

# Cisco CallManager 4.0 Software Upgrade FAQ

Document ID: 48525

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### Related Information

## Introduction

This document provides answers to some of the most common questions asked about how to obtain the software for Cisco CallManager upgrades.

This document is not intended to replace the general information related to support contracts. Contact your local service sales representative for details on the support contracts and further clarification on ordering.

Refer to the Cisco CallManager 4.0 Release Notes for technical information on the Cisco CallManager upgrade.

### Q. Is the Cisco CallManager 4.0 upgrade available on Cisco.com?

A. Yes, it is available for purchase or for free through the Product Upgrade Tool (PUT) for customers with a valid software contract.

### Q. How do you use the Product Upgrade Tool (PUT)?

- ◆ The customer must have a valid Cisco Software Application Support Plus Upgrades (SASU) contract.
- ◆ The specific product must be listed in the contract by a part number.
- ◆ The part number is then mapped over to the actual upgrade part number.
- ◆ The PUT generates a sales order. The order is fulfilled through manufacturing.

## **Q. Can I contact Cisco Technical Support to get my Cisco CallManager 4.0 order expedited?**

A. Since Cisco CallManager 4.0 is on New Product Hold, you must contact a Customer Service Representative (CSR) or your account team to request this hold be lifted. Call your CSR at 1-800-553-6387 for information on expediting orders. Cisco Technical Support is unable to help with this process.

## **Q. How is Cisco CallManager 4.0 packaged?**

A. Cisco CallManager 4.0 is available as a CDROM bundle and can *not* be downloaded from Cisco.com.

## **Q. I currently have Cisco CallManager 3.2 or 3.3 and a support contract. How much does it cost to upgrade to Cisco CallManager 4.0?**

A. Customers who currently run Cisco CallManager 3.2 or 3.3 and have a Cisco Software Application Support Plus Upgrades (SASU) contract can order a free upgrade to Cisco CallManager 4.0 using the Product Upgrade Tool (PUT) ( registered customers only) . If you do not see the option for Cisco CallManager 4.0 in the tool, you need to contact your account team or service sales representative to correct the problem. **Cisco Technical Support cannot help with ordering questions or issues.**

Customers who do not have a SASU contract need to contact their account team or local service sales representative for pricing.

## **Q. Does everyone need to upgrade to Cisco CallManager 4.0?**

A. No. An upgrade to Cisco CallManager 4.0 is normally done in order to use the new features. If you do not need these new features, you can continue to run Cisco CallManager 3.x. Cisco CallManager 3.x is an active software train and will continue to have new releases with bug fixes. Refer to the Cisco CallManager 4.0 Release Notes for a list of new features.

## **Q. What if I have a technical question about the upgrade to Cisco CallManager 4.0?**

A. Refer to Frequently Asked Questions About Cisco CallManager 4.0 Upgrades.

## **Q. How can I get Cisco CallManager 4.0 Demonstration Software to evaluate?**

A. Contact your Account Team or local Sales Representative. **Cisco Technical Support cannot provide this software to customers.**

## **Q. I just received the Cisco CallManager 4.0 CDs and need to know if they work for new installs and upgrades.**

A. Yes, the Cisco CallManager 4.0 CDs work for both new installs and upgrades.

## **Q. What do I need to do if I have lost my CDs or need another set?**

**A.** Refer to the Product Upgrade Tool (PUT) ( registered customers only) .

You are required to enter your Cisco Software Application Support Plus Upgrades (SASU) contract number and request the CD/CD set.

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

**A.** Identify a valid Support Contract. You can find your Service Contract related information on the Service Contract Center web site. In case of 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). You can also contact the Contract Sales department in the United States at **1– 800–553–6387** and press option **4**.

If a valid contract is entered in the Product Upgrade Tool ( registered customers only) , but it does not offer the appropriate part IDs as described in this document, then send an e–mail message to [mp-upgrades@cisco.com](mailto:mp-upgrades@cisco.com). Include your contract number and the update part number in the e–mail message.

## **Q. How can I get an upgrade and patches for earlier Cisco CallManager versions (3.1x, 3.2x, 3.3x, and so forth)?**

**A.** If you hold an active software support contract for your Cisco CallManager, upgrades to Cisco CallManager 3.1x, 3.2x and 3.3x patches are available at the Cisco Software Center by using your Cisco.com account.

## **Q. What software can I use to backup the Cisco CallManager before I upgrade the server?**

**A.** Cisco does not recommend backup or "ghosting" software on Cisco CallManager servers. Cisco recommends and supports the use of the Cisco IP Telephony Backup & Restore System (BARS) Utility.

The BARS Utility supports these applications:

- ◆ Cisco CallManager
- ◆ Cisco Customer Response Solutions (CRS)
- ◆ Cisco CDR Analysis and Reporting (CAR)
- ◆ Cisco Emergency Responder (CER)

Use the supported BARS utility if you run Cisco CallManager 3.3 or later. If you use an earlier version of Cisco CallManager, use the Cisco IP Telephony Applications Backup Utility (3.5). The BARS Utility only restores files that are backed up with BARS.

The BARS Utility is available as part of your Cisco CallManager CDs. You can also download the latest version of BARS from CallManager & Voice Apps Crypto Software – Software Download ( registered customers only) .

For Cisco Unity, you can make use of the Cisco Unity Disaster Recovery Tool (DiRT) available for download from Cisco Unity Tools – Unity Disaster Recovery Tools.


The UnityDisasterRecovery.htm help file is in the same directory as UnityDisasterRecoveryRestore.exe. Follow the help carefully. DiRT includes a variety of options that you must understand in order to use the tools successfully.

## **Q. What is the procedure to migrate phones from Cisco CallManager Express (CME)/Cisco Unity Express (CUE) to Cisco CallManager?**

**A.** There is no migration procedure to move phones from Cisco CallManager Express to Cisco CallManager. You just need to configure the phones in Cisco CallManager and point the TFTP server address of the phone to the publisher server so that they register to the Cisco CallManager. If the phones use DHCP, then you need to change the option 150 value on the DHCP server.

If you intend to get rid of Cisco CallManager Express completely, then you might need to remove any route patterns that point to the Cisco CallManager Express. Also add the users to whatever voicemail system your Cisco CallManager cluster uses and remove them from Cisco Unity Express.

## **Related Information**

- **[AVVID CD Software Request Cases FAQ](#)**
- **[Cisco CallManager Q&A](#)**
- **[IP Telephony Application Product Keys](#)**
- **[Voice Technology Support](#)**
- **[Voice and Unified Communications Product Support](#)**
- **[Troubleshooting Cisco IP Telephony](#)** 
- **[Technical Support & Documentation – Cisco Systems](#)**

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Updated: Jun 27, 2006

Document ID: 48525

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