Upgrading the Cisco EGW 2200 Software

This topic describes the procedures for upgrading the Cisco EGW 2200 software.

Upgrades and patches are posted for download at:

http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml

To receive automatic notification of any available upgrades on Cisco.com, you must set up notification using the Cisco Voice Technology Group Subscription tool available on the Software Center (Downloads) page. Cisco will then notify you of any available upgrades.

If you want to receive automatic notices of any available upgrade on the internal server, set up electronic notification (see Setting up Electronic Notification).

An upgrade installs the new version or patch on an inactive partition on the Cisco EGW 2200. The current version on the active partition is not overwritten. When you restart the system after an upgrade, the upgrade partition becomes active and the upgraded software becomes the current version. If you need to fall back to the previous version, you can restart and switch versions.

You can upgrade in one of two ways, with a remote upgrade from Cisco.com or a distribution server in your organization, or a local upgrade from CD or DVD:

- **Remote upgrade:**

    - If Cisco EGW 2200 has Internet access, you can use remote upgrade to download the upgrade from Cisco.com and install it on the Cisco EGW 2200 in one step. See Downloading Upgrades for Local CD/DVD or Remote Distribution Server Installations and then Upgrading from a Remote Source.

    - Your organization can choose to use one of its own servers as an upgrade distribution area. Doing this allows you to control upgrade schedules in an environment with multiple Cisco EGW 2200 systems. In this case, you download the Cisco EGW 2200 upgrade manually from Cisco.com to the distribution server, then all of your Cisco EGW 2200 systems perform a remote upgrade from that server. See Downloading Upgrades for Local CD/DVD or Remote Distribution Server Installations and then Upgrading from a Remote Source to perform the upgrade on each system.

Note For either of these options, secure communications are supported for remote upgrades from external computer systems.

- **Local upgrade from CD or DVD:** If the Cisco EGW 2200 cannot access the Internet or you are not using your own server as an upgrade distribution area, you can upgrade using a CD or DVD. You download upgrades manually from Cisco.com to a machine that is connected to the Internet and has a CD/DVD burner, then create the CD or DVD. (See Downloading Upgrades for Local CD/DVD or Remote Distribution Server Installations.) You then perform a local upgrade from the CD or DVD on each system. See Upgrading from a Local Source (CD or DVD).

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Caution   If you are using a MCS 7825 machine with a single CPU in a standalone configuration, you may lose calls during the upgrade.

Fault-tolerant configurations: Upgrade the standby system first. Once you are sure the upgrade is successful, switch over to make that system active, then repeat the upgrade process on the second system. Provisioning is disabled until both systems have been upgraded to the new version, whether a major release or patch. Cisco EGW 2200 automatically disables provisioning whenever two platforms that make up a fault-tolerant pair are running incompatible versions.

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Tip   Do not provision when your standby system is down, but if you do run into problems, check the virtual fault tolerance button

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Note   A patch is cumulative and includes all features and fixes from earlier patches, therefore you may upgrade directly to the latest patch from the base release 1.1.2.0-0 . There is no need for incremental upgrades. However, if you are upgrading a fault-tolerant system from base release, patch 1, or patch 2 to patch 3 or above, you do need to follow some special steps. See Special Procedures When Upgrading from the Base Release, Patch 1, or Patch 2 for details. If you are upgrading from patch 3 or above, just follow the normal upgrade procedure.

Audience

This document is meant for two audiences, though in some organizations, the same person may be doing both the roles:

- The system administrator who handles downloading upgrades for distribution (to remote server or to machine to create CDs). See "Downloading Upgrades for Local CD/DVD or Remote Distribution Server Installations"
- The EGW Administrator who handles the actual upgrades as described in "Upgrading from a Remote Source" and "Upgrading from a Local Source (CD or DVD)".

Before You Begin

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Note   Unless you are performing a re-image of the Cisco EGW 2200, the active Cisco EGW 2200 should not be in Virtual Fault Tolerant mode when performing an upgrade.

Make sure you have available the following information:

- A valid user ID and password to get the Cisco EGW 2200 software from Cisco.com

- The location (server and directory) where the upgrade software resides

Back up your data before you begin an upgrade. For instructions on how to perform a back up, see "Backing up and Restoring the Cisco EGW 2200" at
http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/opsnirv/anbrst.htm

If you are creating a CD or DVD for a local upgrade, the machine you use must have a CD or DVD burner and CD/DVD creation software that supports RockRidge extensions to the ISO 9660 CD format specification.

Cisco recommends using Netscape 7.0 or higher or Internet Explorer 6.0 or higher to access Cisco IPT Platform Administration.

Setting up Electronic Notification

Electronic notification is used to alert you to the presence of new software that has been uploaded to a remote internal server. You can set up electronic notification to receive automatic updates of any patches or upgrades available for Cisco EGW 2200.

Note For electronic notification to work, you must have specified your mail server in the SMTP field during Cisco EGW 2200 installation.

Caution If you choose to skip setting up electronic notification now and decide to do it later, you must re-do the complete installation at a later point. This may result in loss of data.

Step 1 Open Cisco IPT Platform Administration. Refer to
http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/opsnirv/hweopen.htm#wp39989.

Step 2 From the left navigation menu, choose **Electronic Notification > Change or Set Config**. The **Change EN Config** window opens.

Step 3 Enter your electronic notification specifications. Refer to Cisco IPT Platform Administration online help for detailed information.

Step 4 Click **Submit**. Electronic notification is now enabled.

Downloading Upgrades for Local CD/DVD or Remote Distribution Server Installations

Use this procedure as a prerequisite step for either of two upgrade scenarios:

- If you are using your own server as an upgrade distribution area for remote, scheduled upgrades by multiple Cisco EGW 2200 systems
- If you are creating a CD or DVD to use for a local upgrade

Perform the following steps:

Step 1 On the machine you are using as a server or CD/DVD burner, go to the following URL where the upgrade resides:

http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml

Step 2 Download the desired software image.

Step 3 If you are creating a CD or DVD for a local upgrade, copy the new (upgraded) software image from the server hard drive to a CD or DVD.

Upgrading from a Remote Source

Use this procedure under one of two conditions:

- If Cisco EGW 2200 has Internet access and you want to download the upgrade from Cisco.com and install it in one step. You must have the Cisco.com address and upgrade directory information available.

- If your organization is using its own server as an upgrade distribution location. You or your system administrator must have first downloaded the upgrade to your own remote server (see Downloading Upgrades for Local CD/DVD or Remote Distribution Server Installations) and you must have the server location and upgrade directory information available.

Tip   We recommend that you use a Unix server to upgrade.

Fault-tolerant configurations: Upgrade the standby system first. Once you are sure the upgrade is successful, switch over to make that system active, then repeat the upgrade process on the second system. Provisioning is disabled until both systems have been upgraded to the new version, whether a major release or patch. Cisco EGW 2200 automatically disables provisioning whenever two platforms that make up a fault-tolerant pair are running incompatible versions.

Note   If you are upgrading a fault-tolerant system from patch 2 or earlier, also refer to Special Procedure for Upgrading a Fault-Tolerant System.

Step 1 Open Cisco IPT Platform Administration. Refer to the "Opening Cisco IPT Platform Administration" section at:
http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/opsnirv/hweopen.htm#wp39989.

Step 2 If desired, check the current version running on your system: In the left navigation menu, choose **Software Upgrade** and **Show Current Version**.

Tip   Make sure that your base version is 1.1.2.0-0

Step 3 To begin upgrading, choose **Software Upgrade** and **From Remote Source** from the left navigation menu.

Step 4 The **Upgrade Remote Check First** window appears. To continue upgrading, click **Continue**.

Step 5 On the **Upgrade Remote Source** window, enter requested information. See Table 1 for field descriptions and default values.

Step 6 Click **Submit**.

Messages indicating that the system is checking for a valid available server and versions already downloaded appear. This will take about 1 minute.

Step 7 On the **Upgrade Software Version Select** window, select the version you need to upgrade to and click **Submit**.

Step 8 When the **Upgrade Confirm** window appears, select **No** to reboot manually. If you select **Yes**, the reboot will occur after the upgrade is complete and you do not need to perform Steps 8-10.

> **Note** When you select **Yes**, the window does not refresh. To check for progress, query the upgrade process on the **Upgrade Software Proceeding** page.

Step 9 When the **Upgrade Software Partially Completed** window appears, select **Reboot Later**.

Step 10 From the left navigation menu, select **System Reboot**. The **Upgrade Software** window appears.

    a. Go to **Switch Versions** and reboot.

    b. To perform a backup, select **Cancel** and backup your system.

> **Tip** During Steps 9 and 10, if you have trouble upgrading, check your hardware. For hardware specifics, see the Cisco EGW 2200 Release Notes at http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/relnirv/egw11rn.htm#wp270113

> **Note** You can also switch versions using the CLI.

Step 11 To reboot your system, choose **Proceed**. A message similar to the following appears:

```
The target system will reboot and the current connection will end. Please click on the
button next to close the browser. [close]
```

Step 12 Open Cisco IPT Platform Administration. Refer to http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/opsnirv/hweopen.htm#wp39989. If you are able to log in again, the upgrade is complete.

If you encounter problems during the upgrade, consult your system administrator.

Step 13 To confirm that the upgrade was successful, select **Show Current Version** from the left navigation menu of the Cisco IPT Platform Administration. The **Upgrade Show Current Software Version** window appears, indicating the current running software version.

If this upgrade was done as part of your initial Cisco EGW 2200 installation, your next step is provisioning. Provisioning tasks are done using the other GUI application, Cisco EGW Administration. For instructions on getting started with Cisco EGW Administration, refer to "Opening Cisco EGW 2200 Administration and Cisco EGW Platform Administration" at http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/opsnirv/hweopen.htm

> **Note** To check the status of the upgrade process at any time, choose **Show Component Info** from **Software Upgrade** from the left navigation menu and click **Upgrade**.

Field	Description
Remote Software Server	The host name or IP address of the remote server that has the patch installed on it from which software will be downloaded. Example: lx-lab-srv for your own internal server
Remote User	The name of a user configured on the remote server.
Remote User Password	The password configured for this user on the remote server.
Upgrade Software Directory	The name of the directory from which software will be downloaded.
Download Protocol	Enter either **sftp** or **ftp**, according to what is supported on your system. **sftp** is the default.
Platform	Linux. This is the default.

Upgrading from a Local Source (CD or DVD)

Use this procedure to upgrade Cisco EGW 2200 from a CD or DVD. You or your system administrator must have first downloaded the upgrade from Cisco.com and created the CD or DVD (see Downloading Upgrades for Local CD/DVD or Remote Distribution Server Installations). You must have the CD/DVD directory information for the upgrade available.

Fault-tolerant configurations: Upgrade the standby system first. Once you are sure the upgrade is successful, switch over to make that system active, then repeat the upgrade process on the second system. Provisioning is disabled until both systems have been upgraded to the new version, whether a major release or patch. Cisco EGW 2200 automatically disables provisioning whenever two platforms that make up a fault-tolerant pair are running incompatible versions.

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Note If you are upgrading from patch 1 or the base release, refer to Local Upgrade (CD or DVD) Special Handling. If you are upgrading a fault-tolerant system from patch 2 or earlier, also refer to Special Procedure for Upgrading a Fault-Tolerant System.

Step 1 Open Cisco IPT Platform Administration. Refer to http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/opsnirv/hweopen.htm#wp39989.

Step 2 From the left navigation menu, select **Software Upgrade** and **From Local Source**.]

Step 3 Insert the CD with the Cisco EGW software into the MCS 78*xx*.

Step 4 Enter the upgrade software directory on the CD or DVD where the software upgrade is located. Leave the default platform (Linux).

Step 5 Click **Submit**.

Reverting to a Previous Version

If an upgrade seems unstable or for some other reason you want to revert to the software version before the upgrade, you can restart your system and switch to the software version on the inactive partition.

Step 1 If it is not already open, open Cisco IPT Platform Administration. Refer to http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/opsnirv/hweopen.htm#wp39989.

Step 2 If desired, check the current version running on your system. In the left navigation menu, choose **Software Upgrade** and **Show Current Version**.

Step 3 In **System**, click **Poweroff or Reboot > Switch Versions and Reboot**. For more information, refer to Cisco IPT Platform Administration online help.

Note If you cannot access Cisco IPT Platform Administration, use the CLI. Refer to the Cisco IPT Platform Administration CLI Guide at http://www.cisco.com/univercd/cc/td/doc/product/access/sc/nirvdoc/refnirv/hwrefcli.htm and use the **system** command with the **switch-ver** parameter.

Special Procedures When Upgrading from the Base Release, Patch 1, or Patch 2

Local Upgrade (CD or DVD) Special Handling

Because of a problem (fault CSCee62390, fixed in patch 2) a local upgrade from patch 1 or the base release to any later patch requires this workaround. At the beginning of the procedure, do the following:

1. Begin a remote upgrade: Log in to Cisco IPT Platform Administration. From the left navigation menu click **Software Upgrade** and **From Remote Source**. The "Upgrade Remote Check First" window appears. To continue upgrading, click **Continue**.

2. Enter dummy information in all fields (remote server, user, password, directory). Click **Submit**. You receive an error.

3. Click **Cancel**. The upgrade is canceled.

4. Proceed with the local upgrade from the CD as described in Upgrading from a Local Source (CD or DVD).

Special Procedure for Upgrading a Fault-Tolerant System

Because of a problem (fault CSCeg04012, fixed in patch 3), upgrading a fault-tolerant system from patch 2 or earlier to any later patch requires a workaround. The upgrade of each individual system is done according to the normal upgrade procedure, but you must follow the prescribed sequence to insure the proper functioning of Cisco EGW Administration.

In these steps, Cisco EGW 1 is the original active system and Cisco EGW 2 is the original standby system.

Before You Begin: Make sure that the active Cisco EGW is not in Virtual Fault Tolerant mode.

Step 1   Upgrade the standby system, Cisco EGW 2 following the normal upgrade procedure described in this document, either Upgrading from a Remote Source or Upgrading from a Local Source (CD or DVD). The system restarts, but at this point you cannot access it using Cisco EGW Administration.

Step 2   On Cisco EGW 1, switch over to make Cisco EGW 2 active. Call processing can continue, but you still cannot access the system using Cisco EGW Administration.

Step 3   Upgrade the new standby system, Cisco EGW 1. Both systems are now at the same patch level. Using Cisco EGW Administration, you can access the standby, Cisco EGW 1, but not yet the active system, Cisco EGW 2.

Step 4   Access the active Cisco EGW 2 using the Cisco IPT Platform Administration CLI.

  a.   Do one of the following depending on your method of access:

   – From a remote system, use SSH to connect securely to the Cisco EGW 2200. In your SSH client, enter:

   ssh *adminname*@*hostname*

   where *adminname* is the Administrator ID and *hostname* is the hostname defined during installation.

   For example, **ssh admin@egw-1**.

   – From a direct connection, you receive this prompt automatically:

   ```
   egw-1 login:
   ```

   where **egw-1** is the host name of the system.

  b.   Enter the administrator ID defined during installation.

   In either case, you are prompted for a password.

  c.   Enter the password defined at installation.

The CLI prompt appears. The prompt is the Administrator ID, for example:

admin:

Step 5   Enter the command to restart the system:

system restart

You are asked for confirmation. Confirm the restart.

The restart switches Cisco EGW 2 to standby and makes Cisco EGW 1 active again. The upgrade is complete and you can now access either Cisco EGW using Cisco EGW Administration.