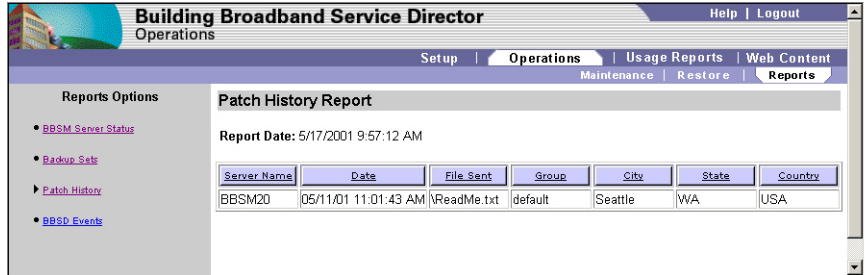
Step 1 Select the target server name or IP address.

Step 2 Click **Display Report**.

Patch History

Select the Patch History option to generate a historic list of patches (files) sent by BBSD to a particular server or a group of servers. The Patch History screen appears (Figure 2-46).

Figure 2-46 Patch History



Step 1 Sort the data by clicking a column heading.

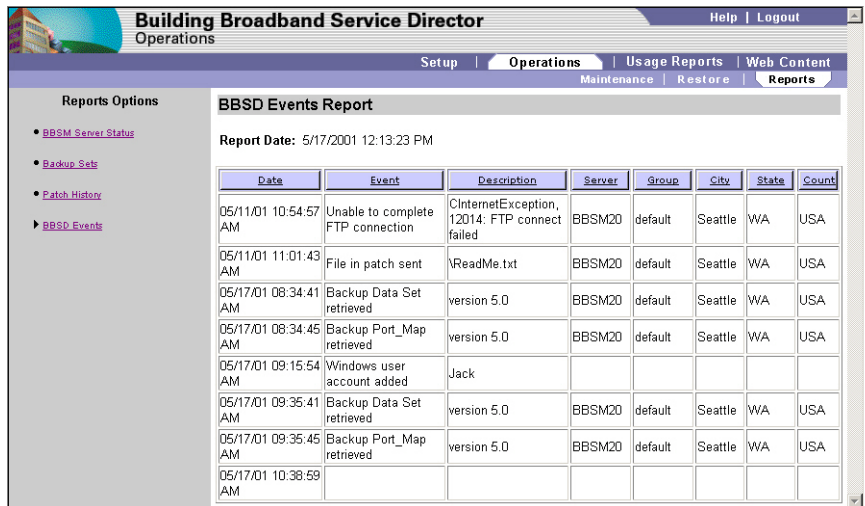


Note To toggle between ascending and descending order, click the column heading again.

BBSD Events

Select the BBSD Events option to list all logged BBSD events. The BBSD Events screen appears (Figure 2-47).

Figure 2-47 BBSD Events



Step 1 Sort data by clicking a column heading.



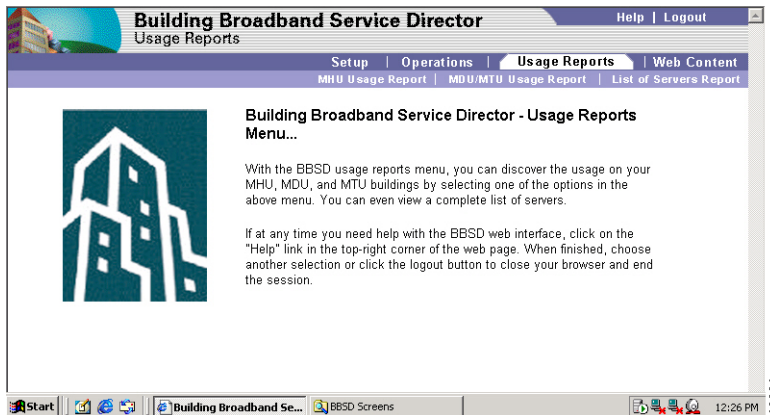
Note To toggle between ascending and descending order, click the column heading again.

Usage Reports

BBSD uses transaction history data to generate usage reports. The Usage Reports menu (Figure 2-48) consists of three options:

- MHU Usage Report
- MDU/MTU Usage Report
- List of Servers Report

Figure 2-48 Usage Reports Menu



Note A property type is assigned to each server in the server list to support report generation. The property types are MHU (Multi-Hospitality Units), MDU (Multi-Dwelling Units), and MTU (Multi-Tenant Units).

MHU Usage Report

Select the MHU Usage Report (Multi-Hospitality Units) to generate a listing of all servers, their usage for a specified time period, and their associated revenue activity.

-
- Step 1** Select **Yes** or **No** from Group by Sites drop-down list.
 - Step 2** Select month and year from drop-down lists.
 - Step 3** Click **Run Query**.
 - Step 4** Sort the data by clicking a column heading.



Note To toggle between ascending and descending order, click the column heading again.

MDU/MTU Usage Report

The MDU/MTU Usage Report (Multi-Dwelling Units/Multi-Tenant Units) option lists all MDU or MTU servers and their usage.

-
- Step 1** Select **Yes** or **No** from Group by Sites drop-down list.
 - Step 2** Select month and year from drop-down lists.
 - Step 3** Click **Run Query**.
 - Step 4** Sort the data by clicking a column heading.



Note To toggle between ascending and descending order, click the column heading again.

List of Servers Report

Select the List of Servers Report option to list all servers currently in the servers table. This report can be filtered by any combination of property types (such as MHU, MDU, MTU).

-
- Step 1** Deselect a check box to exclude a property type (MHU, MDU, MTU) from the report.
 - Step 2** Click **Run Query**.
 - Step 3** Sort the data by clicking a column heading.



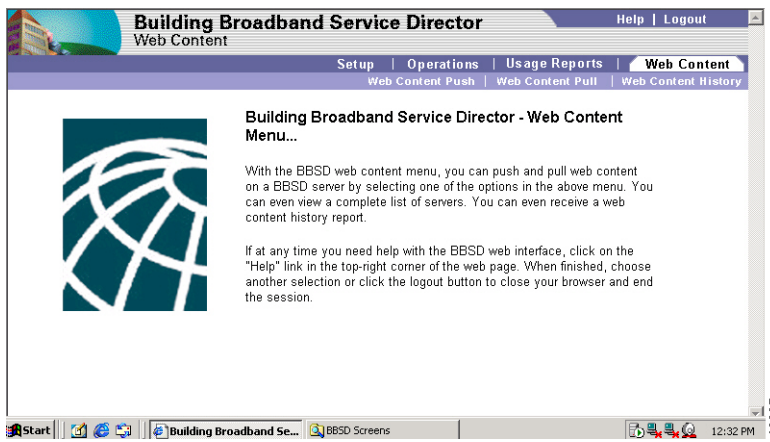
Note To toggle between ascending and descending order, click the column heading again.

Web Content Menu

The Web Content menu provides three options for pushing (adding) and pulling (removing) web content to and from the BBSM Server and maintaining a historical record of these activities. The three options are:

- Web Content Push
- Web Content Pull
- Web Content History

Figure 2-49 Web Content Menu



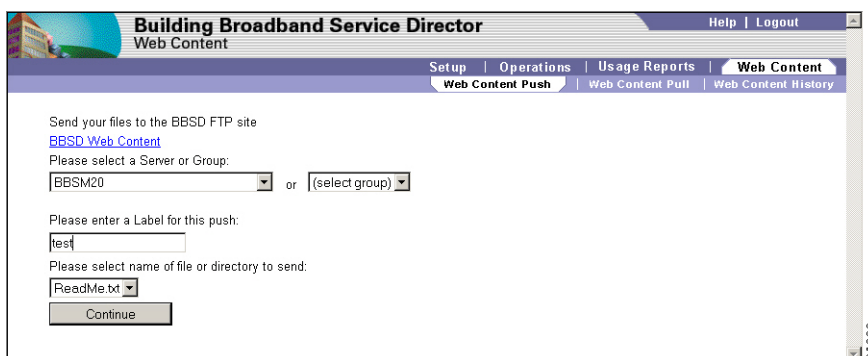
Web Content Push

On the Web Content Push web page (Figure 2-50) you can select a server or group, specify the files to be pushed, and specify a Label to identify the pushed files.



Note The files to be pushed must be in the FTP/BBSDWebContent directory.

Figure 2-50 Web Content Push



Step 1 Select the target server or group from the drop-down lists.

Step 2 Specify a label for the push.

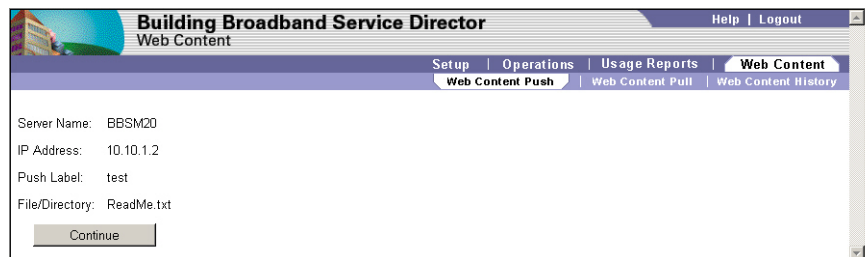


Note No spaces are allowed in the Label name.

Step 3 Select the file or files to be sent.

Step 4 Click **Continue**. A confirmation screen appears (Figure 2-51).

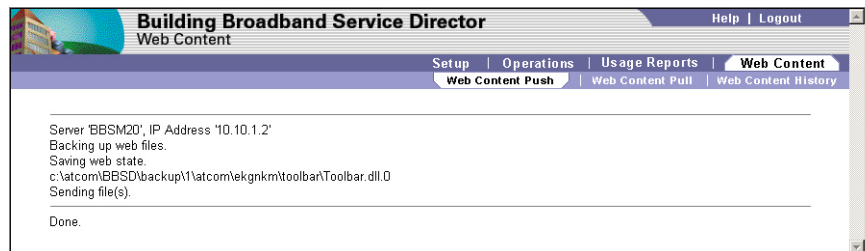
Figure 2-51 Web Content Push Confirmation



BBSD pushes all files associated with the Web State back onto the server or back onto each server for the group.

Step 5 Click **Continue** to send files. A Web Content Push Done screen appears (Figure 2-52).

Figure 2-52 Web Content Push Done



Web Content Pull

The Web Content Pull web page (Figure 2-53) allows you to pull previously pushed files from the remote server and restore the files associated with a specific Web State.



Note Only files previously pushed with the Web Content Push feature can be pulled.

Figure 2-53 Web Content Pull

Use the selections below to pull content from a BBSM server. Select a Server Name or a Group Name, and click the Continue button.

Server Name:

-or-

Group Name:

- Step 1** Select the target server or group from the drop-down lists.
- Step 2** Click **Continue**. The Web Content Pull screen appears (Figure 2-54).

Figure 2-54 Web Content Pull Label

The information below shows where the information will be pulled from. Select a label from the drop-down list to pull.

Server Name: BBSM20
IP Address: 10.10.1.2
Please select:

- Step 3** Select label from the drop-down list.
- Step 4** Click **Continue**. The Web Content Pull Confirmation screen appears (Figure 2-55).

Figure 2-55 Web Content Pull Confirmation

Please confirm the information below. If everything appears to be correct, click the "Continue" button to proceed.

Server Name: BBSM20
IP Address: 10.10.1.2
Push Label: test

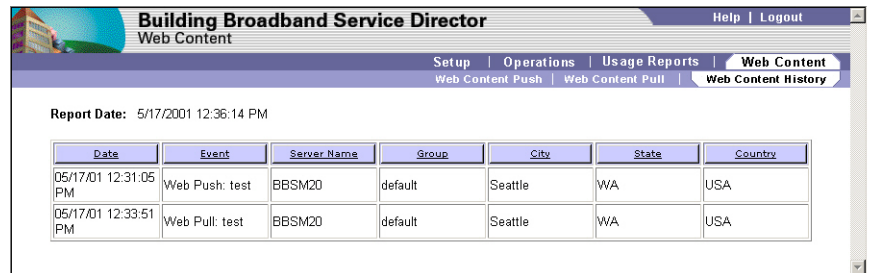
- Step 5** Click **Continue** to pull files back.

Web Content History

A Web Content History (Figure 2-56) is available only for tracking push and pull activities made to remote servers.

Step 1 Click **Web Content History**.

Figure 2-56 Web Content History



Date	Event	Server Name	Group	City	State	Country
05/17/01 12:31:05 PM	Web Push: test	BBSM20	default	Seattle	WA	USA
05/17/01 12:33:51 PM	Web Pull: test	BBSM20	default	Seattle	WA	USA

Step 2 Sort the data by clicking a column heading.



Note To toggle between ascending and descending order, click the column heading again.

