Cisco BBSM 5.2 Gigabit Ethernet NIC Driver Note

The Cisco BBSM 5.2 accessory kit includes the Disk Drive CD, which contains the Intel PRO/1000 Server Adapter driver. This driver is not included in the Microsoft operating system. If your BBSM server has Intel PRO/1000 Server Adapter PCI network interface cards (NICs) and you are reinstalling the BBSM 5.2 software using the Version 5.2 CD, you must install this driver on the internal and external NICs during the BBSM installation process. To perform this installation, you must refer to the *Cisco BBSM 5.2 and BBSD Software Installation Guide* as well as this document. Make sure that you have a copy of both documents before you begin.

Note If you perform a BBSM installation using the image that is included on the Version 5.2A Restore CDs, it is not necessary for you to install the Intel PRO/1000 Server Adapter driver because the driver is already on the image.

Installing the Driver

Using the *Cisco BBSM 5.2 and BBSD Software Installation Guide*, follow the normal BBSM software installation process through Step 23 (on page 1-8) of the "Configuring Windows" section.

Note In the "Configuring Windows" section, replace steps 24 through 26 with these steps:

Step 24 Click **Finish**. Wait while your server automatically reboots.

Step 25 Log on as administrator with the proper password. The Windows 2000 Configure Your Server window appears.

Step 26 Minimize the Windows 2000 Configure Your Server window.

Begin the driver installation procedure after you complete Step 26.

Follow these steps to install the Intel PRO/1000 Server Adapter driver:

Step 1 Remove the Windows 2000 Server CD, and insert the Disk Drive CD into the CD-ROM drive.

Step 2 From the desktop, right-click **My Computer** and choose **Properties**. The System Properties window appears.

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Step 3   Click the **Hardware** tab.

Step 4   Click **Hardware Wizard**. The Welcome to the Add/Remove Hardware Wizard dialog box appears.

Step 5   Click **Next**. The Choose a Hardware Task dialog box appears.

Step 6   Verify that the **Add/Troubleshoot a device** radio button is selected. If it is not, select it, and then click **Next**. The New Hardware Detection dialog box appears.

Step 7   Wait for the wizard to locate the new hardware, and then click **Next**. The Choose a Hardware Device dialog box appears.

Step 8   From the Devices list, select either of the two **Ethernet Controller** devices. (Only one of these devices will be listed the second time that you run the wizard.)

Step 9   Click **Next**. The Completing the Add/Remove Hardware Wizard dialog box appears.

Step 10   Click **Finish**. The Welcome to the Upgrade Device Driver Wizard dialog box appears.

Step 11   Click **Next**. The Install Hardware Device Drivers dialog box appears.

Step 12   Verify that the **Search for a suitable driver for my device** radio button is selected. If it is not, select it, and then click **Next**. The Locate Driver Files dialog box appears.

Step 13   Uncheck the **Floppy disk drives** check box. (Note that only the CD-ROM drives check box should be checked.)

Step 14   Click **Next**. The Driver Files Search Results dialog box appears.

Step 15   Verify that the **Install one of the other drivers** check box is *not* checked, and then click **Next**. The Completing the Upgrade Device Driver Wizard dialog box appears.

Step 16   Click **Finish**.

Step 17   After you complete the wizard, the System Properties window appears. Repeat the previous steps beginning with Step 4 to install the driver on the second device.

Step 18   Close the System Properties window.

Step 19   Remove the Disk Drive CD from the CD-ROM drive.

Configuring the NICs

The following procedure describes the process for configuring each of the two NICs in your BBSM server. One of these NICs is the internal interface, and the other NIC is the external interface.

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Caution   Before you begin, make sure that the two NICs are connected, or the server will not recognize them. They *must* remain connected throughout the entire installation process, or problems will occur. You also need to determine which of your NICs will be designated as internal and external ahead of time. Note the names of each NIC as you will have to refer to them later.

Follow these steps to configure the first NIC:

Step 1   From the BBSM desktop, right-click **My Network Places**, and choose **Properties**. The Network and Dial-up Connections window appears.

Step 2   Right-click on either NIC, and choose **Properties**.

     a.   Uncheck **Client for Microsoft Networks**.

b. Uncheck **File and Printer Sharing for Microsoft Networks**.

> **Note** Only *Internet Protocol (TCP/IP)* should be checked.

Step 3 Highlight **Internet Protocol (TCP/IP)**, and choose **Properties**.

Step 4 Click **Use the following IP address** radio button.

Step 5 Enter the IP address and subnet mask for the NIC you will configure first.

> **Note** If you are entering data for the external NIC, also enter the IP address for the Default gateway.

Step 6 Verify that the **Use the following DNS server addresses** radio button is selected. Leave the following two fields blank:

- Preferred DNS server
- Alternate DNS server

> **Note** When you exit the Internet Protocol (TCP/IP) Properties window, you might see a message that says *The DNS Server list is empty*. If you do, click **OK**. The next time you view the TCP/IP settings, you should see 127.0.0.1 in the DNS address field.

Step 7 Click **Advanced**.

- If you are configuring the *internal* NIC and you want a singlenet configuration, go to Step 11.
- If you are configuring the *internal* NIC and you want a multinet configuration, continue with Step 8.

Step 8 From the IP addresses area, click **Add**.

Step 9 Enter the multinet IP address and subnet mask information.

Step 10 Click **Add** again.

Step 11 Click the **WINS** tab.

Step 12 Uncheck the **Enable LMHOSTS lookup** check box.

Step 13 Click **OK**.

> **Note** If you see the message, *This connection has an empty primary WINS address. Do you want to continue?*, click **Yes**.

Step 14 From the Internet Protocol (TCP/IP) Properties window, click **OK**.

Step 15 From the Local Area Connection Properties window, click **OK**.

Step 16 Repeat steps 2-a through 14 for the second NIC.

Step 17 Close the Network and Dial-up Connections window.

Step 18 Using the *Cisco BBSM 5.2 and BBSD Software Installation Guide*, follow the normal BBSM software installation process beginning with Step 3 (on page 1-13) of the "Configuring the Server" section.

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> **Note** Continue through the "Renaming the NICs" section, which ends on page 1-22. Then return to this document, and continue to the next section, Disabling the Offload Transmit TCP/IP Checksums.

Disabling the Offload Transmit TCP/IP Checksums

After you complete the previous steps and install the Intel PRO/1000 Server Adapter driver, you must perform this procedure to provide full support for the BBSM "plug-and-play" feature:

Step 1 From the desktop, right-click **My Network Places**, and choose **Properties**. The Network and Dial-up Connections window appears.

Step 2 Right-click **AtNatMP**, and choose **Properties**. The AtNatMP Properties window appears.

Step 3 Click **Configure**. The Intel(R) PRO/1000 XT Server Adapter Properties window appears.

Step 4 Click the **Advanced** tab.

Step 5 From the Property pane, select **Offload Transmit IP Checksum**.

Step 6 Click the Value drop-down arrow, and choose **Off**.

Step 7 From the Property pane, select **Offload Transmit TCP Checksum**.

Step 8 Click the Value drop-down arrow, and choose **Off**.

Step 9 Click **OK**.

Step 10 From the AtNatMP Properties window, click **OK**.

Step 11 Close the Network and Dial-up Connections window.

This completes your Ethernet NIC driver installation. Using the *Cisco BBSM 5.2 and BBSD Software Installation Guide*, continue on with the "Starting the BBSM Installation" section on page 1-23. Follow the remaining procedures in the installation guide as you normally would.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Related Documentation

The following documents provide information about BBSM:

- *Cisco BBSM 5.2 User Guide* (order number DOC-7814689=)
- *Cisco BBSM 5.2 and BBSD Software Installation Guide* (order number DOC-7812741=)
- *Cisco BBSM 5.2 Quick Start Guide* (order number DOC-7814813=)
- *Release Notes for the Cisco BBSM 5.2* (available on Cisco.com)

Cisco.com

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

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

International Cisco websites can be accessed from 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, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

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http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

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You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

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  http://www.cisco.com/en/US/partner/ordering/index.shtml

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Obtaining Technical Assistance

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Cisco TAC Website

The Cisco TAC website (http://www.cisco.com/tac) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

http://tools.cisco.com/RPF/register/register.do

Opening a TAC Case

The online TAC Case Open Tool (http://www.cisco.com/tac/caseopen) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is "down" or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

  http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

  http://www.ciscopress.com

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/go/packet

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

  http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

  http://www.cisco.com/en/US/learning/index.html

This document is to be used in conjunction with the documents listed in the Related Documentation section.