



# Installing System Software Release 2.6.0 and Cisco CallManager Release 3.3.(2) on the Cisco ICS 7750

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May 7, 2003

This document tells how to install system software release 2.6.0 on the Cisco ICS 7750. Use this document with the [Release Notes for System Software Release 2.6.0 on the Cisco ICS 7750](#).



## Caution

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Do not use these instructions to upgrade the Cisco ICS 7750 from an earlier release of system software. If you are upgrading to system software release 2.6.0 from system software releases 2.1.0 through 2.5.0, refer to the document [Upgrading to System Software Release 2.6.0 and Cisco CallManager 3.3\(2\) on the Cisco ICS 7750](#). 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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# System Software Release 2.6.0 Installation Scenarios

There are two different installation scenarios for system software release 2.6.0. Before installing system software release 2.6.0, determine which scenario applies to your situation, and follow the instructions to determine on which System Processing Engine 310 (SPE310) to run the setup program, and which software installation option to choose.

**Note**

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There must be one SPE310 running ICS System Manager in the chassis. All other SPE310s in the chassis must run Core Software.

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- New installation of ICS System Manager release 2.6.0 on a new or reimaged SPE310—In this scenario, you must access the SPE310 using directly connected peripherals, and run the setup program on the SPE310 on which you want to run ICS System Manager. When prompted by the setup program, select the option to install ICS System Manager software.
- New installation of ICS Core Software release 2.6.0 on a new or reimaged SPE310—In this scenario, you must run the setup program on the SPE310 on which you want to install Core Software. When prompted by the setup program, select the option to install Core Software.

In either of the scenarios above, once you have installed System Software Release 2.6.0, you can install Cisco CallManager release 3.3(2), either as a publisher or subscriber. For instructions, see the [“Installing Cisco CallManager Release 3.3\(2\)”](#) section on page 8.

**Note**

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System software release 2.6.0 will not work with a version of Cisco CallManager earlier than release 3.3(2).

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In addition, system software release 2.6.0 includes newer Cisco IOS images for the MRP and SAP system cards. The upgraded Cisco IOS images are located on the Cisco ICS 7750 System Software (Release 2.6.0) CD-ROM. If you need to upgrade the Cisco IOS images on an MRP or SAP, follow the instructions in the [“Upgrading Cisco IOS Software Images”](#) section on page 12.

## Accessing the Cisco ICS 7750

This section gives instructions for accessing the Cisco ICS 7750 Windows user interface, System Manager, and the Cisco ICS 7750 processor cards. It contains the following sections:

- [Accessing the SPE310 Windows Interface Through Directly Connected Peripherals, page 3](#)
- [Accessing the SPE310 Windows Interface Through Terminal Services Client, page 4](#)
- [Accessing ICS System Manager, page 4](#)

## 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:

- 
- Step 1** Connect the monitor cable to the video port on the SPE310, and power on the monitor.
- Step 2** Continue as follows, according to the type of peripherals that you are using:
- **USB**—Connect a USB hub to one SPE310 USB port. Then connect a USB keyboard and a USB mouse to the USB hub. The USB hub must be used because the CD-ROM drive requires one of the two available USB ports on the SPE310.
  - **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.



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**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 of SPE310 rebooting in order for them to be recognized by the operating system. This is not the case with a USB keyboard and mouse, which are usually recognized without rebooting the operating system.

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**Note** For a summary of the issues related to the connection of peripherals to SPE310s, for best practices in using peripherals with SPE310s, and for a list of USB peripherals that have been tested on the Cisco ICS 7750, see the “Using Peripherals with SPE310s” section in the “Operating the Cisco ICS 7750” chapter of the [Cisco ICS 7750 Installation and Configuration Guide](#).

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- Step 3** Use the keyboard, mouse, and monitor to access standard Windows utilities on the SPE310, such as Windows Explorer and the Control Panel.
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## Accessing the SPE310 Windows Interface Through Terminal Services Client



**Note** You can install only the Core Software through Terminal Services Client.

To access the SPE310 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. 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.

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## Accessing ICS System Manager

Follow these steps to access ICS System Manager.



**Note** Java must be enabled on your web browser to access ICS System Manager. For specific instructions on configuring your web browser, see the *Cisco ICS Installation and Configuration Guide*.

- 
- 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 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**.
- 

## Installing the CD-ROM Drive on the Cisco ICS 7750

This section describes how to connect the CD-ROM drive to the Cisco ICS 7750. It contains the following topics:

- [Attaching the CD-ROM Drive Tray](#)
- [Connecting the CD-ROM Drive](#)

## Attaching the CD-ROM Drive Tray

Complete the following steps to attach the CD-ROM drive tray to the fan tray on the Cisco ICS 7750.

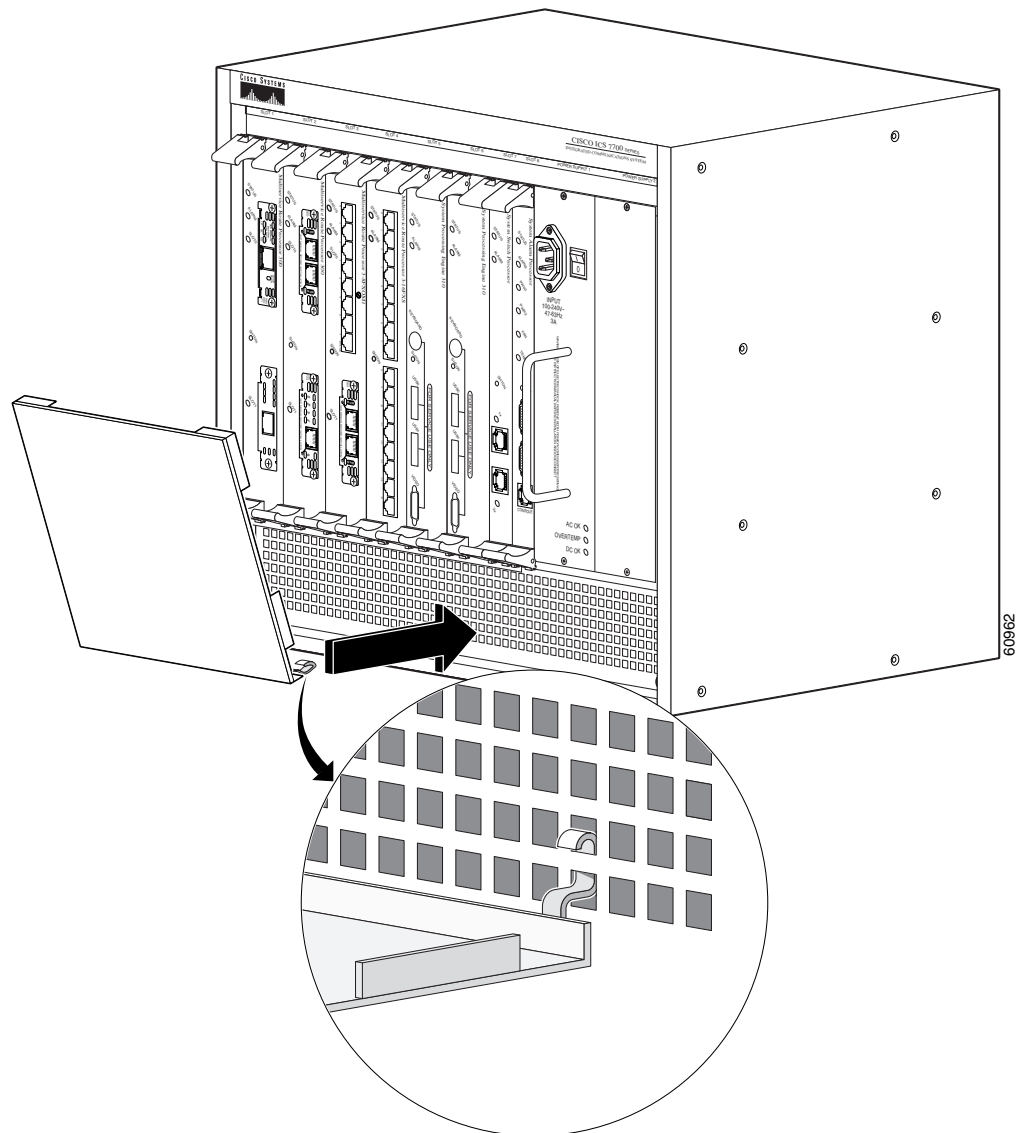


**Note**

The CD-ROM drive tray is for temporary use when installing software. Remove the CD-ROM drive and drive tray when you finish the installation.

- Step 1** Remove the CD-ROM drive tray from the accessory kit.
- Step 2** Attach the CD-ROM drive tray to the fan tray underneath the SPE310 by threading the hooks on the drive tray into the grid on the fan tray, as shown in [Figure 1](#).

**Figure 1** Attaching the CD-ROM Drive Tray



## Connecting the CD-ROM Drive

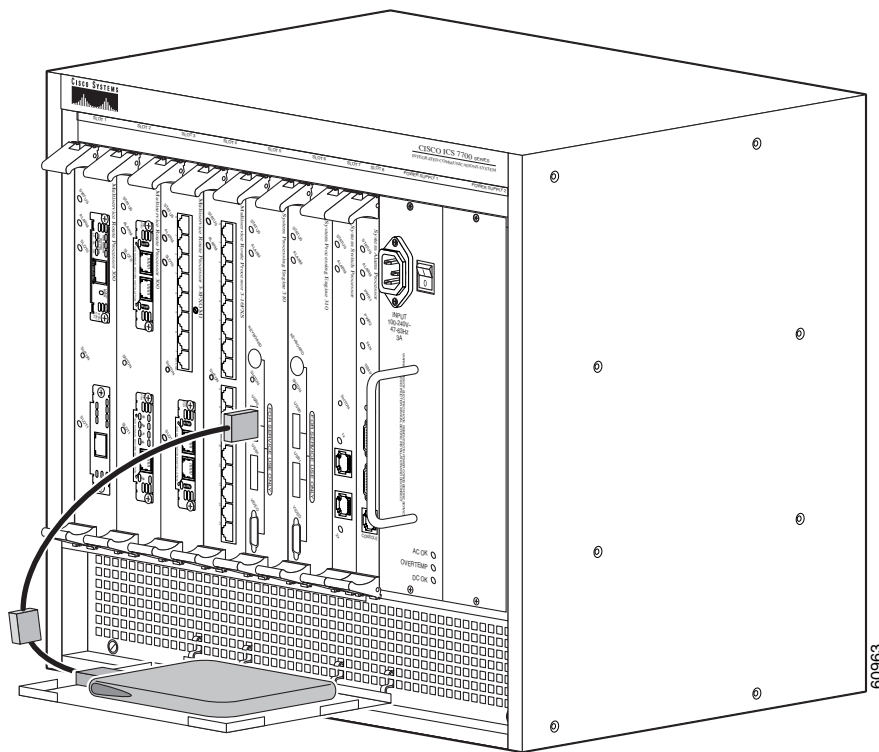
Complete the following steps to connect the CD-ROM drive:

- Step 1** Remove the CD-ROM drive from the accessory kit.
- Step 2** Place the CD-ROM drive in the drive tray as shown in [Figure 2](#).



**Caution** Do not place any object other than the CD-ROM drive on the drive tray. The drive tray is designed only for the weight of the CD-ROM drive.

**Figure 2** *Installing the CD-ROM Drive*



- Step 3** Connect the CD-ROM drive USB cable to either one of the USB ports on the SPE310.

# Installing System Software Release 2.6.0

When you have connected the CD-ROM drive, complete the following steps to install system software release 2.6.0.



## Caution

Do not use these instructions to upgrade the Cisco ICS 7750 from an earlier release of system software. If you are upgrading to system software release 2.6.0 from system software releases 2.1.0 through 2.5.0, refer to the document [Upgrading to System Software Release 2.6.0 and Cisco CallManager 3.3\(2\) on the Cisco ICS 7750](#). 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.

- Step 1** Access the Windows interface on the SPE310 running System Manager. See the [“Accessing the Cisco ICS 7750” section on page 2](#).



**Note** If you are installing ICS System Manager, you must use directly connected peripherals. However, if you are installing Core Software, you can connect with Terminal Services Client.

- Step 2** Insert the Cisco ICS 7750 System Software (Release 2.6.0) CD-ROM into the CD-ROM drive.

- Step 3** On the SPE310 on which you want to install release 2.6.0 software, choose **Start > Run**.  
The Run dialog opens.

- Step 4** In the Open field, enter **d:\setup** to run setup.exe from the CD-ROM.  
The Installation Wizard starts, displaying the Welcome page.

- Step 5** Follow the instructions presented by the Installation Wizard. If you need clarification about any of the options presented by the Installation Wizard, consult the online help.



**Note** If you are installing system software release 2.6.0 as part of the process of upgrading from a prior system software release, when prompted by the Installation Wizard for the SPE host name, you must set the SPE310 host name to be the same as it was before you reimaged the SPE310.



**Note** During the installation process, the SPE310 may restart. If you are accessing the SPE310 through directly connected peripherals, the setup program will automatically log in as Administrator and continue the installation process after the SPE310 restarts. If you are accessing the SPE310 through Terminal Services Client, then you will have to log in to the SPE310 again after the restart. The setup program will continue the installation process after you log in.

# Installing Cisco CallManager Release 3.3(2)

This section contains instructions for installing Cisco CallManager release 3.3(2) on a Cisco ICS 7750 running system software release 2.6.0.

**Caution**

Do not use these instructions to upgrade to Cisco CallManager release 3.3(2) from an earlier version of Cisco CallManager.

**Note**

It is *not* recommended that any of the Cisco CallManager systems be joined in an NT Domain until all systems within the cluster have been installed or upgraded. It is *not* recommended that any third-party software packages (such as anti-virus software, intrusion detection software, or performance monitoring software) be installed on the Cisco CallManager systems within the cluster until all of the Cisco CallManager systems have been installed or upgraded. The Cisco CallManager installation will fail if any of these packages are installed and enabled during the installation process.

Before installing Cisco CallManager release 3.3(2), you must install Windows OS upgrade version 2000.2.3. For instructions, see the [“Installing the Windows OS Upgrade” section on page 8](#)

After installing the Windows OS upgrade, you are ready to install Cisco CallManager release 3.3(2). Perform the installation procedure described in the appropriate section, depending on whether you are installing a Cisco CallManager publisher or subscriber.

**Caution**

Cisco strongly recommends that you do not install any operating system support patches, with the exception of Windows OS upgrade version 2000.2.4, until you install Cisco CallManager on every server in the cluster.

**Note**

If you are installing both a publisher and subscribers, you must first install the publisher.

- [Installing a New Cisco CallManager Version 3.3\(2\) Publisher, page 9](#)
- [Installing a Cisco CallManager Version 3.3\(2\) Subscriber, page 10](#)

## Installing the Windows OS Upgrade

To install Windows OS upgrade version 2000.2.3, insert the OS Upgrade for Cisco CallManager and Cisco CRA/CRS (Release 2000-2-3) CD ROM into the CD-ROM drive, browse to the file **win-os-upgrade.2000-2-3.exe** on the CD-ROM, and double-click it. The upgrade will install automatically. There are three phases of the Windows OS upgrade process, and the SPE310 must be rebooted at the end of each phase. After each reboot, you must log in as Administrator to continue to the next phase.

**Note**

Do not install this Windows OS upgrade on any SPE310s that are running Cisco Unity.

**Note**

During the OS installation, you may see an error message that says, “An error occurred which prevented the Dynamic Host Configuration Protocol (DHCP) component from being installed or removed. The error was...” You might also see an error message that says “Another copy of program is running.” These messages are expected and can be safely ignored

## Installing a New Cisco CallManager Version 3.3(2) Publisher

Follow these steps to install the directory, the database, and Cisco CallManager from the CD-ROM:

- 
- Step 1** Log in to the SPE310 by using the administrator account and password.
- Step 2** Insert the Cisco CallManager Upgrade and New Installation and Recovery CD ROM into the CD-ROM drive.
- Step 3** Browse to the file `D:\ccmsetup.exe` and double-click it.
- Step 4** To acknowledge that you have disabled/uninstalled all Cisco-verified applications, click **Yes**.
- Step 5** When the Welcome window displays, click **Next**.
- Step 6** Accept the Cisco CallManager license agreement by clicking the **I accept the terms in the license agreement** radio button. Click **Next**.
- Step 7** In the Customer Information window, enter the user name and organization that you entered during the operating system installation.
- In the Product Key field, enter the product key **BTOO VQES CCJU IEBI**. Click **Next**.
- Step 8** In the Setup Type window, click the **Complete** button.
- Step 9** Cisco requires that you install Cisco CallManager on the publisher database server first, so that authentication can occur between the publisher database and subscriber servers.
- In the Server Type window, choose **Publisher**. Click **Next**.

**Note**

The publisher database server serves as the master database for all servers in the cluster. All servers except the publishing database server maintain subscriber databases, which are copies of the publisher database server. If you are configuring a subscriber database server, make sure that the server that you are installing can connect to the publishing database server. The installation process necessitates this connection, so the publisher database server can be copied to the local drive on the subscriber server. To make sure that a good connection exists between the servers, issue a **ping** command from the subscriber server to the publisher database server before you try to authenticate to it. If you are using Domain Name System (DNS), use a fully qualified domain name (for example, hostname.cisco.com) with the **ping** command. If the **ping** command is not successful, you must exit the installation program, fix the problem, and begin the installation process again.

- Step 10** In the Administrator password window, enter your Windows administrative password. Click **Next**.
- Step 11** In the SQL Password window, complete the following steps:
- Enter the SA (SQL Server system administrator) password.
  - Press the **Tab** key.
  - To confirm the password, enter the password again. Click **Next**.

- Step 12** In the Cisco Directory Password window, complete the following steps:
- Enter the Directory Manager password.
  - Press the **Tab** key.
  - To confirm the password, enter the password again. Click **Next**.
- Step 13** When a prompt asks you to install the backup software, complete the following steps:
- Click the **Backup Server** radio button.  
The Backup Server invokes the backup. After you install Cisco CallManager, you can change this selection to another server if you want to do so.
  - If you want to configure backup settings immediately after you install Cisco CallManager, check the **Run Backup Manager at the end of the setup** check box.
  - Click **OK**.
- Step 14** The Cisco CallManager and other included software can now be installed. Click **Install**. This part of the installation takes about 30 to 45 minutes, depending on your server type.  
The status bar in the window indicates the progression of the installation. Microsoft SQL Server 2000, Microsoft SQL Server Service Pack 2.0, DC Directory, and Cisco CallManager will be installed. Wait while the installation completes.
- Step 15** When the Cisco CallManager installation completes, click **Finish** to exit the wizard.  
The Restart Server dialog box displays.
- Step 16** Perform one of the following, depending on what you want to accomplish:
- If you checked the Run Backup Manager at the end of setup check box in [Step 13](#), click **No** when a prompt asks you to restart the server. Then configure the backup settings.  
For information on configuring backup configuration settings, refer to [Using Cisco IP Telephony Applications Backup Utility, Version 3.5.6](#).
  - If you do not plan to configure backup settings at this time or if you have completed the backup configuration tasks, click **Yes** to restart the server.
- Step 17** Remove the CD-ROM from the CD-ROM drive.
- Step 18** After the server reboots, log in using the Administrator account and password.

**Tip**


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If you have not configured backup settings or if you want to modify the settings, refer to [Using Cisco IP Telephony Applications Backup Utility, Version 3.5.6](#).

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## Installing a Cisco CallManager Version 3.3(2) Subscriber

Cisco requires that you perform a new installation on each subscriber database server in the cluster. Follow these steps to install Cisco CallManager on the subscriber servers:

- Step 1** Log in to the SPE310 by using the administrator account and password.
- Step 2** Insert the Cisco CallManager Upgrade and New Installation and Recovery CD ROM into the CD-ROM drive.

- Step 3** Browse to the file D:\ccmsetup.exe and double-click it.
- Step 4** To acknowledge that you disabled or uninstalled all Cisco-verified applications, click **Yes**.
- Step 5** When the Welcome window displays, click **Next**.
- Step 6** Accept the Cisco CallManager license agreement by clicking the **I accept the terms in the license agreement** radio button. Click **Next**.
- Step 7** In the Customer Information window, enter the User Name and Organization that you entered during the operating system installation.
- In the Product Key field, enter the product key **BTOO VQES CCJU IEBI**. Click **Next**.

**Note**

The publisher database server serves as the master database for all servers in the cluster. All servers except the publishing database server maintain subscriber databases, which are copies of the publisher database server. If you are configuring a subscriber database server, make sure that the server that you are installing can connect to the publishing database server before the installation can continue. The installation process requires this connection, so that the publisher database server can be copied to the local drive on the subscriber server. To make sure that a good connection exists between the servers, issue a ping command from the subscriber server to the publisher database server before you try to authenticate to it. If you are using Domain Name System (DNS), use a fully qualified domain name (for example, hostname.cisco.com) with the ping command. If the ping command is not successful, you can also try to access the publisher database server from all subscriber servers by choosing **Start > Run**, entering <Publisher>\C\$, where <Publisher> equals the IP address or name of the server, and then clicking **OK**. If the publisher database server cannot access the subscriber server, you must exit the installation program, fix the problem, and begin the installation process again.

- Step 8** If you installed the backup utility on the publisher database server and you do not want to install it on the subscriber server, perform the following procedure:
- a. Click the **Custom** radio button.
 

This action will ensure that you do not install the backup utility on the subscriber database servers. If you wish, you may install the backup utility at a later time on this server.
  - b. Click **Cisco Backup**.
  - c. Click **This feature will not be available**.
  - d. Click **Next**.
  - e. Go to [Step 10](#).
- Step 9** If you want to install the backup utility on this server, click the **Complete** radio button.
- Step 10** In the Server Type window, perform the following procedure:
- a. Click the **Subscriber** radio button.
  - b. Enter the computer name of the publisher database server.

**Caution**

If you enter the IP address or fully qualified DNS of the publisher database server, the installation will fail.

- c. Click **Next**.
- Step 11** In the Administrator password window, enter your Windows administrator password. Click **Next**.

- Step 12** In the SQL Password window, perform the following procedure:
- a. Enter the SA (SQL Server system administrator) password.  
This password must match the SA password that is used on the publisher database server.
  - b. Press the **Tab** key.
  - c. To confirm the password, enter the password again. Click **Next**.
- Step 13** If you chose Custom in [Step 8](#), go to [Step 15](#).  
If you chose Complete in [Step 8](#), continue with [Step 14](#).
- Step 14** When a prompt asks you to install the backup software, click the **Backup Target** radio button. Click **OK**.
- Step 15** You should now install the Cisco CallManager and other included software. Click **Install**. This part of the installation takes about 30 to 45 minutes, depending on your server type.  
The status bar in the window indicates the progression of the installation. Microsoft SQL Server 2000, Microsoft SQL Server Service Pack, DC Directory, and Cisco CallManager install. Wait while the installation completes.
- Step 16** When the Cisco CallManager installation completes, click **Finish** to exit the wizard.
- Step 17** Click **Yes** to restart the server.
- Step 18** After the server reboots, log in using the Administrator account and password.
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## Upgrading Cisco IOS Software Images

The SSP, MRPs, and ASIs in your Cisco ICS 7750 run Cisco IOS software. There are two different procedures for upgrading Cisco IOS images on system cards:

- [Upgrading Cisco IOS Software Images Through System Manager, page 12](#)—Use this procedure for the SAP, SSP, MRP200, ASI81, and ASI160 system cards.
- [Upgrading Cisco IOS Software Images Through the Cisco IOS Command-Line Interface, page 14](#)—Use this procedure for the MRP300, MRP3-8FXS, MRP3-8FXOM1, and MRP3-16FXS system cards.

Current Cisco IOS images are available on CCO.



### Note

When upgrading to system software release 2.6.0, you must upgrade the Cisco IOS images on all MRP200s, ASI81s, ASI160s, and the SSP.

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## Upgrading Cisco IOS Software Images Through System Manager

To upgrade a Cisco IOS software image on a non-Flash-based system card, use the Software Upgrade tab in System Manager to first upload the new software image to the System Manager software library, and then to deliver the new image to the system card.

**Note**

Although the System Manager software library will display the Cisco IOS image running on Flash-based system cards (the MRP300, MRP3-8FXS, MRP3-16FXS, and MRP3-8FXOM1), you cannot use System Manager to upgrade the Cisco IOS image on these cards. You must upgrade those cards through the Cisco IOS CLI.

**Note**

Before you can upgrade a Cisco IOS software image on a non-Flash-based card (SAP, SSP, MRP200, ASI81, and ASI160), you must have installed ICS System Manager and completed the initial configuration of the Cisco ICS 7750 using ICSCConfig. For more information about initial configuration using ICSCConfig, refer to the “Completing the Cisco ICS 7750 Installation” chapter in the *Cisco ICS 7750 Installation and Configuration Guide*.

## Uploading a Software Image into the Software Library

Follow these steps to upload an image to the Software Library:

- 
- Step 1** Access System Manager. See the “[Accessing ICS System Manager](#)” section on page 4.
  - Step 2** Insert the Cisco ICS 7750 System Software (Release 2.6.0) CD-ROM into the CD-ROM drive.
  - Step 3** From the System Manager home page, click the **Software Upgrade** tab.
  - Step 4** Click **Add Image**.
  - Step 5** In the Specify Image File Name field, enter the image filename. You can also click **Browse** to open the browser Choose File dialog box, and locate the image file on the CD-ROM by browsing your PC file system.
  - Step 6** Click **Upload to ICS 7750**. The image will be uploaded to the software library. This takes about 30 seconds for a 4-MB file. Once the upload is complete, the Software Upgrade main page appears with an entry for the uploaded image in the Software Library.
- 

## Delivering a Cisco IOS Image to a System Card

Follow these steps to deliver a Cisco IOS software image from the software library to a non-Flash-based system card:

- 
- Step 1** Access System Manager. See the “[Accessing ICS System Manager](#)” section on page 4.
  - Step 2** From the System Manager home page, click the **Software Upgrade** tab.
  - Step 3** In the Software Library table, find the Cisco IOS image that you want to deliver.
  - Step 4** In the same row as the image that you want to deliver, click **deliver to a system card**.
  - Step 5** Select the system card from the Select a Target System Card pull-down field.
  - Step 6** Click **Deliver**.
-

## Upgrading Cisco IOS Software Images Through the Cisco IOS Command-Line Interface

Delivery of a Cisco IOS image to the MRP300, MRP3-8FXS, MRP3-16FXS and MRP3-8FXO1 system cards is not supported via the Upgrade tab in the current version of System Manager. These cards contain Flash memory and require the use of the Cisco IOS CLI to copy a Cisco IOS image from a TFTP server and deliver it to the Flash memory. Follow these steps to upgrade an image on one of these cards:

- 
- Step 1** Access the Windows interface on the SPE310 running System Manager. See the [“Accessing the Cisco ICS 7750”](#) section on page 2.
- Step 2** From the Windows 2000 Start menu, choose **Start > Run**.
- Step 3** Enter the following command to open a Telnet session, where *IP address* is the IP address of the Flash-based system card on which you want to upgrade the Cisco IOS image.
- ```
telnet IP address
```
- Step 4** Enter your login password.
- Step 5** Enter the **enable** command and your Cisco IOS enable password to enter privileged EXEC command mode:
- ```
> enable
Password: password
#
```
- Step 6** Enter the following command:
- ```
# copy tftp: flash:
```
- Step 7** Respond to the prompts to supply the location and name of the Cisco IOS image file.




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**Note** For more information about the **copy tftp: flash:** Cisco IOS command, see the [“Loading and Maintaining System Images”](#) section of the *Cisco IOS Configuration Fundamentals Configuration Guide, Release 12.2*.

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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:

**Products & Services: Voice Application Systems: Cisco ICS 7700 Series Integrated Communications Systems: Instructions and Guides**

Using the Documentation CD-ROM (order number DOC-CONDOCCD=), navigate to:

**Cisco Product Documentation: Voice/Telephony: Cisco ICS 7750**

## System Software Release 2.6.0 Documents

The following documents were updated or created for system software release 2.6.0. The documents are available at the following location:

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

- *Upgrading to System Software Release 2.6.0 on the Cisco ICS 7750*
- *Cisco ICS 7750 Documentation Locator*
- *Cisco ICS 7750 Installation and Configuration Guide*
- *Cisco ICS 7750 Troubleshooting Guide*
- *Cisco ICS 7750 FRU Installation and Replacement*
- *Release Notes for Cisco IOS 12.2(8)YN on the Cisco ICS 7750*
- *Upgrading to System Software Release 2.6.0 and Cisco CallManager Release 3.3.(2) on the Cisco ICS 7750*
- *Installing System Software Release 2.6.0 and Cisco CallManager Release 3.3.(2) on the Cisco ICS 7750 (this document)*

## Cisco CallManager Release 3.3(2) Documents

The following documents were updated or created for Cisco CallManager release 3.3(2). The documents are available at the following location:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_3/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/index.htm)

- *Cisco CallManager Administration and System Guides, Release 3.3(2)*
- *Cisco CallManager Documentation Guide for Release 3.3(2)*
- *Cisco CallManager Features and Services, Release 3.3(2)*
- *Installing Cisco CallManager Release 3.3(2)*
- *Release Notes for Cisco CallManager Release 3.3(2)*
- *Troubleshooting Guide for Cisco CallManager, Release 3.3(2)*
- *Upgrading Cisco CallManager Release 3.3(2)*
- *Using Cisco IP Telephony Applications Backup Utility, Version 3.5.6*

# Obtaining Documentation

These 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 this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](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>
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The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries 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.

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

## Cisco TAC Web Site

You can use the Cisco TAC Web Site 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 this URL:

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All customers, partners, and resellers who have a valid Cisco service 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 this URL to register:

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

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

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

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

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

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

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