

MCS-7830 Does Not Always Build With The Spirian CD

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Introduction

When an attempt is made to build the Cisco 7830 Media Convergence Server (MCS-7830), the system hangs when the software loads. This document gives you a description of the problem, along with a recommended solution and installation instructions.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Symptom

When an attempt is made to build the MCS-7830 Cisco CallManager with the Spirian CD, the system hangs. This does not occur on all of the boxes. Some of the boxes are at a lower version of the system bios than is required. The systems that are affected are those with a system bios date of 12/11/1999. If the system bios has a date of 06/02/2000, the system builds properly.

Solution

You must download the Softpaq SP14128 from

<http://h20000.www2.hp.com/bizsupport/TechSupport/SoftwareDescription.jsp?lang=en&cc=us&swItem=MTX-UNIT>

Description of the Softpaq

Systems ROMPaq Firmware Upgrade Diskette for Compaq ProLiant 800 (P18), 1600 (P08), 2500 (E50), 6400R, and 6500 (P11) Servers

Version 4.12 A 23 Jun 2000.

Fixes

The ROM P08 ProLiant 1600 (06/02/2000) fixes the issue CD support, which can cause problems reading sectors in rare instances.

Installation

Complete these steps:

1. Obtain a formatted 1.44 MB diskette.
2. Download the SoftPaq to a directory on your hard drive and change to that directory. The file that is downloaded is SP14128.EXE.
3. From that drive and directory, execute the SoftPaq file:**SP14128 [ENTER]** You are prompted to place the formatted 1.44 MB diskette into a diskette drive in order to create a diskette.
4. After the diskette is created, you can delete the SP14128.EXE file.

Note: Refer to the README.TXT file on the diskette for instructions on how to install and use the software.

Related Information

- **Voice Technologies**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony , Cisco Press, ISBN 1587050757**
- **Technical Support & Documentation – Cisco Systems**

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