



# Release Notes for System Software Release 2.5.0 on the Cisco ICS 7750

---

## Current Release:

2.5.0—September 10, 2002

## Previous Releases:

2.4.0—June 21, 2002

2.3.0—June 4, 2002

2.2.0—March 27, 2002

2.1.0—December 21, 2001

These release notes describe the features, modifications, and caveats for Cisco Integrated Communications System 7750 (Cisco ICS 7750) release 2.5.0.

Use these release notes with the documents listed in the [“Related Documentation” section on page 17](#).



### Note

---

All of the documentation that you need in order to install and configure the Cisco ICS 7750 is available in the Documentation folder on the Cisco ICS 7750 System Software CD, Release 2.5.0.

---

## Contents

This document discusses the following topics:

- [System Requirements, page 2](#)
- [New and Changed Information, page 4](#)
- [Limitations and Restrictions, page 5](#)
- [Important Notes, page 9](#)
- [Open Caveats in Release 2.5.0, page 11](#)
- [Related Documentation, page 17](#)



---

### Corporate Headquarters:

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

Copyright © 2002. Cisco Systems, Inc. All rights reserved.

- [Obtaining Documentation, page 17](#)
- [Obtaining Technical Assistance, page 19](#)

## System Requirements

This section describes the Cisco ICS 7750 requirements and has the following sections:

- [Hardware Summary](#)
- [Software Summary](#)
- [PC Requirements](#)

## Hardware Summary

The Cisco ICS 7750 chassis has six universal slots that can contain system processing engine (SPE), multiservice route processor (MRP), and analog station interface (ASI) cards, making customization possible at the factory or in the field by a technician who is IP Telephony certified for the Cisco ICS 7750.

[Table 1](#) lists the number of cards and power supply modules that the Cisco ICS 7750 supports.

**Table 1**     **Number of Cards Supported**

Card	Chassis Slot	Min. Required	Max. Allowed
ASI81, ASI160, MRP3-8FXS, MRP3-16FXS <sup>1</sup>	1 through 6	0	5
MRP200 or MRP300 <sup>2</sup>	1 through 6	0	5
SPE310 <sup>3</sup>	1 through 6 <sup>4</sup>	1	5
System switch processor (SSP)	7	1	1
System alarm processor (SAP)	8	1	1
Power-supply module	POWER SUPPLY 1 or POWER SUPPLY 2	1	2

1. The MRP3-8FXS and the MRP3-16FXS are flash-based versions of the ASI81 and the ASI160, respectively.
2. The MRP300 is a flash-based version of the MRP200.
3. SPE310s are required in order to run system software release 2.1.0 or later.
4. The SPE running System Manager is installed in Slot 6 by default.

## Software Summary

Table 2 shows the software that is pre-installed on system cards when you receive a factory-configured chassis.

**Table 2** Pre-Installed Software

Software Type	Cards				
	ASIs and MRPs	SPE running System Manager	Other SPEs	SSP	SAP
Firmware					SAP software AC 1_0_6
Operating system		Microsoft Windows 2000 Server	Microsoft Windows 2000 Server		
Router/gateway/ switch configuration and management	Cisco IOS Release 12.2(8)YM			Cisco IOS Release 12.0(5)WC5	
System management		ICS System Software <sup>1</sup>	ICS Core Software <sup>2</sup>		

1. ICS System Software includes ICS System Manager, Cisco Network Registrar (CNR) 3.5(3), Fault Management Module (FMM), Java Runtime Environment (JRE) version 1.3.1, and Microsoft SQL Server 7.0 Service Pack 2.
2. ICS Core Software includes the following components: FMM, ICSSD, and ICSRshSvc.



ICS System Manager software must be installed on one SPE310 in a Cisco ICS 7750 chassis. ICS Core Software must be installed on all SPEs in the chassis other than the SPE running System Manager.



Software approved for use on the SPE310 in the Cisco ICS 7750, such as Cisco CallManager, can be installed on any SPE310 in the chassis.

## SPE Memory Upgrades

You can upgrade SPE310 memory to a maximum of 1536 MB by installing 256-MB or 512-MB dual in-line memory modules (DIMMs) in one or both of the SPE DIMM slots.

For instructions on how to upgrade the memory on SPE310s, refer to [Installing Memory, PVDM, and VPN Modules in ASI Cards, MRP Cards, and SPE Cards in the Cisco ICS 7750](#).



### Note

A “Y” splitter cable is shipped with SPE310s to support the connection of a keyboard and a PS/2 mouse for software installation and upgrades. To install or upgrade ICS System Manager, ICS Core Software, or IOS software, a PC that meets the specifications in “[PC Requirements](#)” is required.

## MRP and ASI Memory Upgrades

MRPs and ASIs ship with 64 MB of RAM. You can upgrade MRP and ASI memory to 80 MB, 96 MB, or 128MB by installing a dual in-line memory module (DIMM) in the DIMM slot on the card.

Refer to *Installing Memory, PVD, and VPN Modules in ASI Cards, MRP Cards, and SPE Cards in the Cisco ICS 7750* for instructions on how to upgrade the memory on these cards.

## PC Requirements

You need a PC to complete initial system configuration and to perform system management tasks. Ensure that the PC meets the following requirements:

- CPU: Pentium-class 233 Mhz or faster
- Memory: At least 64 MB of RAM
- Hardware:
  - CD-ROM drive
  - Network Interface Card
  - Available COM port
- Display: Enhanced VGA monitor with at least a 800 x 600 pixel display and at least 256 colors (a 1024 x 768 pixel display is recommended)
- Operating system: Microsoft Windows 98, Windows NT 4.0, Windows 2000, Windows Me, or Windows XP
- Web browser and plug-ins: Netscape Communicator 4.7 or later or Internet Explorer 5.5 or later (including Java 1.3.1 or later)
- Communication software: Microsoft Terminal Services Client and terminal emulation software (such as HyperTerminal)



---

**Note** Refer to the *Cisco ICS 7750 Installation and Configuration Guide* for information about initial hardware installation and software configuration.

---

## New and Changed Information

This section describes new features and changes in functionality in release 2.5.0.

### New Software Features and Software Changes in Release 2.5.0

[Table 3](#) shows new software features and changes in software functionality introduced in system software release 2.5.0.

**Table 3** *New Software Features and Software Modifications in System Software Release 2.5.0*

Feature	Description of Change
Virtual LAN (VLAN) support	The availability of the MRP300, MRP3-8FXS, and MRP3-16FXS cards enables most IOS software virtual LAN (VLAN) features on the Cisco ICS 7750. See the “ <a href="#">Issues to Consider When Configuring Multiple VLANs on the Cisco ICS 7750</a> ” section on page 6 for additional information. Refer to the <a href="#">Release Notes for Cisco IOS Release 12.2(8)YM on the Cisco ICS 7750</a> for more information about VLANs.
Quality of Service (QoS) support	The availability of the MRP300, MRP3-8FXS, and MRP3-16FXS cards also enables IOS software Quality of Service (QoS) features on the Cisco ICS 7750. Refer to the <a href="#">Release Notes for Cisco IOS Release 12.2(8)YM on the Cisco ICS 7750</a> for more information about QoS.
Gateway Resource Availability Reporting	Cisco H.323 Version 2 support enables gatekeepers, gateways, and proxies to send and receive all the required fields in H.323 v2 messages. One of features in H.323 Version 2 is the Resource Availability Indicator (RAI). The Cisco ICS 7750 now supports this feature. Refer to the <a href="#">Release Notes for Cisco IOS Release 12.2(8)YM on the Cisco ICS 7750</a> for more information.
Voice-only Systems	The Cisco ICS 7750 now offers Voice-only Systems, which are IP telephony product bundles that include the Cisco ICS 7750 hardware and software components for Cisco CallManager support (up to 50 IP phones), PSTN connectivity, analog business device connectivity, and Cisco Unity Voice Messaging (for 25 voice mail boxes). They are designed for customers with 50 or fewer IP phones who need standalone voice functionality and want the flexibility to add more advanced data routing and voice over the WAN networking functionality as their business needs change. Refer to the <a href="#">Release Notes for Cisco IOS Release 12.2(8)YM on the Cisco ICS 7750</a> for more information.

## Limitations and Restrictions

This section describes known issues with the Cisco ICS 7750 and products that you are likely to use with the Cisco ICS 7750. This section provides information on these topics:

- [Issues to Consider When Configuring Multiple VLANs on the Cisco ICS 7750, page 6](#)
- [Using the RAI on the Cisco ICS 7750, page 6](#)
- [Installing Software on SPEs, page 6](#)
- [Changing the Host Name of the SPE Running System Manager, page 7](#)
- [Launching Visual Switch Manager from SSP Manager, page 7](#)
- [SSP Error Messages, page 7](#)
- [Removing SPEs, page 8](#)
- [Backing Up MRPs Which Have Flash Memory, page 8](#)
- [Configuring Cisco ICS 7750 Gateways in Cisco CallManager, page 8](#)
- [Cisco IP Phone Reconfiguration Following SPE Replacement or Change in SPE IP Address, page 8](#)
- [Providing Backup Power, page 9](#)
- [Connecting to the Catalyst 3524-PWR XL 10/100 Inline-Power Ports, page 9](#)

## Issues to Consider When Configuring Multiple VLANs on the Cisco ICS 7750

When configuring multiple VLANs on the Cisco ICS 7750, follow the guidelines below:

- All system cards in the chassis must be a member of the management VLAN (VLAN 1).
- At least one VLAN-capable MRP (currently the MRP300, MRP3-8FXS, or MRP3-16FXS) must be configured to be on all VLANs. This is necessary to route data between VLANs.




---

**Note** If there is a router external to the Cisco ICS 7750 chassis that is routing between VLANs, it is not required that an MRP route between the VLANs, nor is it required that an MRP reside on all VLANs.

---

- Outside the Cisco ICS 7750 chassis, the SSP can support a maximum of 250 VLANs and 64 STP instances. The maximum number of VLANs that VLAN-capable MRPs can support is 300.
- The management VLAN (VLAN 1) IP address of a VLAN-capable MRP must be configured through ICSCfg, and therefore must reside on the primary fast Ethernet interface (0/0) of the VLAN-capable MRP.
- Do not add a native VLAN sub-interface to a VLAN-capable MRP.
- Do not configure the primary Fast Ethernet interface on a VLAN-capable MRP to have “no ip address.”

## Using the RAI on the Cisco ICS 7750

Unlike other platforms which support the Resource Availability Indicator (RAI), which allow a voice call to be made using any supported codec whenever one DSP channel is free, on the Cisco ICS 7750, even when there is one DSP channel available, only G.711 voice calls will be successful. Requests for higher complexity codecs in this scenario will fail.

## Installing Software on SPEs

Do not install Cisco Unity Voice Messaging on the SPE running System Manager, and do not install ICS System Manager on an SPE on which Cisco Unity Voice Messaging is installed. The Cisco ICS 7750 does not support the use of both Cisco Unity Voice Messaging and ICS System Manager on the same SPE.

In addition, if you intend to install or upgrade software on an SPE where Cisco Unity Voice Messaging is running, be sure to first stop Unity services running on that SPE.

The following text will be displayed if you attempt to upgrade or install software on an SPE on which Cisco Unity Voice Messaging is running:

Perform the following steps to stop the services on any SPE running Cisco Unity Voice Messaging before continuing with the installation.

1. Right mouse-click on the Cisco Unity Voice Messaging icon in the system tray, and select Stop Unity in the pop-up menu.
2. To open Service Control Manager, click Start, point to Programs, and point to Administrative Tools and click Services.
3. In the Services window, right mouse-click on Microsoft Exchange Information Store service, and select Stop from the pop-up menu.

4. Click Yes to confirm and close the Stop Other Services window.

WARNING: Failure to stop the above services on an SPE running Cisco Unity Voice Messaging can cause installation errors.

Do you want to continue with the installation?

## Changing the Host Name of the SPE Running System Manager

The computer name (also known as the *host name*) of an SPE running System Manager can be changed only if no applications have been installed on the SPE since it left the factory. For example, if you install Cisco CallManager on the SPE running System Manager, the only way to change its host name is to reimage it.

To change the host name of an SPE running System Manager, follow the practices and procedures in the “Operating the Cisco ICS 7750” chapter of the *Cisco ICS 7750 Installation and Configuration Guide*.

## Launching Visual Switch Manager from SSP Manager

You might encounter a problem launching Visual Switch Manager from SSP Manager in ICS System Manager, if you do not have the required Java plug-in installed on your client PC or workstation.



### Note

---

Visual Switch Manager has been renamed as Cisco Cluster Management Suite.

---

In attempting to launch Visual Switch Manager from the SSP Manager page, the browser might first display an initial page for the Visual Switch Manager and then go blank as the browser tries to load a Java applet. This problem affects both Internet Explorer and Netscape Navigator browsers.

To resolve this problem, install the Java plug-in version 1.3.1 on your client PC or workstation that is being used to launch the browser. The Java plug-in can be downloaded from the Cisco Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/java>.

## SSP Error Messages

If you are using Cisco IOS 12.0(5)WC2b or 12.0(5)WC5 on the SSP, and if you are monitoring the system through a console connection to the SAP, error messages similar to the following might be generated as the SSP boots:

```
% error opening tftp://255.255.255.255/cisconet.cfg (Time out)
% error opening tftp://255.255.255.255/router-config (Time out)
% error opening tftp://255.255.255.255/ciscortr.cfg (Time out)
```

This is an expected condition. The system will continue to operate normally without any external intervention.

## Removing SPEs

Before removing an operational SPE from the chassis, be sure to use ICSSConfig or the Windows interface to shut it down (by clicking **Start > Shutdown**). This step is strongly recommended for the following reason: if Microsoft SQL Server was running on the SPE when it was removed from the chassis, at the next startup of that SPE, Microsoft SQL Server will require a long recovery period, during which certain Cisco ICS 7750 services and applications might have difficulty connecting to their respective databases.

**Note**

For additional complete card removal instructions, refer to [Cisco ICS 7750 FRU Installation and Replacement](#).

## Backing Up MRPs Which Have Flash Memory

MRPs with onboard flash memory (the MRP300, MRP3-8FXS, and MRP3-16FXS) cannot be backed up using the ICS System Manager Backup utility. You must back up the configuration files for these cards manually.

## Configuring Cisco ICS 7750 Gateways in Cisco CallManager

When configuring gateways in Cisco CallManager, the MRP300, MRP3-8FXS, and the MRP3-16FXS will not be available on the CallManager Gateway page. However, until this problem is corrected in Cisco CallManager, you can still add and configure these gateways in Cisco CallManager by substituting a known gateway for the gateway which is missing, as follows:

- When configuring ICS77XX-MRP3xx, choose ICS77XX-MRP2xx
- When configuring ICS77XX-MRP3-8FXS, choose ICS77XX-ASI81
- When configuring ICS77XX-MRP3-16FXS, choose ICS77XX-ASI160

## Cisco IP Phone Reconfiguration Following SPE Replacement or Change in SPE IP Address

If you remove and replace the SPE that is running Cisco CallManager or change its IP address, Cisco IP Phones connected to the Cisco ICS 7750 do not automatically register with the SPE, because the SPE has a different IP address.

Complete the following steps to update connected Cisco IP Phones:

- Step 1** Access Cisco CallManager. (Refer to the “Accessing the System” section in the “Operating the Cisco ICS 7750” chapter of the [Cisco ICS 7750 Installation and Configuration Guide](#) for instructions.)
- Step 2** Choose **System > Cisco CallManager Group**.  
The Cisco CallManager Group Configuration page opens.

- Step 3** In the pane on the left side of the window, click **Default**.  
The screen refreshes, displaying the Default Cisco CallManager Group.



**Caution** Restarting devices causes them to drop calls.

---

- Step 4** Click **Reset Devices**.
- 

## Providing Backup Power

If there is a commercial power failure and if data is being written to the SPE hard disk when power is lost, that data might be unrecoverable. In addition, all calls being processed by the system are dropped, and records associated with those calls are lost.



**Caution** We strongly recommend that you purchase an uninterruptible power supply (UPS) to provide backup power to the Cisco ICS 7750.

---

## Connecting to the Catalyst 3524-PWR XL 10/100 Inline-Power Ports

For instructions on how to properly configure the Catalyst 3524-PWR XL for inline power, refer to the “Connecting IP Phones” chapter in the [Cisco IP Telephony QoS Design Guide](#).



**Caution** A Catalyst 3524-PWR XL 10/100 port needs up to 10 seconds to initially detect, power, and link to a Cisco IP Phone. If you disconnect the Cisco IP Phone before the link has been established, you must wait 10 seconds before connecting another network device (other than another Cisco IP Phone) to that switch port. Failure to do so can result in damage to that network device.

---

## Important Notes

This section describes issues related to sending voice traffic over an IP network.

## Voice Over IP

Voice over IP (VoIP) enables a Cisco ICS 7750 to carry voice traffic (for example, telephone calls and faxes) over an IP network. VoIP is primarily a software feature; however, to support this feature, a Cisco ICS 7750 must be equipped with an MRP containing at least one VIC or VWIC, or the Cisco ICS 7750 must be connected to a voice-capable router or gateway. The LAN/WAN multiservice routing capabilities available on these cards provides analog and digital (T1/E1) VoIP gateway capabilities for packetized voice traffic.

In VoIP, the DSP segments the voice signal into frames, which are then coupled in groups of two and stored in voice packets. On the Cisco ICS 7750, these voice packets are transported by using IP in compliance with ITU-T specification H.323 and the Skinny Station Protocol. Because voice packets sent over an IP network are sensitive to delay, you need to have a well-engineered network end-to-end to successfully use VoIP.

## Using the Cisco ICS 7750 with the PSTN

When connecting switched voice ports on the Cisco ICS 7750 directly to the Public Switched Telephone Network (PSTN), use the configuration described in this section so that you do not expose your network to telephone fraud.

### PSTN to MRP Connectivity Using FXO Connections

The Cisco ICS 7750 can connect a user placing a call from the PSTN directly to your telephone network. You can configure the Cisco ICS 7750 as a phone switch that can switch a user to any location in that network, even to remote locations that are connected again to another PSTN. If your Cisco ICS 7750 has Foreign Exchange Office (FXO) ports (on an MRP) that connect the PSTN to analog lines in your telephone network, configure those FXO ports by using a private line auto ringdown (PLAR) connection, as follows:

Step	Command	Purpose
Step 1	MRP(config)# <b>voice-port</b> <i>slot/port</i>	Enter voice-port configuration mode. The voice-port configuration commands are nested so that all subsequent commands affect only the specified voice port.
Step 2	MRP(config-voiceport)# <b>connection</b> { <b>plar</b>   <b>plar-opx</b> } <i>string</i>	Configure the voice-port connection mode type (where <i>string</i> is the telephone number) by using the <b>plar</b> option, or if the connection is for a PLAR Off-Premises eXtension (OPX), use the <b>plar-opx</b> option. (Using the <b>plar-opx</b> option causes the FXO interface that you are configuring to not answer until the called side answers.)

## IP Provisioning

The Cisco ICS 7750 is not currently designed to support IP provisioning of Cisco IP Phones across more than one subnet. The Cisco ICS 7750 is intended to be deployed in networks where the default gateway (typically an MRP), TFTP server (Cisco CallManager), and Cisco IP Phones are all located on the same subnet, to take advantage of the DHCP services that CNR provides for Cisco IP Phones.

## Open Caveats in Release 2.5.0

This section describes open caveats in system software release 2.5.0, as follows:

- [Open Caveats in ICS System Manager in Release 2.5.0](#)
- [Open Caveats in the Fault Management Module in Release 2.5.0](#)



### Note

For caveats for Cisco IOS on ASIs and MRPs, refer to the [Release Notes for Cisco IOS Release 12.2\(8\)YM on the Cisco ICS 7750](#). For caveats for Cisco IOS on the SSP, refer to the [Release Notes for the Catalyst 2900 LRE XL Switches, Cisco IOS Release 12.0\(5\)WC5](#).

## Open Caveats in ICS System Manager in Release 2.5.0

This section describes open caveats in ICS System Manager and related software components for release 2.5.0:

- [Software Installation and Upgrade Problems](#)
- [Problems When Using ICSCconfig](#)

## Software Installation and Upgrade Problems

This section describes problems related to software installation and upgrade.

### CSCdy51031

If you upgrade ICS System Software to Release 2.5.0, the upgrade will fail if either of the following conditions is true on the target SPE: if you have run the Cisco CallManager win-OS-upgrade-2000-2-3.exe, or if you have installed Microsoft Windows 2000 Service Pack 3.

**Workaround**—Complete the following steps to solve this problem:

If you have the Cisco ICS 7750 Software CD (Release 2.5.0), go to “[Copying from the CD](#)”. Otherwise continue with “[Downloading the Software](#)”.

### Downloading the Software

- 
- Step 1** Go to the [Cisco home page](#) and log on as a registered user or as a guest.
- 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, check the terms of your service contract before contacting Cisco (or your sponsoring Cisco partner, for PICA customers).
  - Guest users will be granted limited access to Cisco's Software Image Library. Contact your Cisco service representative to obtain Special File privileges.
- Step 2** Enter the following URL in your web browser:  
`http://www.cisco.com/cgi-bin/tablebuild.pl/ics7750-re1210`
- Step 3** Click on the link **S77a-Upgrade-2.5.0.exe** to download the release 2.5.0 upgrade package. When prompted, select the option in your browser to save the file to your PC hard drive.
- Step 4** Copy the installer package to the SPE hard drive.

- Step 5** Access the Windows interface on the target SPE (refer to [Accessing the SPE310 Windows Interface](#) for instructions).
- Step 6** On the SPE, choose **Start > Programs > Accessories > Command Prompt**.
- Step 7** Enter the following command to extract the release 2.5.0 system software package:  
`C:\> <directory>\S77a-Upgrade-2.5.0.exe -e`, where <directory> is any temp directory.  
 where <directory> is a temporary directory.
- Step 8** On the SPE, navigate to C:\ICS\_Upgrade\_2.5.0\Microsoft\HotFix.
- Step 9** Go to “[Installing the Software](#)”.

## Copying from the CD

- Step 1** Copy the contents of the CD to a temporary directory on the SPE hard drive.
- Step 2** On the SPE, navigate to <temporary directory>\Microsoft\HotFix.
- Step 3** Continue with “[Installing the Software](#)”.

## Installing the Software

- Step 1** Open the file WindowsPatch.ini in Notepad.
- Step 2** In WindowsPatch.ini, scroll down until the [MS02-018] section is visible.
- Step 3** Add the following two lines to the [MS02-018] section, immediately following the line  
`DependRegVal-2=@0:`  
`DependRegKey-3=HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\CSDVersion`  
`DependRegVal-3=@Service Pack 2`

The original section and the modified section of [MS02-018] in WindowsPatch.ini are shown below:

### Original Section

```
[MS02-018]
Description=MS02-018
Executable=Q319733_W2K_SP3_X86_EN.exe
SourceDir=.
InstallCMD=-q -z -m -f -n
DependRegKey-1=HKLM\SOFTWARE\Microsoft\InetMgr\Parameters\MajorVersion
DependRegVal-1=@5
DependRegKey-2=HKLM\SOFTWARE\Microsoft\InetMgr\Parameters\MinorVersion
DependRegVal-2=@0
PatchRegKey=HKLM\SOFTWARE\Microsoft\Updates\Windows 2000\SP3\Q319733\Description
PatchRegVal=
RebootType=2
```

### Modified Section

```
[MS02-018]
Description=MS02-018
Executable=Q319733_W2K_SP3_X86_EN.exe
SourceDir=.
InstallCMD=-q -z -m -f -n
DependRegKey-1=HKLM\SOFTWARE\Microsoft\InetMgr\Parameters\MajorVersion
DependRegVal-1=@5
DependRegKey-2=HKLM\SOFTWARE\Microsoft\InetMgr\Parameters\MinorVersion
DependRegVal-2=@0
```

```
DependRegKey-3=HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\CSDVersion
DependRegVal-3=@Service Pack 2
PatchRegKey=HKLM\SOFTWARE\Microsoft\Updates\Windows 2000\SP3\Q319733\Description
PatchRegVal=
RebootType=2
```

- Step 4** Save and close WindowsPatch.ini.
- Step 5** In Windows Explorer, navigate to the <temporary directory> folder (if you used the CD) or to ICS\_Upgrade\_2.5.0 (if you downloaded the upgrade package from CCO).
- Step 6** Double-click **Setup.exe** to start the Installation of the release 2.5.0. software. Follow the instructions in the Installation Wizard. (Refer to [Installing System Software Release 2.5.0 on the Cisco ICS 7750](#) for instructions).

## CSCdy09031

When running the ICS System Software Setup program on the SPE running System Manager, and at least one of the other SPEs in the same chassis is selected for upgrade, you might encounter a problem such that the upgrade fails on the other SPE. The following error message might appear during the upgrade process if this problem is encountered:

```
ICS7700-AIFK2M1 / Slot 5 Installation Failed
```

```
System Error: Configuring SNMP Service: Unable to map a network drive to the remote SPE because the credentials being used conflict with an existing set of credentials. Please disconnect all existing connections such as mapped drives and explore sessions from the current SPE to the remote SPE and restart the current SPE before retrying the installation.
```

```
Configuring SNMP Service: Installation Failed. Microsoft Windows allows only one user-authenticated connection between any two computers (SPEs) to exist. It is possible to have multiple connections between SPEs, provided that they are using the same credentials. If there is an existing connection between the SPE running System Manager and another SPE, and if that connection is using a credential other than that which is being used by the Setup program, this problem will occur, even if no connection was explicitly specified between the two SPEs (by mapping a drive, for example).
```

This problem occurs when there is an existing authenticated connection between the two SPEs in the chassis. The Microsoft Windows operating system allows for only one user-authenticated connection between two computers (SPEs) running Microsoft Windows. Multiple connections between two SPEs are permitted, but only when they are using the same credentials.

If an existing connection between the SPE running System Manager and the other SPE has a credential other than that used by the ICS System Software Setup program, then you will encounter this problem.

**Workaround**—Verify that there are no existing connections between the two SPEs, that you did not explicitly create a connection (by mapping a drive) between the two SPEs, or that an application that is running on your system did not create a connection in the background (such as a connection to IPC\$), as follows:

- Step 1** Determine whether there are existing connections between the SPEs by entering the following command on the SPE running System Manager:

```
C:\>net use
```

If there are any existing connections, they will be listed.

- Step 2** Close any existing Windows Explorer sessions that might be open between the two SPEs.

**Step 3** If any connections exist, remove them by entering the following command:

```
C:\>net use /delete\\<IP address>\<share name>
```

where *<IP address>* is the IP address of the existing connection that you need to remove and *<share name>* is the name of the shared resource (such as *c\$*).

**Step 4** If the problem is still not resolved, then reboot the SPE running System Manager to remove any existing connections.

---

### CSCdx53154

If you are installing system software with an attached CD-ROM drive, it is possible that after the SPE reboots, a message box might be displayed with a message similar to the following:

```
D:\ not accessible.
```

or

```
Semaphore timeout.
```

**Workaround**—Restart the SPE. After the SPE restarts, the setup program will resume.

## Problems When Using ICSSConfig

This section describes problems which can occur when using ICSSConfig to replace the SPE running System Manager, to change the read-only SNMP community string, or when there is a problem with the IP address of the SSP.

### CSCdy17465

If ICSSConfig is being used to perform the procedure for replacing an SPE running System Manager, error code 403 might be reported for the SPE running System Manager after entering the correct replacement values through the Replacement SPE page.

This error condition can occur if the chassis is already configured for the 10.0.0.0/24 subnet, if the IOS login password differs from the SPE password, and if an attempt is made to replace the SPE running System Manager. If the chassis is not configured on the 10.0.0.0/24 subnet, this problem will not occur.

**Workaround**—Open a HyperTerminal session with the SAP and for each SPE in the chassis, enter the following command to manually configure its Windows 2000 Administrator password as the same password which is being used as the IOS login password: **net user administrator password**. Then use ICSSConfig to configure the desired Administrator passwords on the SPEs.

### CSCdy29921

If ICSSConfig is used to attempt to change the read-only SNMP community string, error code 302, MRP SNMP String is wrong, might be reported.

**Workaround**—Follow the instructions on the ICSSConfig page for changing the read-only SNMP community string through Telnet.

**CSCdy32342**

ICSCConfig might report error code 403, SPE Windows 2000 password mismatch, under either of the following conditions: 1) if the SSP has been misconfigured on an IP subnet different from the IP subnet of the SPE running System Manager, if the SSP is reachable by the SPE running System Manager, and if the ARP cache on the SSP does not contain the IP address for the SPE running System Manager; or 2) if all of the conditions in 1) are true, and if the SSP receives an IP address from an external DHCP server that is on a different subnet from that of the SPE running System Manager.

There is no workaround.

## Open Caveats in the Fault Management Module in Release 2.5.0

This section describes open caveats in the Fault Management Module, as follows:

- [Software Installation Problems, page 15](#)
- [SPE Problems, page 15](#)
- [CDP Problems, page 16](#)

### Software Installation Problems

This section describes a problem related to software installation.

**CSCdv74876**

After installing Cisco CallManager on an SPE, if the SPE is rebooted, it might not complete its boot sequence successfully.

You might be experiencing this problem if you are attempting to access the SPE through the SAP menu and it fails to give you access, or if Cisco IP Phones are not working properly (because the CallManager service might not have started on the SPE if it did not finish booting).

**Workaround**—To solve this problem, complete the following steps:

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Access the SPE Windows interface. (Refer to the “Accessing the System” section in the “Operating the Cisco ICS 7750” chapter of the <i>Cisco ICS 7750 Installation and Configuration Guide</i> for instructions.)  |
| <b>Step 2</b> | Log in as an administrator (User ID <i>administrator</i> ) and enter your password (the default is <i>changeme</i> ). Logging in should allow the MMC, STI1, and STI2 processes to complete. When these software configuration processes are complete, the SPE should be functioning normally. |
- 

### SPE Problems

This section describes a problem related to SPEs.

**CSCdv19549**

After shutting down and rebooting an SPE, it is possible that the SPE might reboot a second time. It is also possible that after installing hot fixes, when the Setup program attempts to restart the SPE, the Setup program will not be able to resume successfully. In the latter case, if a monitor is connected, its display might change to a blue screen or the remote connection (such as Terminal Services Client) might time out.

This problem, though rare, can occur during initialization of a device driver. The second reboot of the SPE might take slightly longer than normal, because Microsoft SQL Server checks the integrity of its database tables due to the unexpected SPE reboot. The SPE should return to normal operation after the second reboot.

**Workaround**—If this problem occurred after hot fix installation, run the Setup program again after the SPE finishes its boot sequence.

**CDP Problems**

This section describes a problem related to the Cisco Discovery Protocol (CDP).

**CSCdv81891**

If ICSCconfig assigns the same IP address to an SPE running Cisco CallManager and another card, it might be because the necessary Cisco Discovery Protocol (CDP) driver is not running on the SPE, causing ICSCconfig to generate an error message (error code 400).

The workaround provided with error code 400 is incorrect. Follow these steps to solve this problem:

- 
- Step 1** Connect a Monitor, Keyboard and Mouse to the SPE in the slot indicated by error message.
  - Step 2** On the SPE, choose **Start > Settings > Control Panel > Administrative Tools > Event Viewer**.  
The Event Viewer window appears.
  - Step 3** In the left pane, click **System Log**.
  - Step 4** In the right pane, click Type.  
This sorts the log messages by type.
  - Step 5** Scroll until Error log messages are visible in the Type column.
  - Step 6** Double-click the first Error message that you see that has tcpip in the Source column.  
The Event Properties dialog for that error appears.

If the error is a duplicate IP address error, the error description will show something similar to the following:

The system detected an address conflict for IP address <IP Address> with the system having network hardware address <MAC Address>. Network operations on this system may be disrupted as a result.

The MAC address in the error description is the MAC address of the other device that is using the same IP address as the SPE.

- Step 7** Locate the device with that MAC address and either change its IP address, temporarily disconnect that device from the network, or change the SPE IP address.
  - Step 8** Reboot the SPE.
-

## 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 2.5.0 Documents

The following documents were updated or created for system software release 2.5.0 and will be available in this location:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/ics25/index.htm>

- *Cisco ICS 7750 Documentation Locator*
- *Installing System Software Release 2.5.0 on the Cisco ICS 7750*
- *Cisco ICS 7750 Installation and Configuration Guide*
- *Release Notes for System Software Release 2.5.0 on the Cisco ICS 7750* (this document)
- *Cisco ICS 7750 Troubleshooting Guide*
- *Cisco ICS 7750 FRU Installation and Replacement*



---

**Note** Most of the release 2.5.0 documents are also available in the Documentation folder on the Cisco ICS 7750 System Software CD, Release 2.5.0.

---

### Documentation Set

Printed versions of the *Cisco ICS 7750 Installation and Configuration Guide*, the *Cisco ICS 7750 System Description*, and the *Cisco ICS 7750 Troubleshooting Guide* can be ordered as a boxed set (customer order number DOCS-7750=).

## 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](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](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).

## Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Feedback** at the top of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

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

We appreciate your comments.

# 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.

## Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

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

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two 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 with the documents listed in the [“Related Documentation”](#) section.

CCVP, the Cisco logo, and Welcome to the Human Network are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0711R)

Copyright © 2002, Cisco Systems, Inc.  
All rights reserved.

