



Migrating a Cisco ICS 7750 System to a Media Convergence Server (MCS)

Cisco ICS 7750 System Migration

This document provides information and instructions for migrating a Cisco Integrated Communications System 7750 (Cisco ICS 7750) to a Media Convergence Server (MCS) platform. The hardware within a Cisco ICS 7750, such as the system processing engines (SPEs) and multiservice route processors (MRPs), are considered as standalone server or gateway components for hardware exchange purposes according to the Cisco Migration Technology Program (CTMP). For more information about this program, contact your local Cisco sales team.

The following sections provide information and procedures for migrating software applications to the new MCS server.

- [Migrating Cisco Call Manager from a Standalone SPE to a Dedicated MCS Server, page 1](#)
- [Migrating Cisco Unity to an MCS Server, page 6](#)
- [Migrating Cisco Customer Response Solutions to an MCS Server, page 7](#)

When migrating the software applications from the ICS 7750, first migrate the Cisco CallManager application. After Cisco CallManager is running on the MCS server, then migrate Cisco Unity and Cisco Customer Response Solutions (CRS) if applicable.

Refer to the Cisco ICS 7750 Compatibility Matrix for supported combinations of ICS 7750 System software, Cisco CallManager, Cisco Unity, Customer Response Solutions (CRS) and IPCC Express at this URL:

<http://www.cisco.com/kobayashi/sw-center/telephony/ics-7750/ics-compatibility.shtml>

Migrating Cisco Call Manager from a Standalone SPE to a Dedicated MCS Server

This section provides planning information and instructions for migrating Cisco Call Manager from a Cisco ICS 7750 SPE that is used only for Cisco CallManager to an MCS server that is dedicated to Cisco CallManager and includes the following topics:



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- [Planning for the Cisco CallManager Migration, page 2](#)
- [Migrating a Single Cisco CallManager System, page 4](#)
- [Migrating a Cisco CallManager Cluster, page 6](#)

Planning for the Cisco CallManager Migration

Review the following topics to prepare for the migration.

- [Ordering Considerations, page 2](#)
- [Upgrade Considerations, page 2](#)
- [Technical Considerations, page 3](#)
- [Hardware and Software Requirements, page 3](#)

Ordering Considerations

To prepare for the migration, consult with the local Cisco sales team to determine the migration requirements, and then order the hardware and any software upgrades.

Hardware

- You can use the Cisco Technology Migration Program (CTMP) to receive credit for existing SPE blades toward the purchase of the new MCS server(s). The SPE310 is equivalent to an MCS-7835 for server upgrade credit.
- You must return the SPE310s prior to ordering the new MCS servers to receive the credit.

Software

- If you want to upgrade the Cisco CallManager version as part of the migration process, you need to order software media (CDs or DVDs) for the upgrade.
- You can use the Cisco CallManager Server Upgrade and Migration Program to purchase Cisco CallManager at a discount. To determine the discount, the SPE310 is equivalent to a MCS-7825. Consult with your local Cisco sales team for assistance with this program.
- Use the Operating System (OS) software for the MCS server that comes with the Cisco CallManager disc set.

Upgrade Considerations

Depending on the version of Cisco CallManager that is running on the Cisco ICS 7750, determine how to perform the Cisco CallManager upgrade. If the Cisco CallManager version that is running on the SPE is orderable, use this process:

- Install the same version of Cisco CallManager, which is currently running on the SPE, on the new dedicated MCS server.
- Migrate the Cisco CallManager data using the Backup And Restore (BARS) application. See the [“Back Up Cisco CallManager Data” section on page 4](#).
- Test the Cisco CallManager installation on the new server.
- Upgrade the new server to the desired Cisco CallManager version.

In some cases, the version of Cisco CallManager running on the Cisco ICS 7750 is no longer orderable. In that situation, you must first upgrade Cisco CallManager on the SPE to an orderable version through this process:

- Upgrade the version of Cisco CallManager running on the SPE to an orderable version, preferably the final version required on the new dedicated MCS server.
- Test the Cisco CallManager upgrade on the SPE.
- Migrate the Cisco CallManager data using BARS. See the “[Back Up Cisco CallManager Data](#)” section on page 4.
- Test the Cisco CallManager installation on the new server.
- Upgrade the new MCS server to the desired Cisco CallManager version (if required).

Technical Considerations

Backup and Restore

You must use the latest version of the Backup and Restore utility (BARS) for your version of Cisco CallManager to perform the migration. Refer to the Cisco CallManager compatibility matrix for the correct version of BARS at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm#CompatibleApplications

For information about the installation and configuration of the BARS utility for the Cisco CallManager, refer to the “Backing Up and Restoring Cisco CallManager” documentation under Installation Instructions for your version of Cisco CallManager at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm

- BARS requires that the source and target systems have the same IP address and Hostname. If a change to the IP address is required as part of the migration, perform this additional step after the BARS procedure.



Note Due to deep roots in the Cisco CallManager database established during initial configuration, changing the Hostname of Cisco CallManager is not recommend.

- BARS can backup and restore data only on systems running the same version of CallManager. If you plan to upgrade the Cisco CallManager version as part of the migration process, you must perform, the upgrade as an additional step. See the “[Upgrading Cisco CallManager](#)” section on page 5.

DHCP Server

The Cisco ICS 7750 natively provides the DHCP server for the phones. You must move the DHCP server function to another location in the network or enable the DHCP server on the new dedicated CallManager.

Cisco Customer Response Solutions (CRS)

If a CRS system is interfacing with the migrating Cisco CallManager cluster, you must stop CRS services or shutdown the CRS server during the Cisco CallManager migration.

Hardware and Software Requirements

The following hardware components and software application programs are required for this migration.

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Hardware Components

- SPE —Runs Cisco CallManager on the Cisco ICS 7750
- MCS Server (7835 or other model)—New server that will run Cisco CallManager

Software Applications

- Operating System (OS) 2000.2.6 and OS 2000.2.6 SR1
- Cisco Call Manager— (Version depends on the customer’s system)
- Backup and Restore utility (BARS)—Used to back up Cisco CallManager data and restore to new server
- ICS System Manager software

For information on supported combinations of Cisco ICS 7750 system software and Cisco CallManager, refer to this URL:

<http://www.cisco.com/kobayashi/sw-center/telephony/ics-7750/ics-compatibility.shtml>

Migrating a Single Cisco CallManager System

The following process describes migrating a single Cisco CallManager from an SPE in the Cisco ICS 7750 to a dedicated MCS server. The MCS server will use the same IP address and server name as the SPE. If you are migrating a Cisco CallManager cluster, see the “[Migrating a Cisco CallManager Cluster](#)” section on page 6.

Before you begin:

As a precaution, backup the latest working configuration of ICS 7750 System Manager before performing the migration.

Refer to the backup procedure in the [Upgrading to System Software Release 2.6.0 and to Cisco CallManager 3.3\(2\) on the Cisco ICS 7750](#) or to the appropriate ICS 7750 System software release at this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/ics26/index.htm>

Use the following sections to perform the migration:

- [Back Up Cisco CallManager Data, page 4](#)
- [Set up the Dedicated MCS Server, page 5](#)
- [Restore Cisco CallManager Data, page 5](#)
- [Start Cisco CallManager on MCS Server, page 5](#)
- [Upgrading Cisco CallManager, page 5](#)

Back Up Cisco CallManager Data

Follow these steps to back up the current Cisco CallManager data on the Cisco ICS 7750. Refer the URL below for more information on installation and configuration of BARS utility.

<http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm>

-
- Step 1** Install the supported version of the BARS utility as **Server** on Cisco CallManager Publisher SPE and as **Target** on the SPE that is running Cisco CallManager.

- Step 2** Configure the backup and restore server and start backing up Cisco CallManager data.
 - Step 3** Store the backup file on a separate machine, residing on the same network.
-

Set up the Dedicated MCS Server

Follow these steps to set up the dedicated MCS server and install Cisco CallManager.

- Step 1** Remove the Cisco ICS 7750 SPE from the network.
- Step 2** Install OS 2000.2.6 and OS 2000.2.6 SP1 on MCS using the same IP Address and Server Name assigned to the SPE. Use the OS CDs that ship with the Cisco CallManager software package.
- Step 3** Install the same Cisco CallManager version that was running on the SPE on the MCS server.



Note BARS can restore data only to the same version of Cisco CallManager from which it backed up data.

- Step 4** Install the current Cisco CallManager Service Release (if applicable).
-

Restore Cisco CallManager Data

Follow these steps to restore the Cisco CallManager data on the new MCS server.

- Step 1** Do not run the initial setup configuration after installing Cisco CallManager on the MCS server.
 - Step 2** Install BARS utility as **Target** on the MCS server
 - Step 3** Restore the Cisco CallManager data on the MCS server.
-

Start Cisco CallManager on MCS Server

Follow these steps to start up and test Cisco CallManager on the new server.

- Step 1** Start the Cisco CallManager server.
 - Step 2** Review the configuration.
 - Step 3** Test the migrated Cisco CallManager system.
-

Upgrading Cisco CallManager

Perform the Cisco CallManager upgrade to the desired version on the MCS server (if required).

For more information about upgrading Cisco CallManager, see the [“Upgrade Considerations” section on page 2](#).

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Migrating a Cisco CallManager Cluster

If you are migrating a Cisco CallManager cluster, you must use the following procedure to migrate each Cisco CallManager in the cluster.

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- Step 1** Stop the Cisco CallManager services on the Publisher.
 - Step 2** Remove the Publisher from the network.
 - Step 3** Migrate the Publisher to the new dedicated server.
 - Step 4** Bring the new Publisher online.
 - Step 5** Test that database replication is working.
 - Step 6** Stop the Cisco CallManager services on the Subscriber.
 - Step 7** Remove the Subscriber from network.
 - Step 8** Migrate the Subscriber to the new dedicated server
 - Step 9** Bring the new Subscriber online.
 - Step 10** Test that database replication is working.
 - Step 11** Repeat Steps 6 through 10 for all other Subscribers in the cluster.
-

Migrating Cisco Unity to an MCS Server

This section provides information for migrating Cisco Unity from the Cisco ICS 7750 to a new MCS server and includes the following topics:

- [Transferring Unity Licenses, page 6](#)
- [Cisco Unity Software Media, page 7](#)
- [Migrating Cisco Unity to an MCS Server, page 7](#)

For information on supported combinations of Cisco ICS 7750 system software, Cisco CallManager, and Cisco Unity, refer to this URL:

<http://www.cisco.com/kobayashi/sw-center/telephony/ics-7750/ics-compatibility.shtml>

Transferring Unity Licenses

Prior to migrating a Cisco Unity system to a new platform, the Unity user licenses need to be transferred from the Cisco ICS 7750 system to the new MCS system. To transfer the licenses, you need to send an e-mail message to licensing@cisco.com with the following information:

- Customer Name
- Contact Information
- E-mail address for receiving new licenses
- MAC address of the SPE in the Cisco ICS 7750 that runs Cisco Unity
- MAC address of the new MCS server for Cisco Unity
- Description of the reason for switching Cisco Unity licenses

After receiving this information, the licensing team deactivates the licenses associated with the Cisco ICS 7750 and reissues licenses for the new MCS server.

Cisco Unity Software Media

You can use your existing Cisco Unity software CDs for the installation on the new MCS server. If you need to install the operating system, you can use the OS discs included with the Cisco Unity disc set.

If you want to upgrade the Cisco Unity version as part of the migration process, you need to order software media (CDs or DVDs) for the upgrade.

For information and instructions for performing the Cisco Unity upgrades, refer to chapters in the *Cisco Unity Reconfiguration and Upgrade Guide (With Microsoft Exchange)*:

- [Upgrading Cisco Unity 3.X Software to Version 4.0\(4\)](#)
- [Upgrading Cisco Unity 4.X Software to Version 4.0\(4\)](#)

Migrating Cisco Unity to an MCS Server

For information and procedures for migrating the Cisco Unity software applications and configuration from the Cisco ICS 7750 to the new MCS server, use the chapter, “[Replacing a Cisco Unity Server Without Failover](#)” in the *Cisco Unity Reconfiguration and Upgrade Guide*.

Migrating Cisco Customer Response Solutions to an MCS Server

This section provides planning information and instructions for migrating Cisco Customer Response Solutions (CRS) from an SPE in the Cisco ICS 7750 to an MCS server that is dedicated to Cisco CRS and includes the following topics:

- [Planning for the Cisco CallManager Migration, page 2](#)
- [Migrating a Single Cisco CallManager System, page 4](#)
- [Migrating a Cisco CallManager Cluster, page 6](#)

Planning for the Cisco CRS Migration

Before performing the migration, review the following topics to prepare for the migration.

- [Ordering Considerations, page 8](#)
- [Upgrade Considerations, page 2](#)
- [Technical Considerations, page 3](#)
- [Hardware and Software Requirements, page 3](#)

For information on supported combinations of ICS7750 System software, Cisco CallManager, and Cisco CR, refer to this URL:

<http://www.cisco.com/kobayashi/sw-center/telephony/ics-7750/ics-compatibility.shtml>

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Ordering Considerations

To prepare for the migration, consult with the local Cisco sales team to determine the migration requirements, and then order the hardware and any software upgrades.

Hardware

- You can use the Cisco Technology Migration Program (CTMP) to receive credit for existing SPE blades toward the purchase of the new MCS server(s). The SPE310 is equivalent to an MCS-7835 for server upgrade credit.
- You must return the SPE310(s) prior to ordering the new MCS servers to receive the credit.

Software

- Order the operating system (OS) software for the MCS server by using the following part number: IPCXIVR-3YES-SVR1=IPCX or IP IVR 3.5 or later 3.Y Expansion Server (SW only)
- Your current CRS licenses are valid for the new MCS server.
- If you plan to upgrade the Cisco CRS version as part of the migration process, order software media (CDs) for the upgrade. Information on adding new CRS product components to the new MCS server or upgrading the product version or product type is available in the CCBU price list at this URL: http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod_how_to_order.html

Upgrade Considerations

Depending on the version of Cisco CRS that is running on the Cisco ICS 7750, determine how to perform the Cisco CRS upgrade. If the Cisco CRS version that is running on the SPE is orderable, use the following upgrade procedure:

-
- Step 1** Install the same version of Cisco CRS, which is currently running on the SPE, on the new dedicated MCS server.
 - Step 2** Migrate the Cisco CRS data using the Backup And Restore (BARS) application. See the [“Back Up Cisco CRS Data” section on page 10](#).
 - Step 3** Test the Cisco CRS installation on the new server.
 - Step 4** Upgrade the new server to the desired Cisco CRS version.
-

In some cases, the version of Cisco CRS running on the ICS 7750 SPE is no longer orderable. In that situation, you must first upgrade Cisco CRS on the SPE to an orderable version by using the following procedure:

-
- Step 1** Upgrade the version of Cisco CRS running on the SPE to an orderable version, preferably the final version required on the new dedicated MCS server.
 - Step 2** Test the Cisco CRS upgrade on the SPE.
 - Step 3** Migrate the Cisco CRS data using BARS. See the [“Back Up Cisco CRS Data” section on page 10](#).
 - Step 4** Test the Cisco CRS installation on the new server.

- Step 5** Upgrade the new MCS server to the desired Cisco CRS version (if required).
-

Technical Considerations

You must perform the migration of Cisco CallManager prior to the CRS migration. During the Cisco CallManager migration, stop CRS services or shutdown the CRS server.

During the installation of CRS on the new dedicated MCS server, the Cisco CallManager Publisher must be accessible by the CRS server.

As part of the Cisco CallManager migration as described in the “[Migrating a Single Cisco CallManager System](#)” section on page 4, BARS is installed as **Server** on the Cisco CallManager Publisher.

Install the BARS utility on the new MCS server as **Target** to migrate the CRS data.

Refer to the Cisco ICS 7750 Compatibility Matrix for supported combinations of ICS System Manager, Cisco CallManager, Customer Response Solutions (CRS) and IPCC Express at this URL:

<http://www.cisco.com/kobayashi/sw-center/telephony/ics-7750/ics-compatibility.shtml>

Hardware and Software Requirements

The following hardware components and software application programs are required for this migration.

Hardware Components

- SPE —Runs Cisco CRS on the Cisco ICS 7750
- MCS Server (7835 or other model)—New server that will run Cisco CRS
- Computers for Cisco Agent Desktop (CAD) and Cisco Supervisor Desktop (CSD)

Software Applications

- CRS 3.(x)—Version depends on customer
- CRS 3.(x) SR— If required
- Cisco CallManager—Version that is compatible with CRS 3.(x)
- Operating System (OS) 2000.2.6 and OS 2000.2.6 SP1
- Backup and Restore utility (BARS)—Used to backup Cisco CRS data and restore to new server
- ICS System Manager software

For information on supported combinations of Cisco ICS 7750 System software, Cisco CallManager, and Cisco CRS, refer to the Cisco ICS 7750 compatibility matrix at this URL:

<http://www.cisco.com/kobayashi/sw-center/telephony/ics-7750/ics-compatibility.shtml>

Migrating a Cisco CRS System

The following process steps describe migrating Cisco CRS from an SPE to a dedicated MCS server. The MCS server will use the same IP address and server name as the SPE.

REVIEW DRAFT – CISCO CONFIDENTIAL**Before you begin:**

As a precaution, backup the latest working configuration of ICS 7750 System Manager before performing the migration. Refer to the backup procedure in the [Upgrading to System Software Release 2.6.0 and to Cisco CallManager 3.3\(2\) on the Cisco ICS 7750](#) or to the appropriate ICS 7750 System software release at this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/ics26/index.htm>

Use the following sections to perform the migration:

- [Back Up Cisco CRS Data, page 10](#)
- [Set up the Dedicated MCS Server, page 10](#)
- [Restore Cisco CRS Data, page 10](#)
- [Start Cisco CRS on the MCS Server, page 11](#)
- [Upgrading Cisco CRS, page 11](#)

Back Up Cisco CRS Data

Follow these steps to back up the current Cisco CRS data on the Cisco ICS 7750. For more information on installation and configuration of BARS utility, refer to the documentation at this URL.

<http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm>

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- Step 1** Install the supported version of the BARS utility as **Server** on Cisco CallManager Publisher SPE and as **Target** on the ICS 7750 SPE310 that is running Cisco CRS.
- Step 2** Configure the backup and restore server and start backing up Cisco CRS data.
- Step 3** Store the backup file on a separate machine that resides on the same network.
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Set up the Dedicated MCS Server

Follow these steps to set up the dedicated MCS server and install Cisco CRS.

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- Step 1** Remove the Cisco ICS 7750 SPE from the network.
- Step 2** Install OS 2000.2.6 and OS 2000.2.6 SP1 on MCS using the same IP Address and Server Name assigned to the SPE.
- Step 3** Install the same Cisco CRS version that was running on the Cisco ICS 7750 SPE 310 on the MCS server.



Note BARS can restore data only to the same version of Cisco CRS from which it backed up data.

- Step 4** Install the same Cisco CRS Service Release on the new MCS server that was running on the SPE in the Cisco ICS 7750.
-

Restore Cisco CRS Data

Follow these steps to restore the Cisco CRS data on the new MCS server.

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- Step 1** Do not run the initial setup configuration after installing Cisco CRS on the MCS server.
 - Step 2** Install BARS utility as **Target** on the MCS server.
 - Step 3** Restore the Cisco CRS data on the MCS server.
-

Start Cisco CRS on the MCS Server

Follow these steps to start and test the Cisco CRS server.

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- Step 1** Start the CRA Engine on the dedicated MCS server.
 - Step 2** Check if the subsystems are IN-SERVICE .
 - Step 3** Reset JTAPI User password if the JTAPI Subsystem is OUT_OF_SERVICE.
 - Step 4** Test the configured applications.
 - Step 5** Restart CAD and CSD and perform Integrated Call Distribution (ICD) testing.
-

Upgrading Cisco CRS

Perform the CRS upgrade to the desired version on the dedicated MCS server, if desired. For more information about CRS upgrades, see the “[Upgrade Considerations](#)” section on page 8.

Related Documentation

For documentation related to the Cisco ICS 7750, go to this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/ics26/index.htm>

For documentation related to installing and troubleshooting for your version of Cisco CallManager, go to this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm

For documentation related to installing and troubleshooting your version of Cisco CRA, go to this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/index.htm

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

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Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

<http://www.cisco.com/go/marketplace/>

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 Ordering tool:
<http://www.cisco.com/en/US/partner/ordering/>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) 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.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com
- Nonemergencies—psirt@cisco.com



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on>

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year, at this URL:

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

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
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