

MCS-7835 Spirian Installation Problem 3.0(1)

Document ID: 12135

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Introduction

This is an issue that has been encountered at two sites in the field. The MCS-7835 fails to load the 1st Spirian 3.0(1) CD. It hangs after a few minutes on the Spirian Bitmap and if you hit the "Esc" key, it will go to a black screen that says something like, "Please wait as MCS Server automated setup continues to load". Drive activity will stop and the system will be hung.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

There are no specific prerequisites for this document.

Components Used

This issue has been seen on MCS-7835 servers with no additional hardware.

Problem

The MCS-7835 was shipped with an old BIOS of P17 on 12/13/99. You can see this during the bootup sequence.

Solution

In order to verify what ROM revision you are currently using, follow the steps below.

1. Use the **debug (enter)** command from a DOS prompt.
2. Type the following: **D F000:FFF5**.
3. Press Enter.

The number on the far right will tell you the ROM revision.

4. Type **Q** to quit.

To solve this issue, download and install the latest BIOS version for this model. The Spirian CD will correctly install after you update the BIOS.

In order to find out which version your Compaq/HP server BIOS should be, see the Software Version Comparison document.

Alternatively, you can get the BIOS from the Compaq/HP site. However, you should be very careful when deploying the BIOS firmware this way.

Download the correct patch for your server at:

<http://h20000.www2.hp.com/bizsupport/TechSupport/SoftwareDescription.jsp?lang=en&cc=us&swItem=ux-54931-1>

Related Information

- **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support – Cisco Systems**
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