



About This Guide

This section explains the objectives, intended audience, and organization of this publication and describes the conventions that convey instructions and other information.

This section provides the following information:

- [Revision History](#)
- [Audience](#)
- [Document Organization](#)
- [Document Conventions](#)
- [Where to Find Safety and Warning Information](#)
- [Obtaining Documentation](#)
- [Obtaining Technical Assistance](#)
- [Obtaining Additional Publications and Information](#)

Revision History

Date	Notes
04/06/2007	Revision History Table added for the first time.
08/31/2007	Updated About this Guide chapter.

Document Objectives

This guide explains how to upgrade the software for the Cisco ONS 15454 system. It contains requirements before upgrading the software and procedures on how to back up the database, upgrade to the current software release, and revert to the old software. Procedures on how to upgrade the software using TL1 and how to upgrade the TCC+ cards to TCC2 cards are also provided as reference.

Audience

To use this publication, you should be familiar with Cisco or equivalent optical transmission hardware and cabling, telecommunications hardware and cabling, electronic circuitry and wiring practices, and preferably have experience as a telecommunications technician.

Document Organization

The Cisco ONS 15454 Software Upgrade Guide is organized into the following chapters:

- [Chapter 1, “Upgrading Software Release 2.2.x to 4.0.x Using the TCC+ Card,”](#) provides procedures for upgrading from Software Release 2.2.x to Software R4.0.x.
- [Chapter 2, “Upgrading Release 3.x to 4.0.x Using the TCC+ Card,”](#) provides procedures for upgrading from Software R3.x to Software R4.0.x.

The information in this guide follows a task-oriented hierarchy using the elements described in the following sections.

Non-Trouble Procedure (NTP)

Each non-trouble procedure (NTP) is a list of steps designed to accomplish a specific procedure. Follow the steps until the procedure is complete. If you need more detailed instructions, refer to the Detailed Level Procedure (DLP) specified in the procedure steps.



Note

Throughout this guide, NTPs are referred to as “procedures” and DLPs are termed “tasks.” Every reference to a procedure includes its NTP number, and every reference to a task includes its DLP number.

Detailed Level Procedure (DLP)

The DLP (task) supplies additional task details to support the NTP. The DLP lists numbered steps that lead you through completion of a task. Some steps require that equipment indications be checked for verification. When the proper response is not obtained, a trouble clearing reference is provided.

Document Conventions

This publication uses the following conventions:

Convention	Application
boldface	Commands and keywords in body text.
<i>italic</i>	Command input that is supplied by the user.
[]	Keywords or arguments that appear within square brackets are optional.

Convention	Application
{ x x x }	A choice of keywords (represented by x) appears in braces separated by vertical bars. The user must select one.
Ctrl	The control key. For example, where Ctrl + D is written, hold down the Control key while pressing the D key.
screen font	Examples of information displayed on the screen.
boldface screen font	Examples of information that the user must enter.
< >	Command parameters that must be replaced by module-specific codes.

**Warning**

Means *danger*. The user is in a situation that could cause bodily injury. Before working on any equipment, be aware of the hazards involved with electrical circuitry and optical lasers and be familiar with standard practices for preventing accidents.

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the document.

**Caution**

Means *reader be careful*. In this situation, the user might do something that could result in equipment damage or loss of data.

Where to Find Safety and Warning Information

For safety and warning information, refer to Appendix A of the *Cisco ONS 15454 Reference Manual* that accompanied the product. This publication describes the international agency compliance and safety information for the Cisco ONS 15454 systems. It also includes translations of the safety warnings that appear in the ONS 15454 documentation.

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.

World Wide Web

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 web sites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Optical networking-related documentation is available in a CD-ROM package that ships with your product. The Optical Networking Product Documentation CD-ROM is updated with incremental releases and may be more current than printed documentation.

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products Marketplace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can email your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Web Site

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

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 monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:

http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html

- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:

http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of 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, with current offerings in network training listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

