

Obtaining Software for Cisco CallManager 3.3 Upgrade FAQ

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Questions

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Related Information

Introduction

This document provides answers to some of the most common questions about the acquisition of software for Cisco CallManager upgrades.

This document is not intended to replace the general information about support contracts. For details on the support contracts and further clarification on order placement, please contact your local Service Sales Representative.

For technical information on the Cisco CallManager upgrade, refer to the the Cisco CallManager 3.3 Release Notes and the Tips for a Successful Upgrade to Cisco CallManager 3.3(2).

Q. Is the Cisco CallManager 3.3 upgrade available on Cisco.com?

A. The Cisco CallManager 3.3 upgrade is *only* available through CDs. It is *not* available on Cisco.com.

Q. I currently have Cisco CallManager 3.1/3.2 and a support contract. How can I upgrade to Cisco CallManager 3.3?

A. You need to purchase Cisco CallManager 3.3. Please contact your Service Sales Representative.

To receive Cisco CallManager 3.3 CDs, go to the Product Upgrade Tool (registered customers only) page. Click **Launch the Product Upgrade Tool** .You need to provide the support contract number that covers your Cisco CallManager, then select the appropriate part number . The CDs will be shipped to you.

The part numbers offered are either **SW-CCM-3.3-UPG=** or **SW-CCM-3.3-SUP=**, depending on your contract.

Note: SIS98 Cat S only includes maintenance releases and therefore does not entitle the partner to order the Cisco CallManager 3.3 update.

Q. How can I get upgrades and patches for previous Cisco CallManager versions?

A. If you hold an active Software Support Contract for your Cisco CallManager, upgrades to Cisco CallManager 3.1x or Cisco CallManager 3.2x and patches are available at the Software Center by using your Cisco.com account.

Q. I do not have a support contract. Can I buy one now to get the Cisco CallManager upgrade?

A. No, you need to buy the Cisco CallManager 3.3 upgrade.

You can purchase a Software Support Contract (Cisco Software Application Support [SAS] or Cisco Software Application Support Plus Upgrades [SASU]) to be able to access the future software updates and patches. For more information on the different types of contracts, contact your Service Sales Representative.

Q. Does everyone have to upgrade to Cisco CallManager 3.3?

A. No. Upgrade to Cisco CallManager 3.3 is normally done to use the new features. If you do not need those new features you can continue to run Cisco CallManager 3.2. Cisco CallManager 3.2 is an active software train and will continue to have new releases with bug fixes.

Q. I want to upgrade to Cisco CallManager 3.3 on my ICS 7750. What is the procedure?

A. Cisco CallManager 3.3 on the ICS 7750 also requires the ICS release version to be upgraded to 2.6, which is available only on CDs and not on Cisco.com for download.

If you have a Software Support Contract you can go to the Product Upgrade Tool (registered customers only) page and order the product number **SW-CCM-3.3-ICS=**. This includes CDs for ICS Release 2.6 and Cisco CallManager 3.3 CDs.

If you do not have a Software Support Contract for your ICS platform, you can order both CDs at the total cost of \$200 using the product name **SW-CCM-3.3UPG-ICS**. Contact your Service Sales Representative for more details.

Q. I migrated to a new server following the "Cisco CallManager Server Upgrade Program" and I need to get the CallManager 3.3 software CDs for it. Do I have to purchase the CDs?

A. Yes. You have to order **SW-CCM-3.3-MIGx** , where *x* is a value from 0 to 10, dependent on which category of server you had and to which category of server you migrated.

Only part number **SW-CCM-3.3-MIG0** can be obtained from the Product Upgrade Tool (registered customers only) if you have a Software Support Contract . If you need **SW-CCM-3.3-MIG0** and you do not have a Software Support Contract, or if you need any of the parts **SW-CCM-3.3-MIG1** to **SW-CCM-3.3-MIG10** with or without Software Support Contract, contact your Service Sales Representative to purchase the software.

Note: If you order the wrong part number for the software, the CDs will not recognize the new hardware.

Q. Who do I contact if I believe I am entitled to an upgrade, but the Product Upgrade Tool is not offering it to me?

A. Identify a valid Support Contract. You can find your Service Contract related information on the Service Contract Center web site. In case of questions about your entitlement level, refer to your local Service Sales Representative (you can find the name on the Service Contract Center web site or look for your local Cisco Office). Or you can contact the Contract Sales department in the US at **1- 800-553-6387** and press option **4**.

If a valid contract is entered in the Product Upgrade Tool (registered customers only) , but it does not offer the appropriate part IDs as described in the above sections, then send an e-mail message to **mp-upgrades@cisco.com**. Please include your contract number and the update part number in the e-mail message.

Q. Where can I find information about Cisco CallManager 4.x software and upgrade information?

A. Refer to Cisco CallManager 4.0 Software Upgrade FAQ.

Related Information

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

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