



Preface

Objective

The *Cisco VCO/4K Software Installation Guide* is a comprehensive guide to installing and/or upgrading Cisco's VCO/4K switch system software. This guide also includes instructions for installing optional software products.



Note

In order to install and utilize optional software products, you must first purchase a feature license(s) from Cisco Systems, Inc. Contact the Cisco Systems Technical Assistance Center if you do not have the appropriate license(s).

Before you attempt to install or upgrade your VCO system, read the *Cisco VCO/4K System Software Version 5.n(n) Release Notes* to ensure that you have the most current system requirements (hardware, firmware, and software).

Audience

The *Cisco VCO/4K Software Installation Guide* is intended for all personnel installing or upgrading VCO switch software. You should be familiar with the system administration functions of the VCO interface.

Document Organization

This document is organized as follows:

Chapter 1, "Install the System Software," describes the procedures for installing Cisco VCO/4K system software.

Chapter 2, "Perform a Live Upgrade to a New System Software Release," describes the procedures for installing Cisco VCO/4K system software, and optional software products, on systems currently running generic V4.2 FSR00 or greater, or V5.0 FSR00 or greater.

Chapter 3, "Replacing PROMs and PLDs," describes the procedures for installing new firmware and programmable logic in circuit cards.

Document Conventions

This document uses the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions.



Tips

Means *the following are useful tips*.



Caution

Means *reader be careful*. In this situation, you might do something that could result in loss of data.

Related Documentation

You may want to refer to the following documents that apply to your Cisco VCO/4K configuration:

- *Cisco VCO/4K System Software Version 5.n(n) Release Notes*
- *Cisco VCO/4K System Administrator's Guide*
- *Cisco VCO/4K Hardware Installation Guide*
- *Cisco VCO/4K Card Technical Descriptions*
- *Cisco VCO/4K System Messages*
- Product supplements for optional software, including:
 - *Cisco VCO/4K Management Information Base (MIB) Reference*
 - *Cisco VCO/4K Standard Programming Reference*
 - *Cisco VCO/4K Extended Programming Reference*
 - *Cisco VCO/4K ASIST Programming Reference*
 - *Cisco VCO/4K TeleRouter Reference Guide*
 - *Cisco VCO/4K ISDN Supplement*
 - *Cisco VCO/4K Ethernet Guide*
 - Applicable tone plan supplements

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

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

- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships 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 as 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
- 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, in North America, by calling 800 553-NETS(6387).

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You can e-mail your comments to 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:

Attn Document Resource Connection
Cisco Systems, Inc.
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. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

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

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

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

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

