

# Obtaining CRS 3.0 Upgrade Software for ICS 7750 FAQs

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## Questions

### Introduction

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**I currently have CRA 2.2 in my ICS 7750 and a Support Contract. How can I upgrade to IP–IVR 3.0 or IPCC Express 3.0 on my ICS 7750 ?**

**How can I get upgrades and patches for previous CRA versions for ICS 7750?**

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**Does everyone have to upgrade to IP–IVR 3.0 or IPCC Express 3.0 on the ICS 7750?**

**Who do I contact if I believe I am entitled to an upgrade, but the Product Upgrade Tool is not offering it to me?**

### Related Information

## Introduction

This document answers some of the most common questions about how to obtain software upgrades for Customer Response Solutions (CRS) 3.0 on Integrated Communications System (ICS) 7750 platforms. The packaged solutions addressed in this document for ICS 7750 are Internet Protocol–Interactive Voice Response (IP–IVR) and Cisco IP Contact Center (IPCC) Express Edition, formerly known as IP Integrated Contact Distribution (IP ICD).

This document is not intended to replace the general information regarding support contracts. Contact your local Service Sales Representative for details on support contracts and for further clarification on ordering.

Refer to this document for technical information about CRS 3.0 (IP–IVR and IPCC Express) software on the ICS 7750:

- Cisco Customer Response Applications Release 3.0 on the Cisco ICS 7750

## **Q. I want to upgrade my ICS 7750 to IP–IVR 3.0 or IPCC Express 3.0. What software do I need?**

**A.** You need to obtain the IP–IVR software and/or IPCC Express software, Cisco CallManager software for ICS, and ICS System Manager software. These current versions are supported:

- ◆ IP–IVR and IPCC Express 3.0(1) to 3.0(3) are only supported with CallManager 3.3, which requires ICS System Manager 2.6.
- ◆ IP–IVR and IPCC Express 3.0(3a) support all CallManager versions later than CM3.2(2c)+spF.

If you use CallManager 3.2, you need ICS System Manager 2.5. If you use CallManager 3.3, you need ICS System Manager 2.6.

This document is limited to explanations of how to obtain IP–IVR and IPCC Express software. Refer to these documents for additional information about software upgrades for CallManager 3.3 and ICS System Manager 2.6:

- ◆ Obtaining Cisco CallManager 3.3 Upgrade Software for ICS 7750 FAQs
- ◆ Obtaining System Manager 2.6 Upgrade Software for ICS 7750 FAQs

Refer to Cisco Customer Response Applications Release 3.0 on the Cisco ICS 7750 for current information about qualified combinations of product releases for CRS solutions (IP–IVR and IPCC Express).

## **Q. Are the IP–IVR 3.0 or the IPCC Express 3.0 upgrades for ICS 7750 available on CCO?**

**A.** No. The IP–IVR 3.0 and IPCC Express 3.0 upgrades for ICS 7750 or Cisco Media Convergence Server (MCS) are only available on CDs. They are not available for download from Cisco Connection Online (CCO).

## **Q. I currently have CRA 2.2 in my ICS 7750 and no Support Contract. How can I upgrade to IP–IVR 3.0 or IPCC Express 3.0 on my ICS7750?**

**A.** Purchase the software CDs for IP–IVR and/or IPCC Express upgrade for ICS 7750. Use this list of product numbers to identify the option that you need:

- ◆ Product number for CRA 2.2 to ICD Standard 3.x upgrade, includes 10 Standard Agents–ICS 7750: **ICD3.0–SU22–3X–ICS=**
- ◆ Product number for CRA 2.2 to ICD Enhanced 3.x upgrade, includes 10 Enhanced Agents–ICS 7750: **ICD3.0–EU22–3X–ICS=**
- ◆ Product number for IVR2.2 to IVR3.0 upgrade, includes 5 IVR port licenses: **IVR30–U2X–ICS=**

**Note:** 1 GB of RAM is required on your system processing engine (SPE) to install CRS 3.0 solutions (IP–IVR or IPCC Express). If you do not have the required memory, you can purchase it with product number **MEM–SPE–512D=**.

Contact your Service Sales Representative for prices or for more details.

## **Q. I currently have CRA 2.2 in my ICS 7750 and a Support Contract. How can I upgrade to IP–IVR 3.0 or IPCC Express 3.0 on my ICS 7750 ?**

**A.** Complete these steps to upgrade to IP–IVR 3.0 or IPCC Express 3.0:

1. Access the Product Upgrade Tool ( registered customers only) .
2. Click the **Launch the Product Upgrade Tool** link.
3. Provide your Support Contract number.
4. Select the appropriate part number from the next list to receive the upgrade software (part numbers for ICS7750 IP–IVR and IPCC Express [formerly IP–ICD] upgrades on ICS 7750):
  - ◇ Part number for ICD 2.2 to ICD Standard 3.x upgrade, includes 10 Standard Agents SAS for ICS 7750: **ICD30–SU22–3X–ICS=**
  - ◇ Part number for CRA2.2 IVR to CRS3.0 IVR upgrade on ICS 7750: **IVR30–U2X–ICS=**

If you need to have the ICD Enhanced 3.x software, you must purchase it separately with product number **ICD3.0-EU22-3X-ICS**. Contact your Service Sales Representative for more details.

**Note:** Ensure that you verify which versions of CallManager and ICS System Manager are required before you upgrade to IP-IVR3.0 or IPCC Express 3.0 (see the I want to upgrade my ICS 7750 to IP-IVR 3.0 or IPCC Express 3.0. What software do I need? question of this document).

## **Q. How can I get upgrades and patches for previous CRA versions for ICS 7750?**

**A.** If you hold an active Software Support Contract for your ICS 7750, upgrades for earlier versions of CRA on ICS-7750 and patches are available at the Cisco Software Center (registered customers only) ; use your CCO account.

## **Q. I do not have a Support Contract. Can I buy one now to get the IP-IVR 3.0 or IPCC Express 3.0 upgrades for ICS 7750?**

**A.** No. You will not get this software if you buy a Support Contract now. You must buy the ICS 7750 IP-IVR3.0 or IPCC Express 3.0 upgrades. Contact your Service Sales Representative for more information.

You can purchase a Cisco Software Application Support (SAS) or Cisco Software Application Support Plus Upgrades (SASU) Support Contract to enable your access to future software updates and patches. Contact your Service Sales Representative for more information on the different types of contracts.

## **Q. Does everyone have to upgrade to IP-IVR 3.0 or IPCC Express 3.0 on the ICS 7750?**

**A.** No. Upgrade to IP-IVR 3.0 or IPCC Express 3.0 is normally done to use the new features. If you do not need those new features, you can continue to run the version that you have.

## **Q. Who do I contact if I believe I am entitled to an upgrade, but the Product Upgrade Tool is not offering it to me?**

**A.** Use these methods to resolve the problem:

1. Identify a valid Support Contract. You can find your Service Contract related information on the Service Contract Center web site. In the event that there are questions about your entitlement level, refer to your local Service Sales Representative; you can find the name on the Service Contract Center web site, or look for your local Cisco office. Alternatively, you can contact the Contract Sales department in the United States at **1-800-553-6387**, and press option **4**.
  2. If you enter a valid contract in the Product Upgrade Tool (registered customers only) , but it does not offer the appropriate part numbers as described in the above sections, then send an email message to **mp-upgrades@cisco.com** . Include your contract number and the update part number that you are using in the email message.
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## Related Information

- **Voice Technology Support**
  - **Voice and IP Communications Product Support**
  - **Troubleshooting Cisco IP Telephony**
  - **Technical Support – Cisco Systems**
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