

Obtaining Cisco CallManager 3.3 Upgrade Software for ICS 7750 FAQs

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Questions

Introduction

I want to upgrade my ICS 7750 to Cisco CallManager 3.3; what software do I need?

Is this required software available on Cisco Connection Online (CCO)?

I currently have Cisco CallManager 3.1/3.2 on my ICS 7750 platform and no Support Contract. How can I upgrade to Cisco CallManager 3.3?

I currently have Cisco CallManager 3.1/3.2 on my ICS 7750 and a Software Application Support Plus Upgrades (SASU) Support Contract. How can I upgrade to Cisco CallManager 3.3 on this platform?

How can I get upgrade and patches for previous Cisco CallManager versions for ICS 7750?

I do not have a Support Contract. Can I buy one now to get the Cisco CallManager upgrade?

Does everyone have to upgrade to Cisco CallManager 3.3 and to ICS 7750 Release 2.6?

What should I do if I only want to upgrade to the ICS 7750 Release 2.6 and not to Cisco CallManager 3.3?

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

Related Information

Introduction

This document answers the most common questions about obtaining software for Cisco CallManager upgrades for Integrated Communications System (ICS) 7750 platforms. Refer to Obtaining Software for Cisco CallManager 3.3 Upgrade FAQ for information on how to obtain CallManager 3.3 software on non-ICS 7750 platforms.

This document is not intended to replace the general information regarding support contracts. Contact your local Service Sales Representative for information on support contracts and further clarification on ordering.

Refer to the following documents for technical information about Cisco CallManager upgrades:

- Cisco CallManager 3.3(x) on the Cisco ICS 7750
- Tips for a Successful Upgrade to Cisco CallManager 3.3(2)

Q. I want to upgrade my ICS 7750 to Cisco CallManager 3.3; what software do I need?

A. First, upgrade to ICS 7750 Release 2.6.0, which offers support for CallManager 3.3, then upgrade to Call Manager 3.3.

Q. Is this required software available on Cisco Connection Online (CCO)?

A. The Cisco CallManager 3.3 upgrade and the ICS 7750 Release 2.6 are only available through CDs. They are not available on CCO.

Q. I currently have Cisco CallManager 3.1/3.2 on my ICS 7750 platform and no Support Contract. How can I upgrade to Cisco CallManager 3.3?

A. Purchase the software CDs for ICS 7750 Release 2.6 and Cisco CallManager 3.3. The product number for both is **SW-CCM-3.3UPG-ICS=** and the cost is \$200.00 (USD). Contact your Service Sales Representative for more information.

Q. I currently have Cisco CallManager 3.1/3.2 on my ICS 7750 and a Software Application Support Plus Upgrades (SASU) Support Contract. How can I upgrade to Cisco CallManager 3.3 on this platform?

A. Complete the following steps to have the ICS 7750 Release 2.6 and Cisco CallManager 3.3 software CDs shipped to you:

1. Access the Product Upgrade Tool (registered customers only) .
2. Enter the appropriate Software Support Contract.
3. Select the **SW-CCM-3.3-ICS=** product number.

Q. How can I get upgrade and patches for previous Cisco CallManager versions for ICS 7750?

A. If you hold an active Software Support Contract for your Cisco CallManager, upgrades to Cisco CallManager 3.1x for ICS 7750 or Cisco CallManager 3.2x for ICS 7750 and patches are available at the Cisco Software Center by using your CCO account.

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

A. No, you will not get this software if you buy a Support Contract now. You still need to buy the ICS Release 2.6 and the Cisco CallManager 3.3 upgrade for ICS 7750. The product number is **SW-CCM-3.3UPG-ICS=** and the cost is \$200.00 (USD). Contact your Service Sales Representative for more information.

You can purchase a Software Support Contract Cisco Software Application Support (SAS) or Cisco Software Application Support Plus Upgrades (SASU) to enable access to future software updates and patches. Refer to the Technical Support Services Portfolio or contact your Service Sales Representative for more information on the different types of contracts.

Q. Does everyone have to upgrade to Cisco CallManager 3.3 and to ICS 7750 Release 2.6?

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

fixes.

Upgrade to ICS 7750 Release 2.6 includes support for the new 8–port FXO card (MRP3–8FXOM1), as well as support for Cisco CallManager 3.3(2). If you will not use this hardware or need the CallManager 3.3 features, you can keep your current ICS 7750 Release.

Q. What should I do if I only want to upgrade to the ICS 7750 Release 2.6 and not to Cisco CallManager 3.3?

A. If you only need to upgrade to the ICS 7750 Release 2.6 and not to CallManager 3.3, use one of the following product numbers, depending upon whether you have a Software Application Support Plus Upgrades (SASU) Support Contract, to receive the CD (not available on CCO):

- ◆ If you have a SASU Support Contract you can use the Product Upgrade Tool (registered customers only) and enter the **SW–S77A–2.6.0=** product number.
- ◆ If you do not have a Support Contract you need to purchase the software (\$100.00 USD) using the **SW–S77a–2.6.0=** part number. Contact your Service Sales Representative for more details.

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. Use the following methods to resolve the problem:

1. Identify a valid Support Contract. You can find your Service Contract related information on the Service Contract Center Web site. If there are questions about your entitlement level, refer to your local Service Sales Representative found at the Service Contract Center Web site or look for your local Cisco office. You can also contact the Contract Sales department in the United States at **1–800–553–6387**, and press option **4**.
2. If a valid contract is entered in the Product Upgrade Tool (registered customers only) , but it does not offer the appropriate part numbers as described in the above sections, send an email message to **mp–upgrades@cisco.com**. Include your contract number and the update part number that you are using in your message.

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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