



Installing and Upgrading Cisco ICS 7750 System Software

This chapter explains how to install, uninstall, and upgrade the Cisco Integrated Communications System (ICS) 7750 software, for both ICS System Manager and ICS Core Software system processing engines (SPEs).

This chapter includes the following sections:

- [Preparing the Peripherals, page 4-2](#)
- [Accessing the SPE310, page 4-2](#)
- [ICS System Software Installation, page 4-5](#)
- [Downgrading ICS System Software, page 4-19](#)



Note

For a description of the features, modifications, and caveats for the Cisco Integrated Communications System 7750 (Cisco ICS 7750) release 2.6.0, refer to the [Release Notes for System Software Release 2.6.0 on the Cisco ICS 7750](#).

Preparing the Peripherals

To install ICS System Software on the SPE310, you may need to install the CD-ROM drive tray and a CD-ROM drive, which are both provided in the accessory kit. A monitor, keyboard, and mouse are also required. During the installation, leave the rest of the chassis powered up, including any installed multiservice route processors (MRPs).

**Note**

You may not need the CD-ROM drive if you are installing from a downloaded software package. You can also skip this procedure if you are continuing with ICS System Software installation from [Appendix B, “Reimaging Cisco ICS 7750 SPEs.”](#) In either case, continue with the [“ICS System Software Installation” section on page 4-5.](#)

For details on how to connect and disconnect peripherals (monitor, keyboard, mouse, and CD-ROM drive) and SPE cards, refer to [Appendix C, “Using Peripherals with Cisco ICS 7750 SPEs.”](#)

**Note**

Powering down or rebooting an SPE interrupts any services or applications running on that SPE. Take care to minimize the effects on users.

**Note**

For information on how to add an SPE to the Cisco ICS 7750, refer to the [“Installing an SPE” section in the *Cisco ICS 7750 FRU Installation and Replacement* document.](#)

Accessing the SPE310

Access the SPE310 Windows interface to install ICS System Software on the SPE. The SPE310 Windows interface can be accessed in either of the following ways:

- [Accessing the SPE310 Windows Interface Through Terminal Services Client](#)
- [Accessing the SPE310 Windows Interface Through Directly Connected Peripherals](#)

Refer to Chapter 5, “Operating the Cisco ICS 7750,” in the *Cisco ICS 7750 Installation and Configuration Guide* for more information on accessing the SPE310 Windows interface through Terminal Services Client or through directly connected peripherals.

Accessing the SPE310 Windows Interface Through Terminal Services Client

To access the SPE310 Windows interface through Terminal Services Client, follow these steps:

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- Step 1** On the PC that you use to administer the Cisco ICS 7750, choose **Start > Programs > Terminal Services Client > Client Connection Manager**.
- Step 2** Use the Client Connection Manager to open a Terminal Services connection with the target SPE:
- If you already have a Terminal Services Client connection defined for the target SPE, choose it. Then choose **File > Connect**.
 - If you do not have a Terminal Services Client connection defined for the target SPE, choose **File > New Connection**. Follow the instructions in the wizard, and then choose **File > Connect**.

The Terminal Services Client window opens. You can use Terminal Services Client to access standard Windows utilities on the SPE310, such as Windows Explorer and the Control Panel.



Caution

You cannot perform a full installation of ICS System Manager (including Microsoft SQL Server software) over Terminal Services Client. You must access the SPE310 through directly connected peripherals to install ICS System Manager. You can install ICS Core Software over Terminal Services Client.

Accessing the SPE310 Windows Interface Through Directly Connected Peripherals

You can connect a monitor, keyboard, and mouse directly to the SPE310 to access the Windows user interface, as follows:

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- Step 1** Connect the monitor cable to the video port on the SPE310, and power on the monitor.
- Step 2** Do one of the following, based on the type of peripherals that you are using:
- USB—Connect a USB keyboard to one SPE310 USB port, and connect a USB mouse to the other SPE310 USB port.
 - PS/2—Connect the “Y” splitter cable for your keyboard and mouse to the keyboard/mouse port on the target SPE310. Then connect your keyboard and mouse to the available ends of the “Y” splitter cable.

**Note**

If you are using the “Y” splitter cable to connect a PS/2 mouse and a keyboard to the SPE310, the keyboard and mouse must be connected at or before the time that the SPE310 is rebooted in order to be recognized by the operating system. A USB keyboard and mouse are usually recognized without rebooting the operating system.

**Note**

For a summary of the issues related to the connection of peripherals to SPE310s, as well as best practices for using peripherals with SPE310s, refer to the “Using Peripherals with SPE310s” section in Chapter 5, “Operating the Cisco ICS 7750,” in the *Cisco ICS 7750 Installation and Configuration Guide*.

Installing Microsoft Terminal Services Client

If Microsoft Terminal Services Client is not installed on your PC, complete the following steps:

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- Step 1** Open Netscape Communicator or Microsoft Internet Explorer.
- Step 2** In the Location or Address field, enter the following URL:
- ```
http://www.microsoft.com/windows2000/downloads/recommended/TSAC/tmsi.asp
```
- Step 3** Follow the instructions to download and install Microsoft Terminal Services Client.
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## ICS System Software Installation

Beginning with ICS System Software release 2.4.0, the process of installing ICS software is more automatic and user-friendly than in previous releases.

The new wizard-based Setup program guides you through the entire process, including launching ICSSConfig at the end of the installation, if necessary.

The Setup program is able to detect and provide appropriate choices when

- There is no ICS software currently installed on the SPE
- The SPE has ICS Core Software installed
- The SPE has ICS System Software installed (that is, the SPE is running System Manager)
- Setup is run on the System Manager SPE and there are one or more additional SPEs in the chassis running ICS Core Software
- The Setup package contains ICS Service Pack updates, rather than the full ICS System Software installation package

Setup can also compare the release version of the installed ICS software to the version of the software package to be installed; Setup can then provide appropriate choices, based on the version levels.



**Note** ICS software setup supports only installation or version upgrade. It does not support downgrade. For information on how to install an earlier version than that currently installed on an SPE, refer to the [“Downgrading ICS System Software” section on page 4-19](#).

## Obtaining ICS System Software

Cisco ICS 7750 System Software can be installed from the following sources, with the following options:

- CD-ROM—The system software release 2.x.x CD-ROM contains a complete set of the system software, including Microsoft SQL Server software and Microsoft hotfixes. The CD-ROM can be used to install release 2.x.x on an SPE310 that does not currently have system software installed, or it can be used to upgrade an SPE310 that currently has system software release 2.1.0 or later installed.

For instructions on installing the software from the CD-ROM, refer to the “Upgrading System Software on SPE310s from the CD-ROM” section in Chapter 8, “Maintaining the Cisco ICS 7750,” in the [Cisco ICS 7750 Installation and Configuration Guide](#).

For download and installation instructions from CCO, see the [“Downloading ICS System Software” section on page 4-10](#), or refer to the “Downloading and Installing System Software” section in Chapter 8, “Maintaining the Cisco ICS 7750,” in the [Cisco ICS 7750 Installation and Configuration Guide](#).

- CCO—Two sets of system software release 2.x.x are available for downloading from CCO:
  - *S77a-2.x.x.exe*—This package contains the complete set of system software version 2.x.x, including Microsoft SQL Server software; this package can be used for new installations, after reimaging an SPE, or for upgrades of existing system software.

- *S77a-Upgrade-2.x.x.exe*—This package contains only the software components that changed since release 2.1.0 and that are necessary to upgrade the ICS System Software from release 2.1.0 or later. Because it does not contain Microsoft SQL Server software, the package is smaller and requires less download time. This upgrade package cannot be used for SPE310 reimaging or reinstallation of ICS System Software.

**Note**

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An upgrade package is not available for ICS System Software 2.6.0. Use the full ICS System Software 2.6.0 package if you need to upgrade an SPE running core software *and* if Cisco CallManager 3.3 will not be installed on that SPE. See the “[Special Note about ICS System Software Release 2.6.0](#)” section on page 4-9 and “[Special Considerations for Migrating Data to Cisco CallManager 3.3](#)” section on page 4-9.

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Several options are presented during the installation process that determine which software set will be installed, including:

- Install ICS System Manager Software—Select this option to install System Manager on the SPE310. There must be one (and only one) SPE310 running ICS System Manager software in the chassis.
- Install ICS Core Software—Select this option to install ICS Core Software on any additional SPEs in the chassis, if another SPE310 is already running the ICS System Manager software.

**Caution**

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Do not install ICS System Manager on an SPE running Cisco Unity Voice Messaging. Install ICS Core Software instead.

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## Cisco ICS 7750 System Software Packages

The Cisco ICS 7750 system software packages use the naming conventions shown in [Table 4-1](#).

**Table 4-1 Cisco ICS 7750 System Software Packages**

| System Software Package Name <sup>1</sup> | Feature Set                                                                                                                                                     | Cisco IOS Software Image (for MRPs and ASIs) |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| S77a-x.x.x.exe                            | SNMP <sup>2</sup> , IP, Bridging, SRB <sup>3</sup> , Voice, Reduced IP (SNMP, IP RIP <sup>4</sup> /IGRP <sup>5</sup> /EIGRP <sup>6</sup> , Bridging, ISDN, PPP) | ics7700-sv3y-mz                              |
| S77a-Upgrade-x.x.x.exe                    | SNMP, IP, Bridging, SRB, Voice, Reduced IP (SNMP, IP RIP/IGRP/EIGRP, Bridging, ISDN, PPP)                                                                       | ics7700-sv3y-mz                              |

1. Each system software package contains a Cisco IOS software image for the MRPs and ASIs, a Cisco IOS software image for the SSP, ICS System Manager, and ICS Core Software. The first system software package listed in Table 4-1 is the full Cisco ICS 7750 System Software package, which is capable of doing a full installation or an upgrade of existing system software. (This package must also be used to install ICS System Software 2.6.0 on an SPE running System Manager, or to upgrade an SPE running core software.) The second system software package is only for software upgrades of existing Cisco ICS 7750 system software, although an upgrade package is not available for ICS System Software 2.6.0. This package is available only on CCO. See the “[Downloading ICS System Software](#)” section on page 4-10 for the URL for the CCO software.
2. SNMP = Simple Network Management Protocol.
3. SRB = source-route bridging.
4. RIP = Routing Information Protocol.
5. IGRP = Interior Gateway Routing Protocol.
6. EIGRP = Enhanced Interior Gateway Routing Protocol.

From ICS System Software release 2.4.0, the Cisco ICS 7750 System Software installation CD contents and upgrade-only packages have been available on CCO in a compressed format. The files distributed on CCO are packaged as a single self-extracting .exe file. Refer to the [Cisco Voice Software](http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml) download page at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml> for the CCO version. You will have to download the .exe file to your SPE310 and then invoke the executable by double-clicking the file. This expands the package files and automatically creates the directory structure required for installation.

**Note**

The full ICS System Software package(S77a-2.x.x.exe - CD or CCO version) is needed if you are replacing the SPE running System Manager. You must also use the full ICS System Software package if you are installing ICS System Software release 2.6.0 and Cisco CallManager 3.3. Because of database changes in Cisco CallManager 3.3, reimaging and reinstallation of software are required.

**Special Note about ICS System Software Release 2.6.0**

There is no upgrade path to ICS System Software 2.6.0 from earlier versions of ICS System Software for the SPE running System Manager. If you are installing ICS System Software release 2.6.0 on an SPE running System Manager release 2.1.0 through 2.5.0, you must reimage and reinstall software on that SPE using the S77a-2.x.x.exe package.

SPEs that are running ICS Core Software can be upgraded using the full ICS System Software 2.6.0 package if CallManager 3.3 will not be installed on that SPE. For example, an SPE running Cisco Unity Voice Messaging, or a spare SPE running core software, can be upgraded to ICS System Software release 2.6.0 without the need for reimaging.

ICS System Software 2.6.0 is supported for use only with Cisco CallManager 3.3 and is not compatible with earlier versions of Cisco CallManager; reimaging and reinstallation of software are required for Cisco CallManager 3.3.

For information about reimaging an SPE, see [Appendix B, “Reimaging Cisco ICS 7750 SPEs.”](#) For information about installing Cisco CallManager 3.3, refer to the [Installation Guide for Cisco CallManager](#) and click the link for the installation instructions for Cisco CallManager 3.3.

**Special Considerations for Migrating Data to Cisco CallManager 3.3**

If you are migrating from Cisco CallManager 3.1 or 3.2 to Cisco CallManager 3.3, additional steps are required for the Cisco ICS 7750.

A new backup utility is available to import your Cisco CallManager data but requires a manual back up and restore of two \*.ini files (backup.ini and dbname.ini). You must manually copy the backup.ini and dbname.ini files into the C:\Recover folder on the SPE hard disk, and then restore those files to complete the migration. You must also reset the SPE host name and network settings to those used before the reimage.

For information about the sequence of steps to follow, refer to *Installing System Software Release 2.6.0 on the Cisco ICS 7750*. For caveats and modifications, refer to the *Release Notes for Cisco CallManager 3.3(x) on the Cisco ICS 7750*. For additional information about backing up and restoring Cisco CallManager, refer to *Backing up and Restoring Cisco CallManager Release 3.3*.

## Downloading ICS System Software

Follow these steps to download ICS System Software release 2.x.x to the SPE310. These instructions assume that the Cisco ICS 7750 has Internet connectivity. If this is not the case, you can also download the system software package to a PC and copy the package to the SPE310 hard disk.

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- Step 1** Log on to CCO, either as a registered user or as a guest.
- Go to the Cisco home page ([www.cisco.com](http://www.cisco.com)), and log on as a guest or registered user:
- Guest users will be granted limited access to Cisco's Software Image Library. Contact your Cisco service representative to obtain Special File privileges.
  - Registered users with software service contracts will be granted full access privileges to the Software Center. If you do not have access to the Software Image Library, please check the terms of your service contract before contacting Cisco (or your sponsoring Cisco partner, for PICA customers).
- Step 2** Enter the following URL in your web browser:
- <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>
- Step 3** Click the link for the desired system software release 2.x.x.
- Step 4** Enter the special access code in the field as instructed, if necessary.
- There are some areas of the Software Center which you can access only by entering a special access code. Special access codes are provided either through a postal letter (through electronic or regular mail) informing you of the availability of an upgrade on CCO or through a conversation with authorized Cisco personnel.
- Step 5** Click the link corresponding to the software installation package (S77a-x.x.x.exe or S77a-Upgrade-x.x.x.exe). The list of files includes the following information:
- Filename—The name of the software package
  - Description—A brief description of the software package

- Release—The software release or version number
- Size—The size of the file in bytes

**Step 6** When prompted, select the option in your browser to save the package to a directory on the SPE running System Manager, using one of the following methods.

- Save a copy of the self-extracting executable directly to a directory on the SPE running System Manager (for example, *C:\VCS*).
- Save a copy of the self-extracting executable in a shared network directory. Make sure that you can access this directory from the SPE running System Manager.

For example:

*E:\ICS*

where E is mapped to a shared network directory, and the self-extracting executable is placed under the ICS directory.



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**Note** If the ICS System Software Setup program in the self-extracting executable is accessed from a network drive, check the **Reconnect at logon** check box in the mapped network drive setup. With the “reconnect at logon” feature enabled, the mapped network drive will automatically be reconnected, and Setup will resume if the Setup program restarts the SPE. If you do not check the “reconnect at logon” check box, you will have to map the drive again (using the same drive letter) and run Setup, if the Setup program restarts the SPE.

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**Step 7** Continue with the [“Installing ICS System Software”](#) section on page 4-12.

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## Installing ICS System Software

The ICS System Software can be installed on the SPE, using one of the following options:

- Save a copy of the self-extracting executable directly to a directory on the target SPE (for example, `C:\VCS`).
- Save a copy of the self-extracting executable in a shared network directory. Make sure you can access this directory from the target SPE.

For example:

```
E:\ICS
```

where E is mapped to a shared network directory, and the self-extracting executable is placed under the ICS directory.

- Install the ICS System Software from the CD installed in the CD-ROM drive directly connected to the target SPE.



### Caution

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If you are upgrading system software on an SPE running Cisco Unity Voice Messaging, you may need to manually stop some of the services that are running on the Cisco Unity SPE before you can perform the upgrade. The installation of hotfixes will fail, with error code 82, when these services are running during the upgrade or installation process. Refer to the [Release Notes for System Software Release 2.6.0 on the Cisco ICS 7750](#) for detailed steps to follow to complete the Cisco Unity Voice Messaging upgrade.

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Follow these steps to complete the software installation on the SPE (these steps assume that the self-extracting executable has been saved directly to a directory on the target SPE).

It is strongly recommended that these software installation procedures be performed during scheduled maintenance periods, and that you close all open programs before installing this software.

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- Step 1** Access the SPE310 Windows user interface, and connect your peripherals as described in the [“Accessing the SPE310 Windows Interface Through Directly Connected Peripherals”](#) section on page 4-4.



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**Note** Because the Setup program installs Microsoft SQL Server, it must be run locally on the target SPE. The setup program cannot be run over a Terminal Services Client connection.

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- Step 2** Log in as an administrator (user ID *administrator*), and enter the default password (*changeme*).
- Step 3** On the target SPE, use Windows Explorer to navigate to **c:\ICS\_Full\_2.x.x** where 2.x.x is the version of ICS System Software to be installed.
- Step 4** Double-click the **Setup.exe** file in the directory.  
The Setup window appears, showing that the system is being checked.



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**Note** When you first run Setup, the program performs a system check before displaying the Welcome window. Here, as with many of the windows you will see, you can click **Back** to return to the previous screen (if available), you can click **Next** to continue to the next screen, you can click **Cancel** to exit the installation process, and you can click **Help** to display online help information.

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- Step 5** In the Welcome window, click **Next** to continue the setup.  
The Change Hostname window appears. If the SPE does not currently have ICS software installed, you will be prompted to change the SPE host name, if you wish. The Setup program might restart the SPE after the host name is changed, but Setup will then resume the installation after the SPE restarts.  
If Microsoft SQL Server is installed on the SPE, the Change Hostname window will not appear. See [Step 6](#) for restrictions on host name changes.



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**Note** If you are replacing an SPE from which you have backed up application and/or configuration data, enter the host name that you originally assigned to the SPE that you replaced. If you use a name other than the original SPE host name, you will not be able to restore the saved data.

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- Step 6** In the Hostname field, in the Change Hostname window, you can enter a host name to be assigned to the SPE, or you can accept the default host name that is displayed in the field.

Changing the host name is subject to the following restrictions:

- The host name must be unique to your network.
- The host name must not be longer than 15 characters.
- You cannot have a space anywhere in the host name, including leading or trailing spaces. The following characters and symbols are not valid entries in host names: \ " / [ ] : | < > + = ; , ?.

Beginning with ICS System Software release 2.6.0, Microsoft SQL Server 2000 is installed on the SPE as part of the system software and later as part of the Cisco CallManager 3.3 installation. The ICS System Manager installation program installs a named instance, *ICSSM*, of SQL Server 2000 on an SPE running System Manager. The name of the SQL Server 2000 named instance services are *MSSQL\$ICSSM* and *SQLAgent\$ICSSM*.




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**Note**

Because Microsoft SQL Server 2000 is less restrictive with host name changes, you can change the host name on a new, factory-configured SPE running System Manager by following the steps outlined in the “Setting the Host Name on the Replacement SPE” in the [Cisco ICS 7750 FRU Installation and Replacement](#) document. If you have installed additional applications on the SPE (such as Cisco CallManager 3.3), changing the host name might not be allowed if those applications restrict it. Refer to the documentation that came with your software for additional information about limitations and restrictions that might apply.

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**Step 7** Click **Next**.

**Step 8** In the Date & Time window, change the date, time, and time zone for the SPE, if necessary. If daylight saving time is practiced in the selected time zone, you have the option of setting the SPE to automatically adjust the time for daylight saving time changes. Click **Next**.

**Step 9** In the Password dialog box, enter the administrator password.

The Password dialog box appears if the Setup program cannot determine the password from system inventory or if the password is not the default *changeme*.



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**Note** The Setup program might restart the SPE during the installation process. If you are accessing the installation program by using directly connected peripherals, the Setup program will continue unattended, and you will not need to log in after the SPE is restarted. If you are accessing the installation program by using a Terminal Services Client connection, you will have to log in after the SPE is restarted.

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The next window that appears depends on the following:

- Whether ICS System Software is already installed on the SPE
- Whether the SPE is currently running ICS System Manager or ICS Core Software
- Whether the software version to be installed is later than that already installed (if software had been installed previously)
- Whether the Setup software installation package contains only ICS Service Pack update patches, rather than the full software installation package

**Step 10** If there is no ICS software installed, the Select Install Type window appears. You can choose to install either ICS System Manager or ICS Core Software.



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**Note** ICS System Manager software can be installed only on one SPE310 in the Cisco ICS 7750 chassis. ICS Core Software should be chosen for all other SPEs in the chassis.

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**Step 11** Click the appropriate radio button to install ICS System Manager Software or ICS Core Software.

The option to install ICS System Manager Software or to convert ICS Core Software to ICS System Manager Software is not available if you are using the upgrade-only package or if you are accessing the full installation package over a Terminal Services Client connection. See the [“Obtaining ICS System Software” section on page 4-6](#) for information on the available Cisco ICS 7750 software installation packages.

Click **Next**.

- If the ICS Core Software is already installed on the SPE, the Select Upgrade Type window appears. You have the option to upgrade the ICS Core Software to a newer version or to convert the SPE to run the ICS System Manager

software. Click the appropriate radio button: **Upgrade ICS Core Software** or **Convert ICS Core Software to ICS System Manager Software**. Click **Next**.

- If the ICS System Manager software is already installed on the SPE, the Select SPE window appears. You have the option to upgrade the ICS software to a newer version. In addition, you have the option to upgrade, to a newer version, the ICS Core Software on other SPEs in the chassis that the Setup program was able to detect. If you are upgrading ICS System Manager software, you are also given the opportunity during the software installation to back up the existing configuration data. Check the appropriate **Upgrade** check box for each SPE to upgrade. Click **Next**.
- If the Setup software installation package contains an ICS Service Pack update patch (rather than the full software package):
  - If the ICS Service Pack update patch is to run on an ICS Core Software (applications-only) SPE, you are given the option to apply the patch to that SPE.
  - If the ICS Service Pack update patch is to run on an ICS System Manager SPE, you are given the option to apply the patch to any or all SPEs discovered by the Setup program in the chassis.

Check the appropriate check box to apply the patch. Click **Next**.

**Step 12** After you select the appropriate software installation, the Setup window appears. Click **Yes** to continue with the installation.

In the Confirmation window that appears, you can review the installation details and confirm that they are correct.

**Step 13** In the Confirmation window, click **Next** to confirm the installation details and to proceed with the installation.

**Step 14** In the Setup window, click **Next** to install the ICS System Manager software package.

Setup performs the requested installation, conversion, upgrade, or patch; progress bars are displayed that let you monitor the installation.




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**Note** There must be only one SPE310 running ICS System Manager software in the Cisco ICS 7750 chassis.

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If you changed the host name of the SPE as described in [Step 6](#), the SPE will restart.

After the SPE has restarted, the Setup Status window displays an installation task list.

During the Windows 2000 setup, the ICS System Software setup program checks for the installation of hotfixes. If any of the applicable hotfixes are not installed on the system, the ICS System Software setup program will install the hotfixes and restart the SPE. Setup will then continue to install the remaining tasks.

**Step 15** Upon completion, the Setup Status window appears, displaying installation information and the location of the log files. Click **Next**.

**Step 16** The Instructions window appears, providing instructions on how to complete the ICS System Software installation.

The Setup program automatically launches ICSCConfig so that you can configure the system cards and complete the setup process.

After ICSCConfig is run, you are instructed to access the Software Upgrade page in ICS System Manager to deliver the MRP, ASI, SSP, and SAP images to the ICS 7750.

Click **Finish** to exit the ICS System Software Setup and to launch ICSCConfig so that you can complete the installation.

**Step 17** ICSCConfig launches automatically. The Cisco ICS 7700 System Manager Initial Setup window appears, which contains the Cisco End User License Agreement.

**Step 18** Read the Cisco End User License Agreement. Click **I Accept**.

**Step 19** Click **Continue**.

Discovery of the system cards begins. You can monitor the progress by watching the percentage display at the top status bar on the attached monitor. When the card discovery process is finished, the ICS System Manager Initial Setup window appears.

**Step 20** In the Initial Setup window, click **OK** to continue.

The ICS Replacement SPE setup window appears.

**Note**

The first time ICSCfg is launched (after completion of a new installation), the Replacement SPE window appears. Enter the values to assign IP addresses to the system cards. Click **Submit** when you finish. After these values have been delivered to the system, you will need to launch ICSCfg a second time to enter the range of IP addresses for all the cards in the system. For additional information on using ICSCfg, refer to the ICSCfg online help and the “Launching the Configuration Program” section in Chapter 4, “Completing the Cisco ICS 7750 Installation,” in the *Cisco ICS 7750 Installation and Configuration Guide*.

- Step 21** In the ICS Replacement SPE setup window, assign the IP addresses for the system cards and external devices, such as phones and PCs. For more information on using ICSCfg, refer to the ICSCfg online help and the “Launching the Configuration Program” section in Chapter 4, “Completing the Cisco ICS 7750 Installation,” in the *Cisco ICS 7750 Installation and Configuration Guide*.

**Note**

If you are installing a new SPE in the chassis, use an IP address that is not already assigned to another card in the chassis.

Use the system default (*changeme*) for all passwords unless you have previously changed the password.

**Note**

Whenever the SPE restarts, and during the bootup process, user authentication is required. If you have not changed the administrator password from the default (*changeme*), the system continues the installation without prompting you for a password. If the password has been changed, the system prompts you to enter the password before you can continue.

To move back and forth within the ICSCfg pages, click the **Back** and **Next** buttons.

- Step 22** After you have made all the changes, click **Submit** to deliver the values that you entered to the system.

The Replacement SPE window displays a message that the system configuration delivery is complete.

- Step 23** Use one of the following options to configure the system:
- a. To access ICSSConfig to configure the system, double-click the URL shown in the Replacement SPE window.
  - b. To restore backed up System Manager data and settings, double-click the URL shown in the Replacement SPE window to view the procedures, or refer to the “Restoring System Data to the SPE310 Running System Manager” section in Chapter 8, “Maintaining the Cisco ICS 7750,” in the *Cisco ICS 7750 Installation and Configuration Guide*.



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**Note** If you are installing ICS System Software 2.6.0, you can restore a backup made from ICS System Software 2.1.0 or later. However, you cannot use a backup created from ICS System Software 2.6.0 to restore an earlier version of ICS System Software (such as 2.1.0 through 2.5.0).

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## Downgrading ICS System Software

There may be times when you need to replace the current installed version of the ICS System Software with an earlier version. However, the ICS System Software Setup program does not support this option in its automatic wizard-based installation.



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**Note** ICS System Software release 2.4.0 was designed to provide enhanced functionality over earlier versions through support for an automated installation wizard, new hardware (such as the Flash-based MRP cards) and updated Cisco IOS images for the SSP and MRPs. If you downgrade the system software on the Cisco ICS 7750 to a version earlier than 2.4.0, you must use compatible hardware (non-Flash-based MRP cards) and software (ICS System Manager and the Cisco IOS images for the MRPs and SSP) included in that specific release’s installation package.

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To install an earlier version of the ICS System Software than the version currently installed on an SPE, follow these steps for ICS System Software 2.10 through 2.5.0.

You cannot perform a downgrade of ICS System Software release 2.6.0 because this release uses new SQL Server 2000 drivers. If you want to downgrade from ICS System Software 2.6.0, you must reimage the SPE and reinstall all software, including Cisco CallManager and other applications.

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- Step 1** Locate the ICS System Software package to be installed on the SPE.
- The version of ICS System Software that is installed on the SPE running System Manager should be equal to or later than that installed on the SPEs running core software in the Cisco ICS 7750 chassis. Refer to the online help found in each ICS System Software package for guidelines on downgrading software.
- Step 2** Connect a monitor, keyboard, and mouse, as described in [Appendix C, “Using Peripherals with Cisco ICS 7750 SPEs.”](#)
- Step 3** If you plan to install the ICS System Software from CD-ROM, connect the USB CD-ROM drive, as described in [Appendix C, “Using Peripherals with Cisco ICS 7750 SPEs.”](#) Otherwise, if you are installing from a downloaded software package, you can skip to Step 4.
- Step 4** On the SPE, use the Windows Control Panel to remove the existing ICS System Software.

Click **Start > Settings > Control Panel > Add/Remove Programs**. Locate the ICS System Software in the installed software list, and click **Change/Remove** to uninstall it.

- To uninstall ICS System Manager, select **ICS System Manager V3.x.x**.



**Note**

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Microsoft SQL Server, Java Runtime Environment (JRE), service packs, and hotfixes are not uninstalled.

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- To uninstall ICS Core Software, select **ICS Core Software V3.x.x**.



**Note**

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Service packs and hotfixes are not uninstalled.

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Follow the prompts to restart the system.



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**Note** An uninstall log is created when ICS System Software is uninstalled. You can use this log to verify that the uninstallation was successful. See the [“ICS System Manager Log Files” section on page 5-4](#).

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**Step 5** Insert the installation CD in the CD-ROM drive, or locate the ICS System Software package on the SPE hard drive. Run Setup to install it. For more details on how to do this, follow the procedure as outlined in the [“ICS System Software Installation” section on page 4-5](#).

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