



## Preface

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This preface describes the purpose, audience, organization, and conventions of this guide and provides information on how to obtain related documentation.

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## Purpose of Document

This document provides Cisco CallManager upgrade procedures and requirements for the Cisco Media Convergence Server and the customer-provided server that meets approved Cisco configuration standards.

This document contains information on the following topics:

- [Frequently Asked Questions About Cisco CallManager 4.0 Upgrades, page 1-1](#)
- [Upgrading from Cisco CallManager 3.2 \(If You Are Not Replacing Hardware\), page 2-1](#)
- [Upgrading from Cisco CallManager 3.3 \(If You Are Not Replacing Hardware\), page 3-1](#)
- [Performing Post-Upgrade Tasks, page 4-1](#)
- [Reverting to the Previous Configuration After an Upgrade Attempt, page 5-1](#)
- [Error Messages, page 6-1](#)
- [Replacing Servers During the Upgrade, page 7-1](#)



Tip

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Use this document in conjunction with the documents that are listed in the [“Locating Related Documentation”](#) section on page viii.

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## Audience

The *Upgrading Cisco CallManager* document provides information for network administrators who are responsible for maintaining the Cisco CallManager system. This guide requires knowledge of telephony and IP networking technology.

## Conventions

Consider the following documentation conventions as you review this upgrade document:

*Using the Cisco IP Telephony Applications Backup Utility, Version 3.5.52* (or later) replaces the document, *Backing Up and Restoring Cisco CallManager Release 3.3*.

Unless otherwise specified, base server model numbers will be used in this document. For example references to the MCS-7835 apply to servers including the MCS-7835, the MCS-7835-1000, the MCS-7835-1266, the MCS 7835H-2.4, the MCS-7835I-2.4, MCS-7835H-3.0, MCS-7835I-3.0, the customer-provided DL380, and the customer-provided IBM xSeries 342 and 345.

**Blue Text**—To quickly navigate to a section or URL from your computer, click text that appears in blue.



### Note

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Reader, take note. Notes contain helpful suggestions or references to material not covered in the publication.

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### Caution

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Reader, be careful. You may do something that could result in equipment damage or loss of data.

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### Timesaver

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Reader, this tip saves you time as you perform the procedure.

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### (Required)

This convention indicates that you must perform the procedure. Failing to perform the procedure could cause a total system failure or a loss of data and configuration settings.

### (Recommended)

This convention indicates that the procedure is strongly recommended, but not required.

## Locating Related Documentation

Cisco strongly recommends that you review the following documents before you upgrade:

- *Release Notes for Cisco CallManager Release 4.0*

Cisco provides a version of this document that matches the version of the upgrade document. Use this document as a companion guide to the upgrade document.

- *Cisco CallManager Compatibility Matrix*

To ensure continued functionality with interfacing Cisco IP telephony applications after the Cisco CallManager upgrade, refer to the *Cisco CallManager Compatibility Matrix*, which provides information and workarounds for applications that are integrated with Cisco CallManager.

Affected applications may include Cisco Conference Connection, Cisco SoftPhone, Cisco uOne, Cisco 186 Analog Telephony Adaptor, Cisco Personal Assistant, Cisco Customer Response Solutions (CRS), Telephony Application Programming Interface and Java Telephony Application Programming Interface (TAPI/JTAPI) applications, including Cisco-provided and third-party applications, and Cisco Telephony Service Provider (TSP).

If you use Cisco CallManager and related Cisco IP telephony applications in a call-center environment, review this document before you begin any upgrade procedures.

- *Cisco IP Telephony Operating System, SQL Server, Security Updates*

This document provides information on the latest operating system, SQL Server, and security support updates. Information in this document applies to servers that are running the following Cisco IP telephony applications: Cisco CallManager, Conference Connection, Personal Assistant, and Cisco Customer Response Applications/Solutions, and so on.

- *Using Cisco IP Telephony Applications Backup Utility, Version 3.5.52 (or later)*

This document describes how to install the utility, configure the backup settings, back up Cisco CallManager data, and restore the data/server.

This document also provides a list of files that the utility backs up. This utility does not back up operating system files, except for Hosts/LMHosts files, if those files exist on the server.

- *Cisco IP Telephony Backup and Restore System (BARS) Administration Guide 4.0(1) (or later)*

This document describes how to install the BARS utility, configure the backup settings, back up Cisco CallManager data, and restore the data/server.

This document also provides a list of files that the utility backs up. This utility does not back up operating system files, except for Hosts/LMHosts files, if those files exist on the server.

- The appropriate Cisco IP telephony application documentation

Locate the release notes, installation/upgrade, and configuration guides for the applications that you have integrated with Cisco CallManager.

Click the URLs in [Table 1](#) to navigate to the appropriate documentation.

**Table 1 Quick Reference for URLs**

Related Information and Software	URL and Additional Information
Operating system documentation and Virtual Network Computing (VNC) documentation (not readme documentation)	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm</a>
Cisco MCS data sheets	<a href="http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html">http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html</a>
Software-only servers (IBM, HP, Compaq, Aquarius)	<a href="http://www.cisco.com/en/US/products/hw/voiceapp/ps378/prod_brochure_list.html">http://www.cisco.com/en/US/products/hw/voiceapp/ps378/prod_brochure_list.html</a>
<i>Cisco CallManager Compatibility Matrix</i>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/cmcomp.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/cmcomp.htm</a>
Cisco CallManager documentation	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm</a>
Cisco CallManager backup and restore documentation	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm</a>

Table 1 Quick Reference for URLs (continued)

Related Information and Software	URL and Additional Information
Cisco CallManager, SQL Server, and operating system service releases, upgrades, and readme documentation	<a href="http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml">http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml</a> See the “Verifying Services, Patches, and Hotfixes” section on page 5. <b>Note</b> The operating system and SQL Server 2000 service releases post on the voice products operating system cryptographic software page. You can navigate to the site from the Cisco CallManager software page.
Related Cisco IP telephony application documentation	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm</a>

## Obtaining Documentation

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

### Cisco.com

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

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

### Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

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

# Documentation Feedback

You can send comments about technical documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

## Obtaining Technical Assistance

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

## Cisco Technical Support Website

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

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

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

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

## Submitting a Service Request

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

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

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

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

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

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

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

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

## Definitions of Service Request Severity

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

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

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

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

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

## Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

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

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

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

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

