



Upgrading the Cisco ICS 7750 to System Software Release 2.2.0

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This document tells how to upgrade the Cisco ICS 7750 from system software release 2.1.0 to system software release 2.2.0. Use this document with the [Release Notes for the Cisco ICS 7750 for System Software Release 2.x.x](#).



Note

The Image Install Tool, which is included on the ICS software CD, supports only software installation. Use the procedures described in this document for upgrades from system software release 2.1.0 to system software release 2.2.0.



Note

If you are using a system software release earlier than 2.1.0, contact your Cisco sales representative for instructions on how to migrate your system from an earlier system software release to system software release 2.1.0.

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Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Preparing for the Upgrade

This section describes preparatory steps that need to be completed before the upgrade. It includes the following sections:

- [Accessing ICS System Manager](#)
- [Accessing the SPE Windows Interface](#)
- [Obtaining Release 2.2.0 Software](#)

Accessing ICS System Manager

Complete the following steps to access ICS System Manager and prepare for the upgrade to release 2.2.0:

-
- Step 1** On a PC, open Netscape Communicator or Microsoft Internet Explorer.
- Step 2** In the Location or Address field, enter the following URL, replacing *IP address* with the IP address of the system processing engine (SPE) running System Manager:
- `http://IP address/ics`
- Step 3** Log in as the super administrator (user ID is *admin*), and enter your password (the default is *admin*).
- Step 4** Click **Login**.
- Step 5** Record the IP address and slot number of the SPE running System Manager.
- Step 6** Record the IP address and slot number of other SPEs in the chassis.
- Step 7** Back up system software data. Refer to the [Release Notes for the Cisco ICS 7750 for System Software Release 2.x.x](#) for instructions.
-

Accessing the SPE Windows Interface

Ensure that you can access the SPE Windows interface in either of the following ways, then continue with the “[Obtaining Release 2.2.0 Software](#)” section on page 4.

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

Accessing the SPE Windows Interface Through Terminal Services Client

To access the SPE Windows interface through Terminal Services Client, complete the following steps:

-
- 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, and choose **File > Connect**.
 - If you do not have a Terminal Services Client connection defined for the target SPE, choose **File > New Connection**, and 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 SPE, such as Windows Explorer and the Control Panel.

Accessing the SPE Windows Interface Through Directly Connected Peripherals

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

-
- Step 1** Connect the monitor cable to the video port on the SPE 310, and power on the monitor.
- Step 2** Continue as follows, based on the type of peripherals that you are using:
- USB—Connect a USB keyboard to one SPE USB port and a USB mouse to the other SPE USB port.
 - PS/2—Connect the “Y” splitter cable for your keyboard and mouse to the keyboard/mouse port on the target SPE, and 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 SPE, the keyboard and mouse must be connected at or before SPE reboot to be recognized by the operating system. This is not the case with a USB keyboard and mouse, which usually are recognized without an operating system reboot.



Note For a summary of the issues related to the connection of peripherals to SPEs, as well as best practices on how to use peripherals with SPEs, see the “Using Peripherals with SPEs” section in the the [Release Notes for the Cisco ICS 7750 for System Software Release 2.x.x](#).



Note For a list of USB peripherals that have been tested on the Cisco ICS 7750, refer to the “Connecting a Monitor, Keyboard, and Mouse to the SPE Card” section in the [Cisco ICS 7750 Getting Started Guide](#).

- Step 3** Use the keyboard, mouse, and monitor to access standard Windows utilities on the SPE, such as Windows Explorer and the Control Panel.
-

Obtaining Release 2.2.0 Software

This section provides information about release 2.2.0 software and how to obtain it.

Six software bundles are available, depending on the IOS feature support that you require on analog station interface (ASI) cards and multiservice route processor (MRP) cards. [Table 1](#) lists the IOS feature sets supported by the Cisco ICS 7750.

Table 1 Feature Sets Supported by the Cisco ICS 7750

System Software Bundle Name ¹	Feature Set	IOS Software Image for ASIs and MRPs
S77a-2.2.0.exe	IP/Voice Plus	ics7700-sv3y-mz
S77b-k8-2.2.0.exe	IP/FW/Voice Plus IPsec 56	ics7700-k8o3sv3y-mz
S77c-k9-2.2.0.exe	IP/FW/Voice Plus IPsec 3DES	ics7700-k9o3sv3y-mz
S77d-2.2.0.exe	IP/IPX/AT/IBM/Voice Plus	ics7700-bnr2sv3y-mz
S77e-k8-2.2.0.exe	IP/IPX/AT/IBM/FW/ Voice Plus IPsec 56	ics7700-bk8no3r2sv3y-mz
S77f-k9-2.2.0.exe	IP/IPX/AT/IBM/FW/ Voice Plus IPsec 3DES	ics7700-bk9no3r2sv3y-mz

- Each system software bundle contains an IOS software image for the MRPs and ASIs, an IOS software image for the system switch processor (SSP), ICS System Manager, and ICS Core Software. The system software bundles are identical, except for the IOS software image for the MRPs and ASIs.

Release 2.2.0 is available on CD-ROM and on the web.

- If you have the release 2.2.0 CD-ROM, go to the [“Upgrading the SPE Running System Manager” section on page 5](#).
- If you need to download release 2.2.0, continue with [“Downloading the Release 2.2.0 Software Bundle”](#).



Note If you download release 2.2.0 from CCO, the download includes only the system software bundle. If you have the release 2.2.0 CD-ROM, it includes Microsoft SQL Server and Microsoft hot fixes, as well as the system software bundle.

Downloading the Release 2.2.0 Software Bundle

Complete the following steps to download release 2.2.0:

-
- Step 1** Log on to CCO either as a registered user or as a guest.
- Go to the Cisco home page (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 Release 2.2.0.



Note If you are downloading one of the software images with Triple DES (3DES) encryption, special approval might be required. Follow the instructions on the screen.

Step 4 Enter the special access code in the field as instructed, if necessary.

There are some areas of the Software Center to which you can only gain access 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 on the link corresponding to the software bundle that you wish to download from the list of available software bundles (for example, S77a-2.2.0.exe). The list of files includes the following information:

- **Filename.** The name of the software bundle.
- **Description.** A brief description of the software bundle.
- **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 file to your PC hard drive.

Step 7 Continue with [“Upgrading the SPE Running System Manager”](#).

Upgrading the SPE Running System Manager

Complete the following steps to upgrade the SPE running System Manager to release 2.2.0:

Step 1 Access the Windows interface on the SPE running System Manager. See the [“Accessing the SPE Windows Interface”](#) section on page 2.

Step 2 Access the release 2.2.0 software bundle in one of the following ways:

- Copy the bundle to the SPE hard drive.
- Copy the bundle to a shared network directory, and make sure that you can access this directory from the SPE (for example, if drive E is mapped to a shared network directory, and you copy the software bundle to the ics directory on drive E, the software would be accessible from E:\ics).
- Connect the CD-ROM drive to the SPE (refer to the [Cisco ICS 7750 Getting Started Guide](#) for instructions), insert the CD-ROM in the CD-ROM drive, and access the software bundle from the CD-ROM.

Step 3 On the SPE running System Manager, choose **Start > Run**.

The Run dialog opens.

Step 4 Enter **cmd** in the Open field.

Step 5 Click **OK**.

A DOS window opens.

Step 6 Create a temporary directory on the SPE if one does not exist:

```
C:\> mkdir Temp
```

Step 7 Change to the temporary directory:

```
C:\> cd Temp
```

Step 8 Enter the following command to extract the system software bundle to the temporary directory:

```
C:\Temp> <path>\ics\s77a-2.2.0.exe -dir
```

Where *<path>* can be one of the following:

- The SPE C-drive
- A shared network drive that can be accessed by the SPE
- A CD-ROM drive that is attached to the SPE

Step 9 After the file extraction is complete, change to the directory where the software upgrade executable is located:

```
C:\Temp> cd 2.2.0\icssm\ICSSM_<new_version>\ICSSM
```

where *<new_version>* is the ICS System Manager version contained in the upgrade bundle.

For example:

```
C:\Temp> cd 2.2.0\icssm\ICSSM_3_0_35\ICSSM
```

Step 10 Enter `icssm -systemspe` at the command prompt to start the software upgrade on the SPE running System Manager.

For example:

```
C:\Temp\2.2.0\icssm\ICSSM_3_0_35\ICSSM> icssm -systemspe
```

Step 11 When prompted, press **Y** to reboot the SPE running System Manager.

A warning window will appear informing you that the SPE is about to reboot. When the SPE running System Manager has rebooted, continue.

Step 12 Continue as follows:

- If there are additional SPEs in the chassis, continue with the [“Upgrading Other SPEs” section on page 7](#).
- If there are no additional SPEs in the chassis, go to the [“Upgrading ASIs, MRPs, the SSP, or the SAP” section on page 8](#).

Upgrading Other SPEs

Complete the following steps to upgrade other SPEs (running ICS Core Software) to release 2.2.0:

-
- Step 1** Access the Windows interface on the target SPE. See the [“Accessing the SPE Windows Interface” section on page 2](#).
- Step 2** Access the release 2.2.0 software bundle in one of the following ways:
- Copy the bundle to the SPE hard drive.
 - Copy the bundle to a shared network directory, and make sure that you can access this directory from the SPE (for example, if drive E is mapped to a shared network directory, and you copy the software bundle to the ics directory on drive E, the software would be accessible from E:\ics).
 - Connect the CD-ROM drive to the SPE (refer to the [Cisco ICS 7750 Getting Started Guide](#) for instructions), insert the CD-ROM in the CD-ROM drive, and access the software bundle from the CD-ROM.
- Step 3** On the target SPE, choose **Start > Run**.
- The Run dialog opens.
- Step 4** Enter **cmd** in the Open field.
- Step 5** Click **OK**.
- A DOS window opens.
- Step 6** Create a temporary directory on the SPE if one does not exist:
- ```
C:\> mkdir Temp
```
- Step 7** Change to the temporary directory:
- ```
C:\> cd Temp
```
- Step 8** Enter the following command to extract the system software bundle to the temporary directory:
- ```
C:\Temp> <path>\ics\s77a-2.2.0.exe -dir
```
- Where *<path>* can be one of the following:
- The SPE C-drive
  - A shared network drive that can be accessed by the SPE
  - A CD-ROM drive that is attached to the SPE
- Step 9** After the file extraction is complete, change to the directory where the software upgrade executable is located:
- ```
C:\Temp> cd 2.2.0\icssm\ICSSM_<new_version>\ICSSM
```
- where *<new_version>* is the ICS Core Software version contained in the upgrade bundle.
- For example:
- ```
C:\Temp> cd 2.2.0\icssm\ICSSM_3_0_35\ICSSM
```
- Step 10** Enter **icssm -appsspe** at the command prompt to start the software upgrade on the target SPE .
- For example:
- ```
C:\Temp\2.2.0\icssm\ICSSM_3_0_35\ICSSM> icssm -appsspe
```

- Step 11** When prompted, press **Y** to reboot the target SPE.
A warning window will appear informing you that the SPE is about to reboot.
- Step 12** Continue with the [“Upgrading ASIs, MRPs, the SSP, or the SAP”](#) section on page 8.

Upgrading ASIs, MRPs, the SSP, or the SAP

Complete the following steps to upgrade ASIs, MRPs, the SSP, or the system alarm processor (SAP) to release 2.2.0:

- Step 1** Access ICS System Manager from a PC which has access to the release 2.2.0 system software bundle. See the [“Accessing ICS System Manager”](#) section on page 2
- Step 2** Click the **Software Upgrade** tab on the ICS System Manager home page.
The names of the software images are shown in the Software Library table. The following software images were included with system software release 2.1.0, and should appear in the Software Library:
- ASIs and MRPs—ics7700-sv3y-mz.122-4.XL1
 - SAP—AC1_0_6.img
 - SSP—c2900XL-c3h2s-mz-120.5.2-XU.tar
- Step 3** Click **Add Image** on the right side of the Software Library table.
- Step 4** From the Upload Image page, click **Browse**, and navigate to the temporary directory (c:\Temp\The following directories and naming conventions are used for ASI/MRP, SAP, and SSP software images:
- IOS software for ASIs and MRPs:
 - Begins with *ICS7700*
 - Stored in the MRP subdirectory
 - IOS software for the SSP card:
 - Begins with *C2900XL*
 - Stored in the SSP subdirectory
 - SAP software:
 - Begins with *AC*, ends with *.img*
 - Stored in the SAP subdirectory
- Step 5** Click **Upload to ICS 7750** to add the image to the Software Library table.
- Step 6** Repeat Step 3 through Step 5 to add additional images.
- Step 7** From the Software Upgrade page, click **Deliver to a system card** next to the image that you want to deliver.

- Step 8** Click the drop-down arrow to view a list of choices for the Select a Target System Card field, and choose the target card.
- Step 9** Click **Deliver**. The image is uploaded to the card that you chose. This process takes from 4 to 6 minutes for a 4-MB file.
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Related Documentation

The following sections describe the documentation available for the Cisco ICS 7750. These documents consist of hardware and software installation guides, Cisco IOS configuration and command references, system error messages, feature modules, and other documents.

Cisco ICS 7750 Documents

The documents described in this section are available on CCO and on CD:

On Cisco.com, beginning under the **Service & Support** heading:

Technical Documents: Voice/Telephony: Cisco ICS 7750

On the Documentation CD-ROM (order number DOC-CONDOCCD=) at:

Cisco Product Documentation: Voice/Telephony: Cisco ICS 7750

Release 2.2.0 Documents

The following documents were updated or created for system software release 2.2.0, and can be found in this location:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/ics22/index.htm>

- *Cisco ICS 7750 Documentation Locator for Release 2.2.0*
- *Cisco ICS 7750 FRU Installation and Replacement*
- *Cisco Interface Cards Installation Guide*
- *Release Notes for Cisco IOS 12.2(4)XL4 on the Cisco ICS 7750*
- *Upgrading the Cisco ICS 7750 to System Software Release 2.2.0* (this document)

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM 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 corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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Cisco Systems
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170 West Tasman Drive
San Jose, CA 95134-9883

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Obtaining Technical Assistance

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

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Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- 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.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you 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 Web Site, go to the following URL:

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

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires 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 the following URL to register:

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

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; 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 will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following 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). In addition, please have available your service agreement number and your product serial number.

This document is to be used in conjunction with the [Release Notes for the Cisco ICS 7750 for System Software Release 2.x.x](#).

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