



# Release Notes for System Software Release 2.6.0 on the Cisco ICS 7750

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## Current Release:

2.6.0—December 30, 2002

## Previous Releases:

2.5.0—September 10, 2002

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 16](#).



## Note

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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 2.6.0.

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## 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
MRP3-8FXOM1 <sup>3</sup>	1 through 6	0	5
SPE310 <sup>4</sup>	1 through 6 <sup>5</sup>	1	5 <sup>6</sup>
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. The MRP3-8FXOM1 is a new flash-based card that contains an 8-port Foreign Exchange Office (FXO) module.
4. SPE310s are required in order to run system software release 2.1.0 or later.
5. The SPE running System Manager is installed in Slot 6 by default.
6. The Cisco ICS 7750 supports up to five SPE310s in each chassis. Do not attempt to install six SPE310s in the same chassis.

## 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_8
Operating system		Microsoft Windows 2000 Server	Microsoft Windows 2000 Server		
Router/gateway/ switch configuration and management	Cisco IOS Release 12.2(8)YN			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 2000.
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. See also the [“Installing Software on SPEs”](#) section on page 6.

## 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, PVDM, 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)



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

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## New and Changed Information

This section describes new features and changes in functionality in release 2.6.0.

### New Hardware Features in Release 2.6.0

System software release 2.6.0 on the Cisco ICS 7750 supports an MRP with an eight-port FXO card (MRP3-8FXOM1), as described below.

## Eight-Port Foreign Exchange Office MRP for the United States with Battery Reversal (MRP3-8FXOM1)

The Cisco ICS 7750 now supports an MRP with eight FXO-M1 ports (MRP3-8FXOM1), which you can use to connect to PBXs or key systems and to provide off-premise connections in the U.S., Canada and other countries. FXO-M1 is an enhancement of FXO with battery reversal and Caller ID features. Like the MRP3-8FXS, the MRP3-8FXOM1 also includes an open slot (slot 1) that accepts all VICs, WICs, and VWICs that are supported on the Cisco ICS 7750.



### Note

You can use H.323 with the Caller ID and battery reversal answer supervision features on the MRP3-8FXOM1. Media Gateway Control Protocol (MGCP) on the MRP3-8FXOM1 is supported, but not with Caller ID or battery reversal detection.

## New Software Features and Software Changes in Release 2.6.0

Table 3 shows new software features and changes in software functionality introduced in system software release 2.6.0.

**Table 3** *New Software Features and Software Modifications in System Software Release 2.6.0*

Feature	Description of Change
48-Voice Channel Support on the Same MRP300	Cisco IOS Release 12.2(8)YN on the Cisco ICS 7750 supports up to 48 channels of voice traffic on the same MRP300, in either of the following configurations: one VWIC-2MFT-T1 (the other MRP300 slot must be empty) or two VWIC-1MFT-T1s. Refer to the <a href="#">Release Notes for Cisco IOS Release 12.2(8)YN on the Cisco ICS 7750</a> for more information.
Cisco CallManager 3.3(2) support	System software release 2.6.0 includes support for Cisco CallManager 3.3(2). For a summary of the new features available in Cisco CallManager 3.3(2), refer to the <a href="#">Release Notes for Cisco CallManager 3.3(2)</a> .  <b>Note</b> Versions of Cisco CallManager earlier than Release 3.3(x) are not supported with system software release 2.6.0.
DSP grouping enhancement	Cisco IOS Release 12.2(8)YN on the Cisco ICS 7750 makes it possible to control the grouping of DSPs, by adding support for the <b>[no] tdm connected</b> command. Entering this command on an MRP controls the number of DSP groups that are created when there is only one T1 or E1 voice clocking domain. Refer to the <a href="#">Release Notes for Cisco IOS Release 12.2(8)YN on the Cisco ICS 7750</a> for more information.
Echo cancellation enhancement	Cisco IOS Release 12.2(8)YN on the Cisco ICS 7750 introduces support for a G.168-2000-compliant echo canceller, with up to 64 ms of coverage. Refer to the <a href="#">Release Notes for Cisco IOS Release 12.2(8)YN on the Cisco ICS 7750</a> for more information.
Microsoft SQL 2000 support	System software release 2.6.0 introduces support for Microsoft SQL Server 2000. Microsoft SQL Server 2000 offers features such as Extensible Markup Language (XML) support, comprehensive analysis services, and simplified database administration.

**Table 3** *New Software Features and Software Modifications in System Software Release 2.6.0*

Feature	Description of Change
Multi-channel support	Cisco IOS Release 12.2(8)YN on the Cisco ICS 7750 introduces multi-channel support, which can be enabled by entering the <b>[no] tdm multichannel</b> command. This command provides support for up to a maximum of eight channel groups, PRI data (PRI-D) channels, or PRI dialer calls on a single T1 or E1 controller on an MRP, with supported speeds on the individual channels of 48Kbps, 56Kbps, and 64Kbps. If multi-channel support is not enabled, speeds of 48Kbps and 56Kbps are not supported. Refer to the <a href="#">Release Notes for Cisco IOS Release 12.2(8)YN 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:

- [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 8](#)
- [Removing SPEs, page 8](#)
- [Backing Up MRPs That Have Flash Memory, page 8](#)
- [Configuring Cisco ICS 7750 Gateways in Cisco CallManager, page 8](#)
- [Changing the IP Address of SPEs Running Cisco CallManager, page 9](#)
- [Providing Backup Power, page 9](#)

## 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.

For more information on the IP Telephony applications that are supported on the Cisco ICS 7750, refer to the [Cisco ICS 7750 Applications](#) page and the [Software Center](#).

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 “Completing the Cisco ICS 7750 Installation” 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

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

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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**

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

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## Backing Up MRPs That Have Flash Memory

MRPs with onboard flash memory (the MRP300, MRP3-8FXS, MRP3-16FXS, and MRP3-8FXOM1) 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
-

## Changing the IP Address of SPEs Running Cisco CallManager

If you remove and replace the SPE that is running Cisco CallManager or change its IP address, your Cisco IP Phones might not be able to register with the server (SPE).

Refer to the following two sections in the *Cisco CallManager Administration Guide*:

- [Symptom: Cisco IP Phone Not Registering with Cisco CallManager](#)
- [Configuring Network Settings on the Cisco IP Phone](#)

## 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.

## 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 2.6.0

This section describes open caveats in system software release 2.6.0, as follows:

- [Open Caveats in ICS System Manager in Release 2.6.0](#)
- [Open Caveats in the Fault Management Module in Release 2.6.0](#)



**Note**

For caveats for Cisco IOS on ASIs and MRPs, refer to the [Release Notes for Cisco IOS Release 12.2\(8\)YN 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 2.6.0

This section describes open caveats in ICS System Manager and related software components for release 2.6.0:

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

## Software Installation and Upgrade Problems

This section describes problems related to software installation and upgrade.

### CSCdz21333

If you are using system software release 2.6.0 and you attempt to restore system software data using a backup from a release earlier than 2.6.0, when you attempt to deliver an image using the Software Upgrade page, an error message similar to the following might be displayed: “File does not exist under TFTP directory.”

**Workaround**—First upload the image which was restored from backup using the Software Upgrade feature, then deliver the image to the card. (Even though the Software Upgrade page might show that the restored image is present, the image needs to be uploaded again before image delivery to the card can take place.)

### CSCdz21384

If you stop the Cisco CallManager TFTP server on the SPE running System Manager and then attempt to deliver a software image to an ASI or MRP without flash memory (ASI81, ASI160, or MRP200), then the target ASI or MRP will remain in ROM monitor (ROMMON) mode.

Also, if you install Cisco CallManager on the SPE running System Manager and if you use the CallManager service activation page to start the Cisco TFTP service on the SPE running System Manager, the message `Error verifying config Info` will be displayed on Cisco IP phones and EventViewer on the SPE running System Manager will display a Cisco TFTP error message that states that either “kTFTPServerListenBindFailed” or “kTFTPServerListenCloseSockFailed”.

**Workaround**—After enabling or disabling the Cisco CallManager TFTP server on an SPE running System Manager, reboot the SPE. Rebooting the SPE allows the TFTP server provided by ICS System Manager to initialize properly.

### CSCdz25267

If you use the Software Upgrade feature of ICS System Manager to deliver an image to the SSP, and if the name of the SPE directory that contains ICS System Manager HTML pages has been changed, then the SSP will not have enough flash memory to allow ICS System Manager to display all of the relevant information about the SSP software.

**Workaround**—Remove the renamed directory on the SPE and use ICS System Manager to deliver the image to the SSP again.

### CSCdz25166

If you use the Control Panel on the SPE running System Manager to uninstall ICS System Manager, the error message `Silent uninstall of Cisco Network Registrar returned error code -3` might be displayed.

**Workaround**—On the SPE running System Manager, choose **Start > Settings > Control Panel > Add/Remove Programs**. If Cisco Network Registrar is listed, uninstall it and reboot the SPE.

## 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 ICS System Manager**

This section describes a problem that can occur when using ICS System Manager.

**CSCdz19672**

It is possible that if you choose **Config > SSP > Cluster Management**, if you then click **Config**, and then click the **CallManager** link (on the Applications page), Cisco CallManager will not start or the following error message will be generated: “Run time error, line39, parent.gVar.maxArray is not an object.”

**Workaround**—Log out from ICS System Manager, log in to ICS System Manager, and then launch Cisco CallManager.

**Problems When Using ICSCconfig**

This section describes problems which can occur when when using ICSCconfig.

**CSCdy17465**

If ICSCconfig 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 ICSCconfig to configure the desired Administrator passwords on the SPEs.

**CSCdy29921**

If ICSCconfig 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 ICSCconfig 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 2.6.0

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

- [Software Installation Problems, page 14](#)
- [SPE Problems, page 14](#)
- [CDP Problems, page 15](#)

### 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:

- 
- Step 1** Access the SPE Windows interface. (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** Log in as an administrator (User ID *administrator*) and enter your password (the default is *changeme*). 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.

**CSCdz04635**

If the Cisco ICS 7750 chassis or an individual SPE reboots, FMMServer might fail to start on the Cisco CallManager Publisher SPE, the STATUS LED on the affected SPE will be blinking, and the ALARM LED on the affected SPE will be amber. Further, if a monitor is attached, the error message “A service or driver failed to start. Check the Event Viewer for the complete description of the error message” will be displayed, and the Event Viewer will display the error message “The FMM Server Failed to start in a timely fashion.”

**Workaround**—Start FMMServer manually on the affected SPE, by choosing **Start > Programs > Administrative Tools > Services.**, choosing **FMMServer**, and right-clicking **Start**.

**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.

### Cisco ICS 7750 Documents

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

On Cisco.com at:

**Products & Services: Products: Voice Applications Systems: Cisco ICS 7700 Series Integrated Communication Systems: Instructions and Guides**

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

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

### Release 2.6.0 Documents

The following documents were updated or created for system software release 2.6.0 and are available in this location:

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

- *Cisco ICS 7750 Documentation Locator*
- *Cisco ICS 7750 System Description*
- *Installing System Software Release 2.6.0 and Cisco CallManager Release 3.3(2) 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*
- *Cisco ICS 7750 Installation and Configuration Guide*
- *Release Notes for System Software Release 2.6.0 on the Cisco ICS 7750*
- *Cisco ICS 7750 FRU Installation and Replacement*
- *Installing Memory, PVDM, and VPN Modules in ASI Cards, MRP Cards, and SPE Cards in the Cisco ICS 7750*

- *Cisco ICS 7750 Troubleshooting Guide*
- *Regulatory Compliance and Safety Information for the Cisco ICS 7750*



**Note** Many of the release 2.6.0 documents are also available in the Documentation folder on the Cisco ICS 7750 System Software CD, Release 2.6.0.

## 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.

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This document is to be used with the documents listed in the [“Related Documentation”](#) section.

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