



Blade Replacement Procedure for the Cisco MeetingPlace 8100 Series

This procedure describes how to replace a blade in the Cisco MeetingPlace 8100 series. A blade has two components: a card (located on the front of the Cisco MeetingPlace 8100 series) and a transition module (located in the back of the Cisco MeetingPlace 8100 series). You must replace both the blade card and the blade transition module at the same time. You cannot replace only one.

There are four types of blades:

- Smart Blades
- T1 Smart Blades
- Multi Access Blade MA-16
- Multi Access Blade MA-4

The replacement procedure is the same for all four blades. In this procedure, the term “blade” is used as a generic term but can refer to any type of blade.

This procedure contains the following topics:

- [Additional References, page 1](#)
- [Before Replacing a Blade, page 2](#)
- [How to Replace a Blade, page 6](#)

Additional References

Follow these general guidelines:

- If you want information about installing the Cisco MeetingPlace 8100 series hardware for the first time or information about upgrading the Cisco MeetingPlace 8100 series software, see the *Installation and Upgrade Guide* for Cisco MeetingPlace Audio Server Release 5.3 at the following URL:
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/audio/53/53inst/index.htm>.
- If you want information about configuring the Cisco MeetingPlace 8100 series, see the *Configuration Guide* for Cisco MeetingPlace Audio Server Release 5.3 at the following URL:
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/audio/53/53config/index.htm>.



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

Copyright © 2004 Cisco Systems, Inc. All rights reserved.

- For complete information about all of the Cisco conferencing documentation, including *Regulatory Compliance and Safety Information for the Cisco MeetingPlace Series 8100*, see the *Guide to Cisco Conferencing Documentation and Support* at the following URL:
<http://www.cisco.com/univered/cc/td/doc/product/conf/mtgplace/roadmap.htm>.

Before Replacing a Blade

This section contains the following topics:

- [Checking the New Blade for Damage, page 2](#)
- [Ensuring That You Have the Required Tools, page 2](#)
- [Verifying No User Activity, page 2](#)
- [Ensuring that the Cisco MeetingPlace System Works Correctly Before the Replacement](#)
- [Backing up the Database, page 6](#)
- [Powering Down the Cisco MeetingPlace 8100 Series, page 6](#)

Checking the New Blade for Damage

Visually inspect your new Cisco MeetingPlace 8100 series blade for damage. Contact Cisco TAC if the Cisco MeetingPlace 8100 series blade that you received was damaged during shipping or if parts are missing. The Cisco MeetingPlace 8100 series blade package contains the following:

- Blade card
- Blade transition module

Ensuring That You Have the Required Tools

Ensure that you have the following tools to replace a blade in your Cisco MeetingPlace 8100 series:

- Computer with terminal emulation software installed
- Null modem cable that came with your Cisco MeetingPlace 8100 series
- Phillips #2 screwdriver
- ESD protection

Verifying No User Activity

Before you power down your Cisco MeetingPlace 8100 series, verify that no user ports are active. You should have already scheduled downtime for your Cisco MeetingPlace 8100 series by using the Reserve All Ports (RAP) meeting feature in Cisco MeetingTime. See the *Administrator's Guide* for Cisco MeetingPlace Audio Server Release 5.3 for more information about RAP meetings.

Step 1 Access the command line interface (CLI) of the Cisco MeetingPlace 8100 series as follows:

- a. Connect one end of the null modem cable to the COM1 port on the front of the Cisco MeetingPlace 8100 series.

- b. Connect the other end of the null modem cable to a COM port on your computer.
- c. Start the terminal emulator program.
- d. Set the port parameters in the terminal emulator program as shown in [Table 1](#). The CLI appears.

Table 1 Terminal Emulator Port Parameters

Parameter	Value
Baud	19200
Data length	8 bit
Parity	None
Stop bits	1



Note CLI commands are case sensitive. For CLI command information, see the *Configuration Guide* for Cisco MeetingPlace Audio Server Release 5.3.

- Step 2** Keep a record of activity during the blade replacement by capturing the text in the terminal emulator program. This information can be used by Cisco TAC to diagnose problems that may occur during this replacement. Follow these steps:
- a. Go to the **Transfer** menu in the HyperTerminal window.
 - b. Select **Capture Text**.
 - c. Save the file. Note the location so that you can retrieve the file later.
 - d. Click **Start**.

- Step 3** At the CLI prompt, log in as an administrator. The tech\$ prompt appears.



Note For Cisco MeetingPlace Release 5.2, the default administrator username is tech and the default administrator password is wit!tra\$. For Cisco MeetingPlace Release 5.3, the default administrator username is admin and the default administrator password is cisco. See the *Installation and Upgrade Guide* for Cisco MeetingPlace Audio Server Release 5.3 for more information about logging in to Cisco MeetingPlace.

- Step 4** At the tech\$ prompt, enter **activity**. The VUI Internal Status Utility menu appears.

- Step 5** To see a quick status of all ports, enter **1**. A list of the ports appears. The ports are listed numerically under the Port heading and the port status is under the Ap heading. [Table 2](#) lists the most common Ap headings.

Table 2 Ap Headings and Definitions

Heading	Definition
--	The port is inactive.
CO	The port is participating in an active conference.
PR	The port is currently accessing a meeting profile.

- Step 6** Verify that all the ports are inactive by ensuring that all ports have -- under the Ap heading. Press **Enter** to go to the next page. When you have scrolled through all the ports, the VUI Internal Status Utility menu appears.



Note If any ports are active, wait for the calls to finish before proceeding.

- Step 7** Exit the **activity** command by entering **0**.

Ensuring that the Cisco MeetingPlace System Works Correctly Before the Replacement

Ensure that your Cisco MeetingPlace system works correctly before replacing the blade. This helps with troubleshooting if your Cisco MeetingPlace system does not work correctly after the replacement. If your Cisco MeetingPlace system is not working correctly, contact Cisco TAC.

After replacing the blade, run these commands again to make sure your Cisco MeetingPlace system has come back online correctly.

- Step 1** Access the CLI.
- Step 2** Log in as an administrator. The `tech$` prompt appears.
- Step 3** Enter **swstatus**. Output similar to the following appears:

```
mtgplace:tech$ swstatus
Conference server 5.3.0 S/N: C00178
System status: Operating
System mode: Up
Temperature: Unknown
Power supply: OK
MODULE NAME STATUS VERSION
SIM UP "10/21/04 12:23 MPBUILD-R5_3_0_24"
LSH UP "10/21/04 12:05 MPBUILD-R5_3_0_24"
SNMPD UP "10/21/04 12:34 MPBUILD-R5_3_0_24"
DBQSERVER UP "10/21/04 12:08 MPBUILD-R5_3_0_24"
DBSERVER UP "10/21/04 12:08 MPBUILD-R5_3_0_24"
POSERVER UP "10/21/04 12:16 MPBUILD-R5_3_0_24"
CPSERVER UP "10/21/04 12:15 MPBUILD-R5_3_0_24"
CONFSCHEM UP "10/21/04 12:20 MPBUILD-R5_3_0_24"
WSSERVER UP "10/21/04 12:24 MPBUILD-R5_3_0_24"
VOICESERVER UP "10/21/04 12:30 MPBUILD-R5_3_0_24"
GWSIMMGR UP "10/21/04 12:38 MPBUILD-R5_3_0_24"
```

- Step 4** Enter **gwstatus**. Output similar to the following appears:

```
mtgplace:tech$ gwstatus
Gateway SIM Status/Thu Dec 2 12:35:26 2004
-----
Remote Units:
Unit 16 MTGPLACE_WEBNOT v5.2.0.34 Ok 12/02/04 12:35:01
Gateways:
Unit 16 WebPub:DataSvc v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 WebPub:MPAgent v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 WebPub:Audio v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 MPConvert v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 WebPub:Master v4.3.0.246 Ok 12/02/04 12:34:02
```

```
Unit 16 DataConf:GW v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 DataConf:GCC v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 DataConf:MCS v4.3.0.246 Ok 12/02/04 12:34:02
```

Step 5 Enter **alarm**. Output similar to the following appears:

```
mtgplace:tech$ alarm
REFNO SEV CODE COUNT FIRST LAST UNIT
-----
77350) MIN 0300e6 2 Jan 28 09:57 Feb 10 19:25 0 SW MODULE=8
Too many attempts to log into profile (100) 33373635383330000. Profile
Locked!
```

Step 6 Enter **hwconfig**. Output similar to the following appears:

```
mtgplace:tech$ hwconfig
Cabinet: ELMA 4U
Bus architecture: CompactPCI
Processor card: SMM5370LATUDE S/N=7163050
Processor: Pentium III, Model 8, 700 MHz
Memory: 512MB
Temperature: 26C
Voltages: 3.32V, 5.02V, 11.94V
Power Supplies: OK
Fans: OK
SCSI Adapter: NCR 810
DISK 1: 36000MB (SEAGATE ST336607LC REV=0007)
DISK 2: 36000MB (SEAGATE ST336607LC REV=0007)
Ethernet: Intel 8225x PCI 10/100 (0001af125f0c)
Modem: Present (MultiTech MT5634Z)
MultiAccess Blades:
Slot 6: AC TP1610-4 S/N=340240 REV=0 AC0
Smart Blades:
Slot 1: NMS CG6000C S/N=104415759 REV=5894-B7 MSC0 PRC0
```

Step 7 Enter **spanstat -all**. Output similar to the following appears:

```
mtgplace:tech$ spanstat -all
Span 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
---- TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR
0 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
1 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
3 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
4 Span 4 (Card 1 Line A) is down (LOST)
5 Span 5 (Card 1 Line B) is down (LOST)
6 Span 6 (Card 1 Line C) is down (LOST)
7 Span 7 (Card 1 Line D) is down (LOST)
8 Span 8 (Card 2 Line A) is down (LOST)
9 Span 9 (Card 2 Line B) is down (LOST)
10 Span 10 (Card 2 Line C) is down (LOST)
11 Span 11 (Card 2 Line D) is down (LOST)
12 Span 12 (Card 3 Line A) is down (LOST)
13 Span 13 (Card 3 Line B) is down (LOST)
14 is not active
15 is not active
16 is not active
17 is not active
18 is not active
19 is not active
Press n/+ for next page/line, 'q'=quit, 'h'=help
```

Backing up the Database

Back up the Cisco MeetingPlace 8100 series database before you replace a blade. (You can use the backup to restore your data if there is a problem after the installation.) We recommend that you back up your database immediately before replacing a blade.

**Note**

Use the Cisco MeetingPlace Backup Gateway to back up your database. For information on how to install, configure, and use the Cisco MeetingPlace Backup Gateway, see the *Administrator's Guide* for Cisco MeetingPlace Backup Gateway Release 5.3.

Powering Down the Cisco MeetingPlace 8100 Series

**Note**

As a courtesy, notify any current users that you are powering down the Cisco MeetingPlace 8100 series.

-
- Step 1** Access the CLI.
 - Step 2** Log in as an administrator. The tech\$ prompt appears.
 - Step 3** To stop new Cisco MeetingPlace activity, enter **down**. A verification prompt appears.
 - Step 4** At the prompt, enter **y**. The power down cycle begins.
 - Step 5** Wait about 2 minutes for the power down cycle to complete.
 - Step 6** At the tech\$ prompt, enter **halt**. A verification prompt appears.
 - Step 7** At the prompt, enter **y**.
 - Step 8** Locate the power switch on the back of the Cisco MeetingPlace 8100 series and turn it to the off position ("O").
 - Step 9** Remove the power cable from the back of the Cisco MeetingPlace 8100 series.
-

How to Replace a Blade

Replacing a blade card and blade transition module for the Cisco MeetingPlace 8100 series consists of the following activities:

- [Removing an Old Blade Card](#)
- [Removing an Old Blade Transition Module](#)
- [Installing a New Blade Card](#)
- [Installing a New Blade Transition Module](#)
- [Powering Up the Cisco MeetingPlace 8100 Series](#)

Removing an Old Blade Card

**Caution**

Handling a blade card can result in static damage. Use an antistatic wrist strap, static-dissipating work surface, and antistatic bags when handling and storing a blade card.

-
- Step 1** Locate the blade card in the front of your Cisco MeetingPlace 8100 series.
- Step 2** Use a Phillips screwdriver to loosen the captive screws that secure the latching mechanism.
- Step 3** Depending on the blade type, do one of the following:
- For Multi Access Blades: Press the red tabs in and pull the black levers out. This unseats the blade card.
 - For Smart Blades and T1 Smart Blades: Pull the black levers out. This unseats the blade card.
- Step 4** Slide the blade card out of the chassis.
-

Removing an Old Blade Transition Module

**Caution**

Handling a blade transition module can result in static damage. Use an antistatic wrist strap, static-dissipating work surface, and antistatic bags when handling and storing a blade transition module.

**Note**

The blade transition module is installed in the same slot number in the rear bay as the blade transition module is installed in the front bay. For example, for a blade installed in slot 4 in the front bay the corresponding blade transition module must be installed in slot 4 of the rear bay.

-
- Step 1** Locate the blade transition module in the back of your Cisco MeetingPlace 8100 series.
- Step 2** Remove and label the telephony cables.
- Step 3** Use a Phillips screwdriver to loosen the captive screws that secure the latching mechanism.
- Step 4** Depending on the blade type, do one of the following:
- For Multi Access Blades: Press the red tabs in and pull the black levers out. This unseats the blade transition module.
 - For Smart Blades and T1 Smart Blades: Pull the black levers out. This unseats the blade transition module.
- Step 5** Slide the blade transition module out of the chassis.
-

Installing a New Blade Card


Caution

Handling a blade card can result in static damage. Use an antistatic wrist strap, static-dissipating work surface, and antistatic bags when handling and storing a blade card.

Step 1

Locate the slot in the front of your Cisco MeetingPlace 8100 series in which you want to install the blade card.


Note

You must install the new blade card in the same slot from which you removed the old blade card.

Step 2

Remove the new blade card from the antistatic bag.

Step 3

Press the ejector levers on the new blade card outward.

Step 4

Insert the edges of the blade card into the rail guides inside the chassis. If you can tilt the blade card more than 2 degrees after it is in the slot, both edges are not in the rail guides.

Step 5

Pushing gently and firmly on the blade card face plate, slide the blade card into the slot until you encounter significant resistance. At this point, the ejector levers should be in contact with the chassis rails so they grab when pushed inward.


Caution

Do not force the blade card into the slot. This can damage the blade card and the chassis.

Step 6

Press the ejector levers inward to lock the blade card in the slot.

Step 7

Use a Phillips screwdriver to tighten the captive screws in the locking mechanism that secure the blade card to the chassis.

Step 8

If you removed any telephony cables from the old blade card, connect them to the new blade card.

Step 9

Verify that any empty slots have covers on them.


Warning

Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place. Statement 1029

Installing a New Blade Transition Module


Caution

Handling a blade transition module can result in static damage. Use an antistatic wrist strap, static-dissipating work surface, and antistatic bags when handling and storing a blade transition module.

Step 1

Locate the slot in the back of your Cisco MeetingPlace 8100 series in which you want to install the blade transition module.

**Note**

You must install the new blade transition module in the same slot from which you removed the old blade transition module. This slot must have the same slot number as the slot in which you installed the blade card on the front of your Cisco MeetingPlace 8100 series.

- Step 2** Remove the new blade transition module from the antistatic bag.
- Step 3** Press the ejector levers on the new blade transition module outward.
- Step 4** Insert the edges of the blade transition module into the rail guides inside the chassis. If you can tilt the blade transition module more than 2 degrees after it is in the slot, both edges are not in the rail guides.
- Step 5** Pushing gently and firmly on the blade transition module face plate, slide the blade transition module into the slot until you encounter significant resistance. At this point, the ejector levers should be in contact with the chassis rails so they grab when pushed inward.

**Caution**

Do not force the blade transition module into the slot. This can damage the blade transition module and the chassis.

- Step 6** Press the ejector levers inward to lock the blade transition module in the slot.
- Step 7** Use a Phillips screwdriver to tighten the captive screws in the locking mechanism that secure the blade transition module to the chassis.
- Step 8** Replace the telephony cables.
- Step 9** Verify that any empty slots have covers on them.

**Warning**

Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place. Statement 1029

Powering Up the Cisco MeetingPlace 8100 Series

- Step 1** Plug the power cable into the back of the Cisco MeetingPlace 8100 series.
- Step 2** Locate the power switch on the back of the Cisco MeetingPlace 8100 series and turn it to the on position (“I”).
- Step 3** Start the terminal emulator program on your computer. See the [“Verifying No User Activity” section on page 2](#) for information about how to start the terminal emulator program.
- Step 4** Access the CLI.
- Step 5** Log in as an administrator. The tech\$ prompt appears.
- Step 6** To ensure that the new blade is working properly, enter **hwconfig**. Output similar to one of the following examples appears:

Cisco MeetingPlace 8106:

```
meetingplace:tech$ hwconfig
```

```

Cabinet:                ELMA 4U
Bus architecture:       CompactPCI
Processor card:         SMM5370LATUDE S/N=6055691
    Processor:           Pentium III, Model 8, 700 MHz
    Memory:              512 MB
    Temperature:        22C
    Voltages:           3.34V, 5.02V, 12.00V
Power Supplies:        OK
Fans:                  OK
SCSI Adapter:          NCR 810
    DISK 1:              36000MB (SEAGATE ST336607LC      REV=0005)
    DISK 2:              36000MB (SEAGATE ST336607LC      REV=0005)
Ethernet:              Intel 8225x PCI 10/100 (0001af0bc2cd)
Modem:                 Absent or unrecognized
Multi Access Blades:
    Slot 1:             AC TP1610-4 S/N=274404  REV=0 AC0
Smart Blades:
Slot 2:                NMS CG6000C S/N=103237639 REV=5894-B4 MSC0 PRC0
    
```

Cisco MeetingPlace 8112:

```

meetingplace:tech$ hwconfig
Cabinet:                Motorola CPX8216T
Bus architecture:       CompactPCI
Processor card:         CPV5370 S/N=5129443
    Processor:           Pentium III, Model 8, 700 MHz
    Memory:              512 MB
    Temperature:        31C
    Voltages:           3.32V, 5.02V, 12.06V
Power Supplies:
    PS1:                OK, fan is OK
    PS2:                OK, fan is OK
    PS3:                OK, fan is OK
SCSI Adapter:          NCR 810
    DISK 1:              36000MB (SEAGATE ST336704LW REV=0004)
    DISK 2:              36000MB (SEAGATE ST336704LW REV=0004)
    Solid State Disk:   IMPERIAL "MG-35/400 ULTRA" S/N=0128 REV=B403
    Battery:            usage = 307 days, charge is OK
Ethernet:              Intel 8225x PCI 10/100 (0001af03c05e)
Modem:                 Absent or unrecognized
Smart Blades:
    Slot 16:            NMS CG6000C S/N=20363257 REV=5894-B2 MSC0 PRC0
    Slot 15:            NMS CG6000C S/N=20363261 REV=5894-B2 MSC1 PRC1
    
```

Verifying that You are Connected

-
- Step 1** Ensure that all the gateways work. See the Administrator Guides for the specific gateways for information on determining that they are working correctly.
 - Step 2** Ensure that you can call into the Cisco MeetingPlace system and attend a meeting. If you cannot call into the Cisco MeetingPlace system and attend a meeting, try reseating the blade. If that does not work, contact Cisco TAC.
-