



Release Notes for Cisco BBSM 5.1 Microsoft IIS Cumulative Patch

November 2002

These release notes describe the Cisco Building Broadband Service Manager (BBSM) 5.1 Microsoft IIS cumulative patch (MSIISRollup.exe), which is also known as Patch 5207. The purpose of this patch is to install the latest Microsoft Internet Information Server (IIS) security patches.



Note

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

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Introduction

MSIISRollup.exe can be installed on BBSM 5.2, build 1.0, and any build of BBSM 5.1 with any level of patches applied.

MSIISRollup.exe corrects the following vulnerabilities on the BBSM server running IIS 5.0:

- Out of process privilege elevation
- WebDAV denial of service
- Script source access
- Cross-site scripting in IIS administrative pages
- Reduced server availability

This patch eliminates other vulnerabilities as well. For additional information, refer to Microsoft Security Bulletin MS02-062 at this website:

<http://www.microsoft.com/technet/treeview/default.asp?url=/technet/security/bulletin/MS02-062.asp>



Note

MSIISRollup.exe is cumulative and supersedes the patches that are provided in *Microsoft Security Bulletin* MS02-028 and MS02-018.

Installation

BBSM service packs and patches can be installed locally onto any BBSM server. They can also be installed onto multiple BBSM servers that have Internet access from another computer in a remote location.



Caution

This patch disconnects all client sessions. Do not install this patch on any BBSM server that does not have Microsoft Service Pack 2 (SP2) or Microsoft Service Pack 3 (SP3) installed.

Since this is a IIS patch, Internet service will be interrupted during the installation, and you will not see a *success* message upon completion. You will see different messages depending on whether you are connecting to the BBSM server through the internal or external network. When you connect from the internal network, you will see this message or something similar indicating that a communication error has occurred: *HTTP proxy reports: (The specified network name is no longer available.)*

When you connect from the external network, you will see this message: *The page cannot be displayed...* The operating system and browser version that you are using can also affect the type of message that you see. In either case, the connection to the server is lost; however, the patch installation continues, and the server restarts upon completion.



Note

For remote installations, you must wait approximately 5 to 10 minutes or however long it normally takes for the server to restart and for the atdial service on your server to initialize. If you are using the Windows 2000 (SP2 or later) or Windows XP operating systems to install the patch remotely, the ASP files load very slowly. To prevent this, uncheck the **Client for Microsoft Networks** check box in the NIC Properties window.

Use this procedure to install MSIISRollup.exe onto your BBSM server:

- Step 1** Using your Internet Explorer (IE) web browser, go to the Cisco BBSM 5.1 Software Download website at <http://www.cisco.com/cgi-bin/tablebuild.pl/bbsm51>.



Note Because of some known issues and incompatibilities with Netscape Navigator, you must use the IE browser when using the WEBpatch feature.

- Step 2** Download **MSIISRollup.exe** to a temporary location on your computer.

- For a local BBSM installation, go to [Step 5](#).
- For a remote BBSM installation, continue with [Step 3](#).

- Step 3** In the IE browser Address field, type **http://<ext_NIC_addr>:9488/www**, where <ext_NIC_addr> is the external NIC address of the remote BBSM server. For example, type **http://10.10.1.2:9488/www**, and press **Enter**.

- Step 4** Log on with your username and password. The remote BBSM Dashboard appears.



Note You must have administrator privileges to log on. Do not enter any information in the Domain field.

- Step 5** From the BBSM Dashboard, use the WEBpatch utility to install this patch.

Refer to the *Cisco BBSM 5.2 User Guide* for instructions on installing and transferring BBSM patches.



Note After the installation is complete, you can verify that the patch was installed. From a remote location, access the BBSM Dashboard, and click **WEBpatch**. Click the **Patch Log** tab. From the Patches drop-down menu, select **5207**. If you see *CPatchUtil::InstallPatch started*, MSIISRollup.exe was successfully installed.

From the local BBSM server, choose **My Computer > Control Panel > Add/Remove Programs**. If you see *Windows 2000 Hotfix (Pre-SP4) [See Q327696 for more information]*, MSIISRollup.exe was successfully installed.

Related Publications

The following documents provide complete information about BBSM:

- *Cisco BBSM 5.1 and BBSD Installation Guide* (order number DOC-7812741=)
- *Cisco BBSM 5.1 Software Configuration Guide* (available on Cisco.com)
- *Cisco BBSD (Director) Software Configuration Guide* (available on Cisco.com)
- *Cisco BBSM 5.1 SDK Developer Guide* (available on Cisco.com)
- *Cisco BBSM Hardware Assembly Guide* (order number DOC-7812740=)
- *Requires Immediate Attention Card for Cisco BBSM Server* (order number DOC-7813057=)

Obtaining Documentation

These 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 this URL:

<http://www.cisco.com>

Translated documentation is available at this 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. 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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (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 Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
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 online 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

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

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If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

Technical Assistance Center

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

Cisco TAC inquiries 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.

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

Cisco TAC Web Site

You can use the Cisco TAC Web Site 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 this URL:

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

All customers, partners, and resellers who have a valid Cisco service 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 this URL to register:

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

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

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. 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 automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this 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). When you call the center, 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 Publications](#)” section.

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