
Nortel Communication Server 1000

Nortel Communication Server 1000 Release 5.0

Communication Server 1000M and Meridian 1

CS 1000M MG CP PII FNF to CS 1000M MG CP PIV FNF Upgrade

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May 2007

Standard 01.01. This document is up-issued for Communication Server 1000 Release 5.0. This document contains information previously contained in the following legacy document, now retired: *Communication Server 1000M and Meridian 1 Large System Upgrades (553-3021-258)*.

May 2006

Standard 5.00. This document is up-issued with corrections from CRs Q01215486 and Q01347637.

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Standard 3.00. This document is up-issued to support CP PIV and Communication Server 1000 Release 4.5.

September 2004

Standard 2.00. This document is up-issued for Communication Server 1000 Release 4.0.

October 2003

Standard 1.00. This document is a new NTP for Succession 3.0. It was created to support a restructuring of the Documentation Library. This document contains information previously contained in the following legacy document, now retired: *Upgraded Systems Installation: Upgrade to Options 51C, 61C, 81C (553-3001-258)*.

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Find the latest updates on the Nortel web site

The content of this documentation was current at the time the product was released. To check for updates to the latest documentation and software for CS 1000 Release 5.0, click one of the links below.

Latest Software	Takes you directly to the Nortel page for CS 1000 Release 5.0 software.
Latest Documentation	Takes you directly to the Nortel page for CS 1000 Release 5.0 documentation.

How to get help

This section explains how to get help for Nortel products and services.

Getting help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting help over the telephone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

www.nortel.com/callus

Getting help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

www.nortel.com/erc

Getting help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

System information

This document is a global document. Contact your system supplier or your Nortel representative to verify that the hardware and software described is supported in your area.

Subject

Use this document to perform upgrades on Meridian 1 Large Systems. This document also contains information on database transfers, Call Processor card upgrades, and network group upgrades.

This document also contains information on converting Release 19.0x or later software to CS 1000 Release 5.0 or later on Meridian 1 Options 51C, 61C, 81, 81C, CS 1000M SG and CS 1000M MG systems. For software conversion procedures prior to Release 19.xx, refer to the *Software conversion procedures* (553-2001-320) NTP for software Release 24.



IMPORTANT!

Database conversion for Meridian 1 Options 21E, 51, 61, 71, STE, NT, and XT must be completed by Nortel's Software Conversion Lab. Consult the current Nortel price book for cost and contact information.

Note on legacy products and releases

This NTP contains information about systems, components, and features that are compatible with Nortel Communication Server 1000 Release 5.0 software. For more information on legacy products and releases, click the **Technical Documentation** link under **Support** on the Nortel home page:

www.nortel.com/

Applicable systems

This document applies to the following systems:

- Communication Server 1000M Half Group (CS 1000M HG)
- Communication Server 1000M Single Group (CS 1000M SG)
- Communication Server 1000M Multi Group (CS 1000M MG)
- Meridian 1 PBX 51C
- Meridian 1 PBX 61C
- Meridian 1 PBX 81
- Meridian 1 PBX 81C

Note: When upgrading software, memory upgrades may be required on the Signaling Server, the Call Server, or both.

System migration

When particular Meridian 1 systems are upgraded to run CS 1000 Release 5.0 software and configured to include a Signaling Server, they

become CS 1000M systems. Table 1 lists each Meridian 1 system that supports an upgrade path to a CS 1000M system.

Table 1
Meridian 1 systems to CS 1000M systems

This Meridian 1 system...	Maps to this CS 1000M system
Meridian 1 PBX 51C	CS 1000M Half Group
Meridian 1 PBX 61C	CS 1000M Single Group
Meridian 1 PBX 81	CS 1000M Multi Group
Meridian 1 PBX 81C	CS 1000M Multi Group

Signaling Server configuration

Meridian 1 Large Systems can be configured to run one or more Signaling Servers. The following Signaling Servers are supported in a Large System configuration for CS 1000 release 5.0:

- CP PM Signaling Server
- Commercial Off the Shelf (COTS) Signaling Server
- Intel ISP1100 Signaling Server

For detailed Signaling Server configuration information see Appendix : “Upgrading and configuring the Signaling Server” on [page 113](#).

Upgrade paths

This document contains information on the following Large System upgrades:

- Meridian 1 Options 51, 61, 71, 51C, 61C, 81C, CS 1000M SG, and CS 1000M MG
- upgrades to FNF
- software upgrades
- network additions

The upgrades documented in this NTP are structured as source platform to target platform upgrades.

Intended audience

This document is intended for individuals responsible for upgrading Large Systems.

This document is intended for individuals responsible for software conversion and memory upgrades.

Conventions

Terminology

The following systems are referred to generically as “Large System”:

- Communication Server 1000M Half Group (CS 1000M HG)
- Communication Server 1000M Single Group (CS 1000M SG)
- Communication Server 1000M Multi Group (CS 1000M MG)
- Meridian 1 PBX 51C
- Meridian 1 PBX 61C
- Meridian 1 PBX 81
- Meridian 1 PBX 81C

NTP feedback

Nortel strives to provide accurate documentation for our customers. However, if you feel there are errors or omissions in this document, your feedback is welcome.

Send comments via email to gntsdoc@nortel.com or open a problem report via the normal procedures.

Please provide as much information as possible including the NTP number, standard version and date of the document, as well as the page, problem description, and any supporting documentation and capture files.

Related information



CAUTION — Data Loss

Only personnel who are familiar with the system and with conversion procedures should perform the conversion.

Read the applicable procedures carefully before beginning any the conversion.

Note: Converting software on single CPU systems disrupts call processing and allows service only to those telephones connected to Power Failure Transfer Units (PFTU).



CAUTION WITH ESDS DEVICES

To avoid damaging equipment from electrostatic discharge, wear a properly connected antistatic wrist strap when working on system equipment.

Follow pre-conversion and post-conversion procedures for every system conversion.

Throughout this document the term *media* refers to tape, disk, CD-ROM or Compact Flash (CF), whichever applies to the system.

The term **source** refers to the hardware and software that is currently running. The term **target** refers to the new hardware and software to which the system is converting.



CAUTION — Data Loss

Read “General software conversion information” in *CS 1000M and Meridian 1 Large System Upgrades Overview* (NN43021-458) before performing any operations.

It contains information vital to the conversion process.

NTPs

The following NTPs are referenced in this document:

- *Product Compatibility* (NN43001-256)
- *Converging the Data Network with VoIP* (NN43001-260)
- *Circuit Card: Description and Installation* (NN43001-311)
- *Signaling Server: Installation and Commissioning* (NN43001-312)
- *IP Peer Networking: Installation and Commissioning* (NN43001-313)
- *Features and Services* (NN43001-106)
- *Software Input/Output: Administration* (NN43001-611)
- *Element Manager: System Administration* (NN43001-632)
- *IP Trunk: Description, Installation, and Operation* (NN43001-563)
- *IP Line: Description, Installation, and Operation* (NN43100-500)
- *ISDN Basic Rate Interface: Features* (NN43001-580)
- *Software Input/Output: Maintenance* (NN43001-711)
- *Communication Server 1000M and Meridian 1: Large System Planning and Engineering* (NN43021-220)
- *Communication Server 1000M and Meridian 1: Large System Installation and Commissioning* (NN43021-310)

- *Communication Server 1000M and Meridian 1: Large System Maintenance* (NN43021-700)
- *Communication Server 1000M and Meridian 1 Large System Upgrade NTPs* (NN43021-458 – NN43021-475)

Online

To access Nortel documentation online, click the **Technical Documentation** link under **Support** on the Nortel home page:

www.nortel.com

CD-ROM

To obtain Nortel documentation on CD-ROM, contact your Nortel customer representative.

Technical support

For technical support contact information, see “Technical Assistance service” on [page 147](#).

Preparing and planning for the upgrade

Contents

This section contains information on the following topics:

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Introduction

This document implements a “source- to-target” approach to performing an upgrade. It is important to correctly identify the source platform, target platform, and maintenance window required to perform the upgrade.



IMPORTANT!

This upgrade requires that the PC you are working from is equipped with a floppy disk drive and CF reader (or, if a CF reader is not available, a PCMCIA CF adaptor).

Each section features check boxes indicating what state the system should be in at that stage of the upgrade. If the system is not in the proper state steps should be taken to correct this.

Each section is written to maintain Dial Tone where possible and limit service interruptions.

Before attempting any software or hardware upgrade field personnel should follow the steps in Table 2:

Table 2
Prepare for upgrade steps (Part 1 of 2)

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Table 2
Prepare for upgrade steps (Part 2 of 2)

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Planning

Planning for an upgrade involves the following tasks:

- Read and understand the current release Product Bulletin.
- Review the current release product bulletin related specifically to the software being upgraded.
- Conduct a site inspection to determine proper power and grounding.
- Review the site profile to determine proper foot space if adding new columns or modules.

Note: For information on adding new network shelves, see *Communication Server 1000M and Meridian 1: Large System Installation and Commissioning* (NN43021-310).

- Ensure sufficient power for new columns/modules or applications.
- Identify all applications that are currently installed on the source platform.
- Identify and correct outstanding service problems.
- Verify the site log is updated with current trunking, call routing, application notes, and site contact information.
- Review all product bulletins and Nortel Alerts that impact the site.

- Determine if software can be converted on site or must be sent to Nortel.
- Prepare a contingency plan for backing out of the upgrade.



DANGER OF ELECTRIC SHOCK

In a DC-powered system, power to the column can remain on during the following procedures. In an AC-powered system, however, power to the entire column *must* be shut down throughout the procedures.

Upgrade Checklists

Upgrade checklists can be found in “Upgrade checklists” on [page 135](#). Engineers may print this section for reference during the upgrade.

Preparing

Preparing for an upgrade involves the following tasks:

- Identify and become familiar with all procedures.
- Verify that all installed applications meet the minimum software requirements for the target platform (see *Communication Server 1000M and Meridian 1: Large System Planning and Engineering* (NN43021-220)).
- Verify proper cable lengths for the target platform.
- Determine and note current patch or Dep lists installed at the source platform.
- Determine required patch or Dep lists at the target platform for all system-patchable components (Call Server, Voice Gateway Media Cards, Signaling Servers and so on).
- Determine the required patches or DEP lists installed on all applications (CallPilot, Symposium Call Center Server, Meridian Mail, TM 3.1, and so on).
- Determine and communicate the required maintenance window, contingency plan and the impact to the customer to complete the procedure.

- Perform an inventory on required software and hardware.
- Secure the source software and key code.
- Secure the target software and key code.
- Verify the new key code using the DKA program.
- Print site data.

Identifying the proper procedure

Each procedure has been written in a “source- to-target” format. Each procedure features warning boxes and check boxes placed at critical points. Changing the procedure or ignoring the warning boxes could cause longer service interruptions.

Connect a terminal

Procedure 1 **Connecting a terminal**

A maintenance terminal is required to access the Core or Core/Net modules during the upgrade procedure.

- 1 Connect a terminal to the J25 port on the I/O panel in the *inactive* Core or Core/Net module.
- 2 The settings for the terminal are:
 - a. 9600 baud
 - b. 8 data
 - c. parity none
 - d. 1 stop bit
 - e. full duplex
 - f. XOFF

- 3 If only one terminal is used for both Core or Core/Net modules, the terminal must be connected from side-to-side to access each module. An "A/B" switch box can also be installed to switch the terminal from side to side.

End of Procedure

Printing site data

Print site data to preserve a record of the system configuration (see Table 3 on [page 26](#)). Verify that all information is correct. Make corrections as necessary.

Note: Items marked with an asterisk (*) are required. Other items are recommended for a total system status.

Table 3
Print site data (Part 1 of 4)

Site data	Print command	
Terminal blocks for all TNs	LD 20	
	REQ	PRT
	TYPE	TNB
	CUST	<cr>
Directory Numbers	LD 20	
	REQ	PRT
	TYPE	DNB
	CUST	<cr>
Attendant Console data block for all customers	LD 20	LD 20
	REQ	PRT
	TYPE	ATT, 2250
	CUST	<cr>

Table 3
Print site data (Part 2 of 4)

Site data	Print command	
*Customer data block for all customers	LD 21	LD 21
	REQ	PRT
	TYPE	CDB
	CUST	<cr>
Route data block for all customers	LD 21	
	REQ	PRT
	TYPE	RDB
	CUST	Customer number
	ROUT	<cr>
	ACOD	<cr>
*Configuration Record	LD 22	
	REQ	PRT
	TYPE	CFN
*Software packages	LD 22	
	REQ	PRT
	TYPE	PKG
*Software issue and tape ID	LD 22	
	REQ	ISS
	REQ	TID
* Peripheral software versions	LD 22	
	REQ	PRT
	TYPE	PSWV
ACD data block for all customers	LD 23	
	REQ	PRT
	TYPE	ACD
	CUST	Customer Number
	ACDN	ACD DN (or <CR>)

Table 3
Print site data (Part 3 of 4)

Site data	Print command	
Superloop card IDs and software version (peripheral controller, superloop network and controller cards)	LD 32	IDC loop
Multi-purpose ISDN Signaling Processor (MISP) card	LD 27	REQ PRT TYPE MISP LOOP loop number (0-158) APPL <cr> PH <cr>
DTI/PRI data block for all customers	LD 73	REQ PRT TYPE DDB
Print the configured host information	LD 117	PRT HOST (provides system IP addresses)

Table 3
Print site data (Part 4 of 4)

Site data	Print command
Superloops and XPEs	<p>LD 97</p> <p>REQ CHG TYPE SUPL SUPL Vxxx</p> <p>V stands for a virtual superloop and xxx is the number of the virtual superloop.</p> <p>xxx = 0-252 in multiples of four for MG 1000E</p> <p>xxx = 96-112 in multiples of four for MG 1000T (See Table 29)</p>
<p>Note: Items marked with asterisks (*) are required printout for conversion. Other items are recommended for a total system status.</p>	

Performing a template audit

A template audit (LD 01) reviews the templates in your system. Corrupted and duplicate templates are cleaned up. An example of the information generated during the audit is listed below.

Note: The template audit may take an extended period of time on large systems. Run the audit during a low traffic period.



CAUTION — Service Interruption

Loss of Data

Do not abort this overlay until the audit is complete. If the overlay is interrupted, data will be corrupted.

LD 01 The audit begins as soon as LD 01 is entered.

TEMPLATE AUDIT

STARTING PBX TEMPLATE SCAN

TEMPLATE 0001 USER COUNT LOW CHECKSUM OK

TEMPLATE 0002 USER COUNT HIGH CHECKSUM OK

TEMPLATE 0003 NO USERS FOUND

STARTING SL1 TEMPLATE SCAN

TEMPLATE 0001 USER COUNT OK CHECKSUM OK

•

•

TEMPLATE 0120 USER COUNT OK CHECKSUM OK

TEMPLATE AUDIT COMPLETE

Backing up the database (data dump)

To back up system data, complete the following two procedures.

- 1 Perform a data dump to save all system memory to the hard disk.
- 2 Perform a ABKO (attended backup) to save the database to a spare set of floppy disks.

Procedure 2 Performing a data dump

- 1 Log into the system.
- 2 Load the Equipment Data Dump Program (LD 43). At the prompt, enter:

LD 43 Load program

3 When “EDD000” appears on the terminal, enter:

EDD Begin the data dump



CAUTION

Loss of Data

If the data dump does not succeed, do not continue. Contact your technical support organization. You must correct a data dump problem before the system can be upgraded.

4 The messages “DATADUMP COMPLETE” and “DATABASE BACKUP COMPLETE” will appear once the data dump is complete.

**** Exit program

End of Procedure

Making the RMD bootable



CAUTION — Data Loss

The PC utility used in the following procedure (mkbootrmd.exe) does not validate whether the drive letter entered is a valid RMD CF card. You must enter the correct RMD drive letter when prompted or risk formatting the incorrect drive.

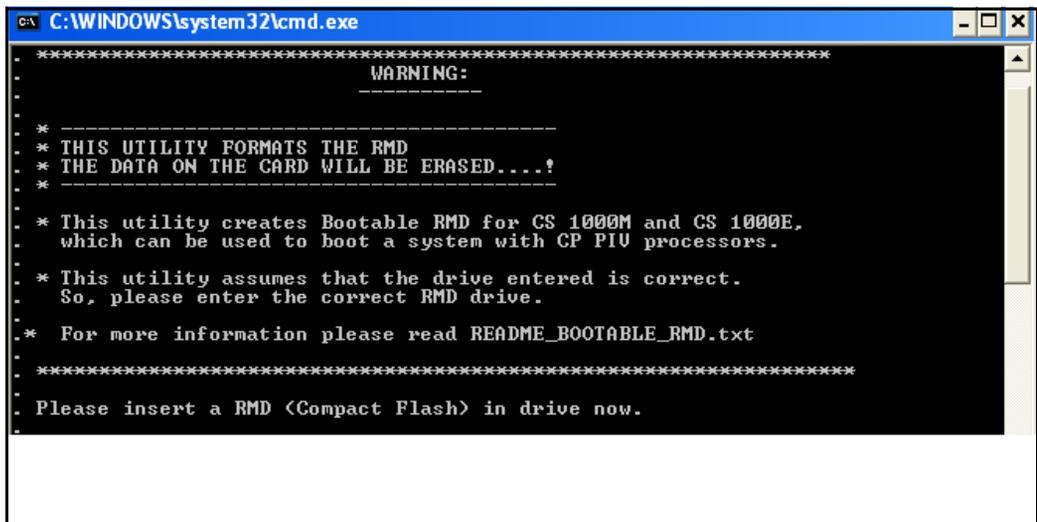
Note: This utility is supported by all versions of Microsoft Windows.

The installation RMD CF card must come pre-formatted and bootable from Nortel . Consumer CF cards are not bootable by default and must be made bootable as outlined in Procedure 3 on [page 32](#).

Procedure 3
Making the RMD bootable

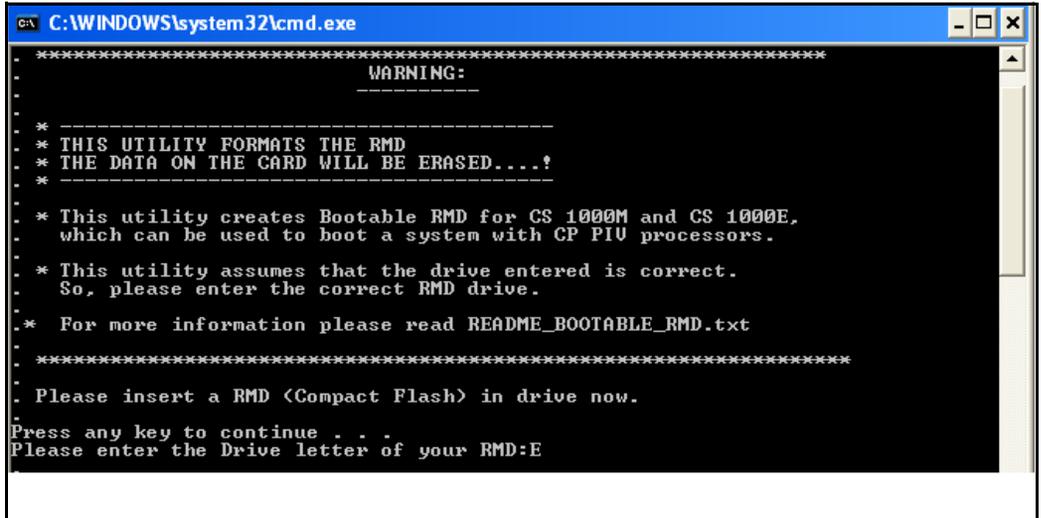
- 1 After downloading the software image file, unzip it to a directory on your PC.
- 2 Open the utilities folder.
- 3 Double click the mkbootrmd.bat file. Insert a blank 512 MByte CF card (see Figure 1).

Figure 1
mkbootrmd.bat



- 4 Enter the correct drive letter of the RMD (see Figure 2).

Figure 2
mkbootrmd.bat



```
C:\WINDOWS\system32\cmd.exe
*****
                          WARNING:
*****
* -----
* THIS UTILITY FORMATS THE RMD
* THE DATA ON THE CARD WILL BE ERASED...!
* -----
* This utility creates Bootable RMD for CS 1000M and CS 1000E,
  which can be used to boot a system with CP PIV processors.
* This utility assumes that the drive entered is correct.
  So, please enter the correct RMD drive.
* For more information please read README_BOOTABLE_RMD.txt
*****
Please insert a RMD (Compact Flash) in drive now.
Press any key to continue . . .
Please enter the Drive letter of your RMD:E
```


Release 5.0 software upgrade later in this section. Nortel recommends using the extra CF card included with the Software Install Kit.

Procedure 4**Transferring the customer database from floppy disk to CF**

This procedure requires that the PC you are working from is equipped with a floppy disk drive and CF reader (or, if a CF reader is not available, a PCMCIA CF adaptor).

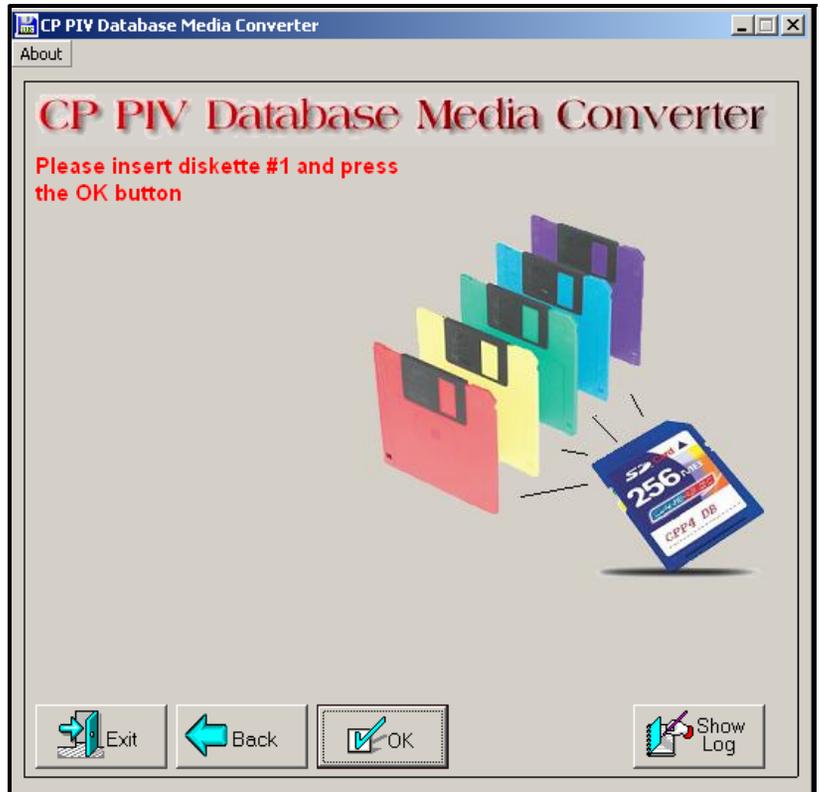
- 1 Insert the floppy disk containing the backed up customer database from Procedure 2 on [page 30](#).
- 2 Insert a CF card (there is one included in the Software Install Kit) into the CF reader or PCMCIA CF adapter.
- 3 Start the Database Media Converter utility. The first screen (Figure 4 on [page 36](#)) prompts you to select the correct drive letter for the floppy disk drive.

Figure 4
Select the floppy disk drive



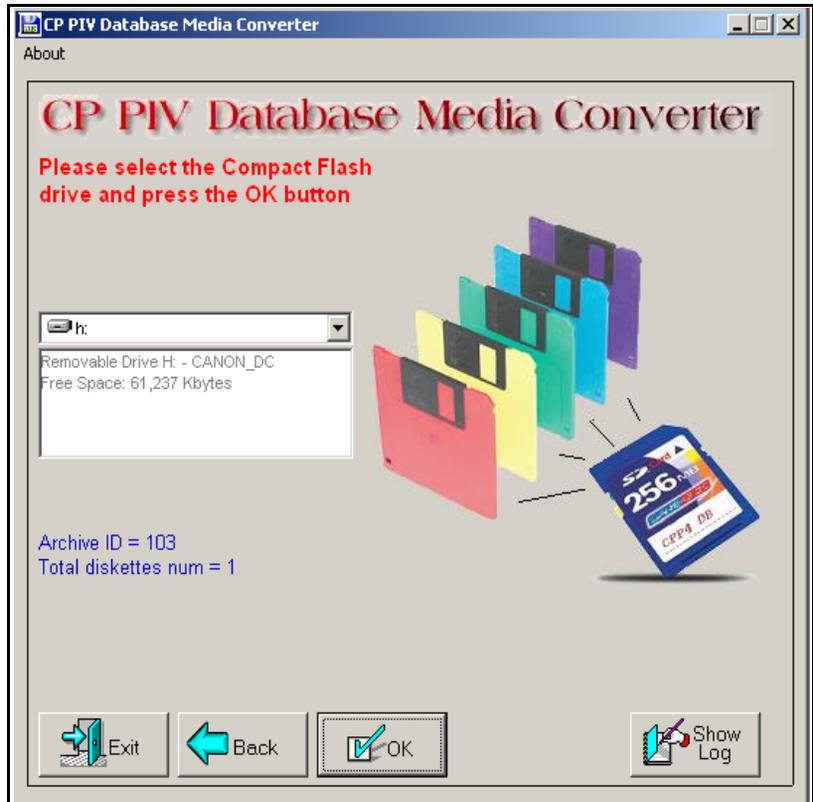
- 4 The utility then prompts you to insert the floppy disk (diskette 1) and click OK (see Figure 5 on [page 37](#)).

Figure 5
Insert diskette 1



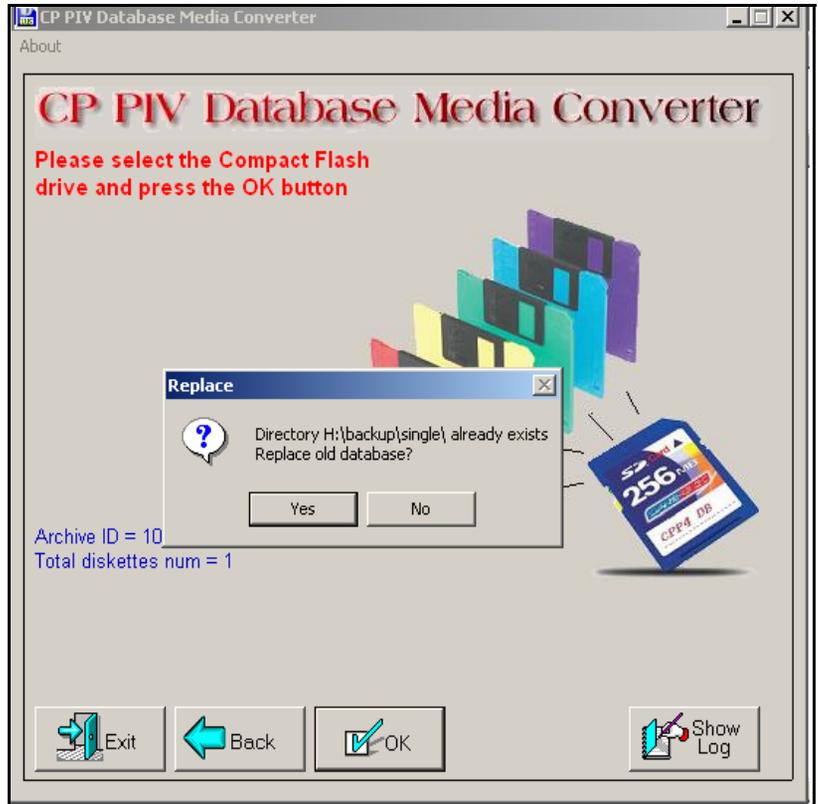
- 5 After verifying the database on the floppy disk, the utility prompts you to select the CF drive (see Figure 6 on [page 38](#)).

Figure 6
Select the CF drive



- 6 At this point, 2 options are available:
 - a. If the CF card already contains a previously backed-up database, a dialog box appears (see Figure 7 on [page 39](#)). Click yes to replace old database.
 - b. If the CF card is blank, the database is backed up to the CF card.

Figure 7
Replace database on CF drive



- 7 The utility completes the transfer to CF and prompts you to copy another or EXIT.

Figure 8
Copy another or exit



End of Procedure

Identifying two unique IP addresses

Each CP PIV system must be configured with two unique IP addresses for LAN identification and communication. One IP address is defined for the *active* Core. The second IP address is defined for the *inactive* Core. In this

configuration, the *active* Core (either Core 0 or Core 1) that handles call processing is always identified by the same IP address.

- Contact your System Administrator to identify two unique IP addresses before the upgrade.

Performing the upgrade

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Introduction

The target upgrade to CS1000M MG CP PIV FNF must meet the requirements of Product Bulletins P2002-1658-NA, PAA-2003-0199-NA, and 2000-047 rev1. Highlights include:

- PB requires NTRB53AA Clock Controller
- NT5D12AC, AD, and AG (1.54MB) support
- NT5D97AB, AD (2.0 MByte) support
- Both NTRC46 cables must be the same length

This upgrade takes a CS 1000M MG CP PII with FNF to a CS 1000M MG CP PIV with FNF.

For information on upgrading and configuring the Signaling Server, see Appendix : “Upgrading and configuring the Signaling Server” on [page 113](#).

Reviewing upgrade requirements

Check software received

The following software packages are required to upgrade a system to CS1000M MG CP PIV FNF:

- CORENET Core Network Module Package 299
- CPP_CNI CP Pentium Backplane for Intel Machine Package 368

Compact Flash Software Install Kit contains the following items:

- One CF (512 MByte) card containing:
 - Install Software files
 - CS 1000 Release 5.0 software
 - Dep. Lists (PEPs)
 - Key code File
- One blank CF card for database backup
- One Nortel CS 1000 Release 5.0 Documentation CD



IMPORTANT!

Systems and components delivered to customer sites may include pre-installed software. However, the pre-installed software versions are typically older and are included only for manufacturing and order management purposes. **Do not attempt to operate the system with the pre-installed software.** The latest software must be downloaded from the Nortel Software Downloads web site and installed as part of the upgrade process.

Check equipment received

This section describes the **minimum** equipment required for CP PIV with FNF. Additional equipment can also be installed during the upgrade. Verify that *all* equipment has been received.

Before the upgrade, check that the equipment on the order form is also on the packing slip. Check that all equipment has been received. If any items are missing, contact your supplier for replacements before you begin the upgrade.



CAUTION

Service Interruption

DO NOT proceed with the upgrade if any of the required equipment is missing. All equipment must be received to complete the upgrade.

Check vintage requirements for existing hardware

Make sure that existing hardware meets the following minimum vintage requirements for CP PIV:

- The NT4N65AC cCNI card must be minimum vintage of AC.
- The NT4N48 System Utility card must be minimum vintage AA.
- The QPC441 3-Port Extender (3PE) cards must be minimum vintage F.
- The NTRB53 Clock Controller cards must be minimum vintage AA.
- The existing QPC471 Clock Controller cards must be minimum vintage H or the QPC775 Clock Controller cards (all countries except USA) must be minimum vintage E.
- NT6D41CA (DC) Power Supply
- NT8D29BA (AC) Power Supply
- The QPC43 Peripheral Signaling cards must be minimum vintage R.

If any of the equipment listed does not meet the requirements, replace the equipment before you begin the upgrade.

	<p>CAUTION</p> <p>Service Interruption</p> <p>Equipment that does not meet the minimum vintage requirements will cause system malfunctions and loss of call processing.</p>
---	---

Table 4 describes the *minimum* equipment required to upgrade a system to CP PIV. Additional equipment for increased Network capacity is ordered separately.

Table 4
Minimum requirements for Meridian 1 Option 81C CP PIV with FNF systems

Order number	Description	Quantity per system
NT4N39	CP PIV Call Processor Card (512 MByte memory)	2
N0026096	MMDU replacement faceplate	2

Check required tools

Table 5 lists the tools required to upgrade a Nortel system. Special tools required in a procedure are listed with that procedure.

Table 5
List of recommended tools (Part 1 of 2)

- | |
|--|
| <ul style="list-style-type: none"> — Digital Multimeter (DMM) — Pliers, needle-nose — Pliers, standard — Screwdriver, 3/16" flat blade — Screwdriver, #2 Phillips — Wire cutters |
|--|

Table 5
List of recommended tools (Part 2 of 2)

- Electrical insulation tape
- 5/16" socket wrench
- Electric drill and drill bits
- Hammer and sheet metal center punch
- 1/4" socket wrench
- 3/8" socket wrench
- 1/4" nut driver
- 7/16" socket driver
- 11/32 Deep Socket
- Flashlight

Verify CP PIV hardware

Figure 9 on [page 48](#) shows the CP PIV processor card side view. Figure 10 on [page 49](#) shows the CP PIV processor card front view.

Figure 9
CP PIV call processor card (side)

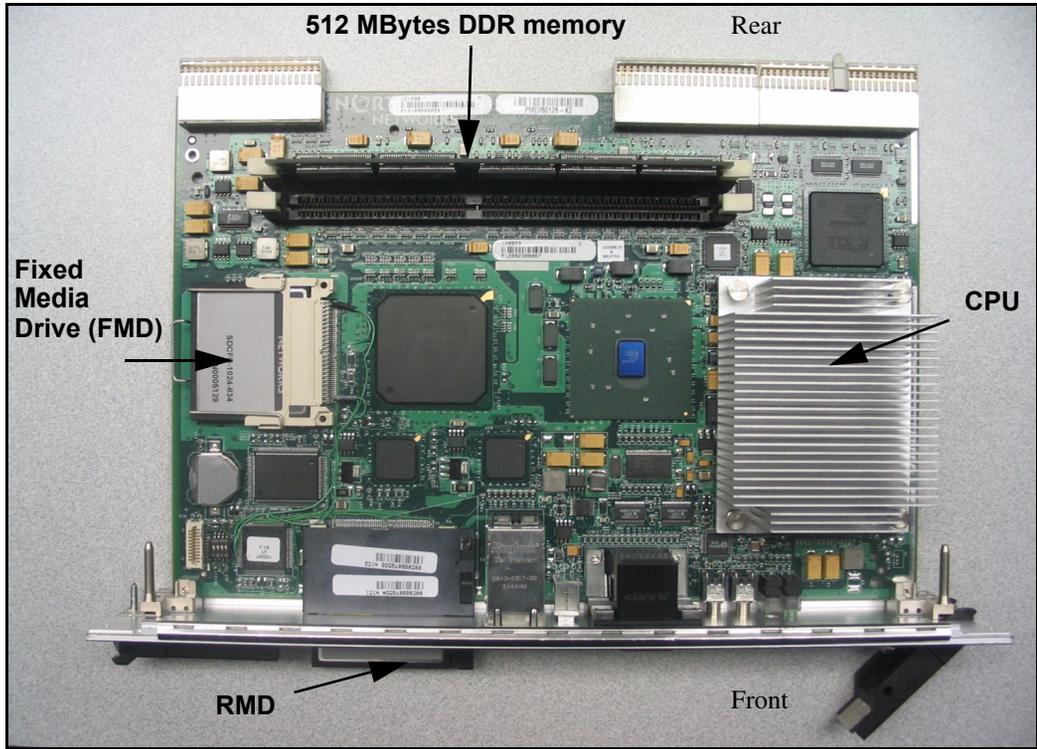


Figure 10
CP PIV call processor card (front)

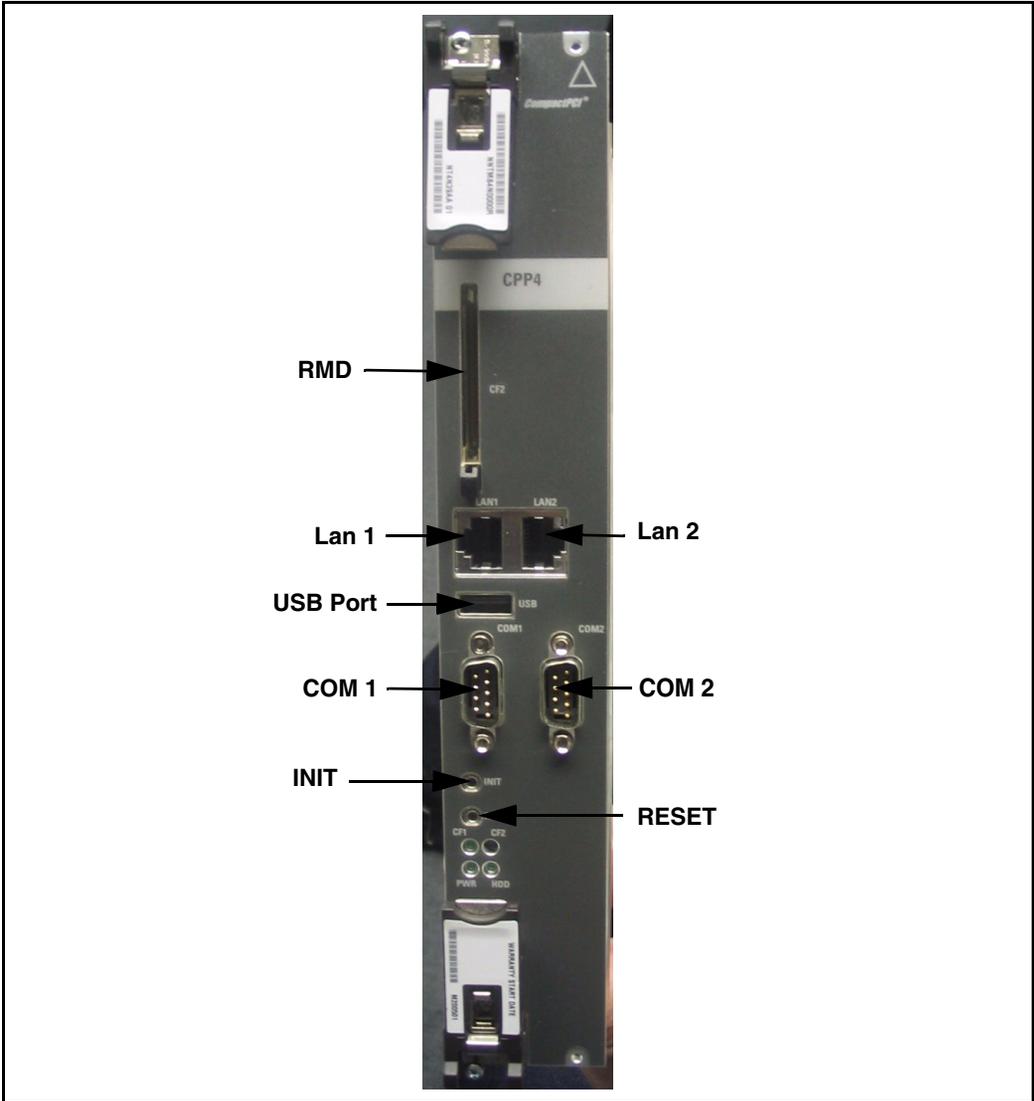
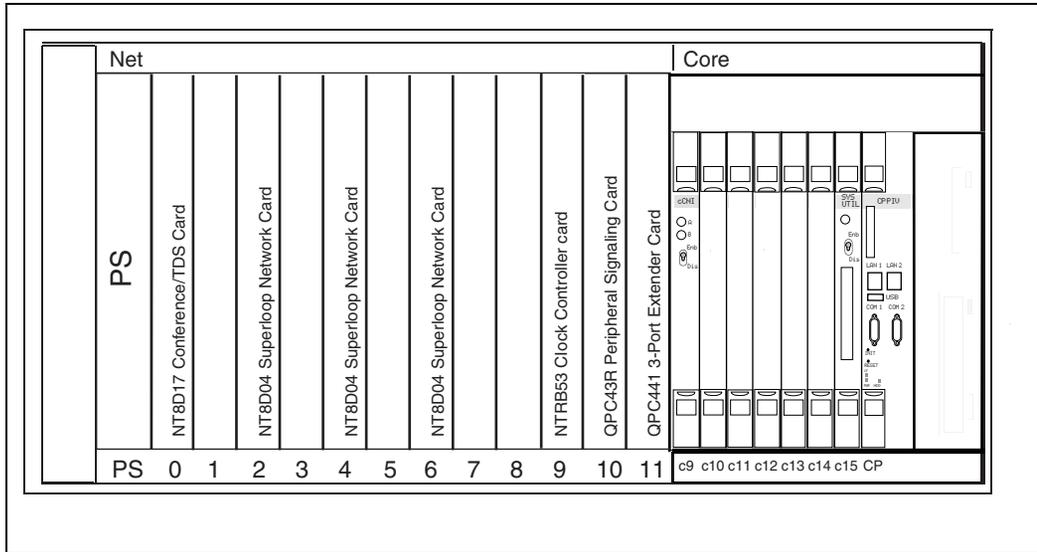


Figure 11
CP PIV NT4N41 Core/Net Module

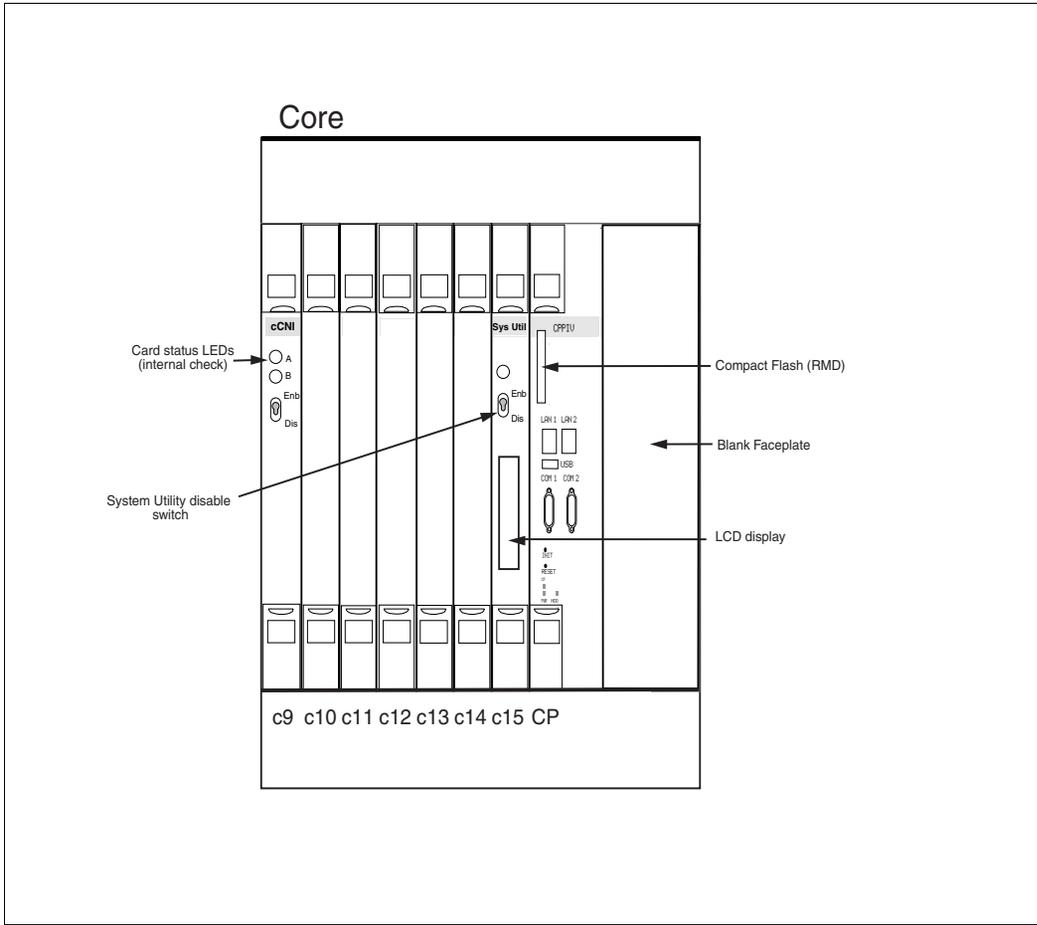


Verifying CP PIV card location

The NT4N39 CP PIV card is located in the Call Processor slot (see Figure 11).

The N0026096 blank faceplate is located in the extreme right-hand slot next to the CP PIV card.

Figure 12
CP PIV Card location



Upgrading Core 1

Procedure 5 Checking that Core 0 is active

To upgrade Core 1, verify that Core 0 is the active side performing call processing:

- 1 Verify that Core 0 is active.

LD 135 Load program

STAT CPU Get status of the CPUs

- 2 If Core 1 is active, make Core 0 active:

SCPU Switch to Core 0 (if necessary)

******** Exit program

————— **End of Procedure** —————

Procedure 6 Checking that Clock Controller 0 is active

- 1 Check the status of the Clock Controllers:

LD 60 Load program

SSCK 0 Get the status of Clock Controller 0

SSCK 1 Get the status of Clock Controller 1

- 2 If Clock Controller 1 is active, switch to Clock Controller 0.

SWCK Switch to Clock Controller 0 (if necessary)

DIS CC 1 Disable Clock Controller 1

******** Exit the program

- 3 Faceplate disable Clock Controller 1.

————— **End of Procedure** —————

Procedure 7
Checking that Ring 0 is active

1 Check the status of Ring 0.

LD 39 Load program

STAT RING 0 Get the status of Ring 0
(Ring state should be HALF/HALF)

2 Disable Ring auto recovery.

LD 39 Load program

ARCV OFF Set or reset auto-recovery operation for ring

3 Swap to Ring 0.

LD 39 Load program

SWRG 0 Switch call processing to ring 0

4 Disable Ring 1.

LD 39 Load program

DIS RING 1 Disable all FIJI cards on side 1

End of Procedure

Procedure 8
Splitting the Cores

- 1 From Core/Net 0, enter the SPLIT command from LD 135.

LD 135 Load program

SPLIT Split the Cores

******** Exit program

- 2 Hardware disable all CNI cards in Core 1.



The system is now in split mode, with call processing on Core 0 with Clock Controller 0 active and Ring 0 driving Full.

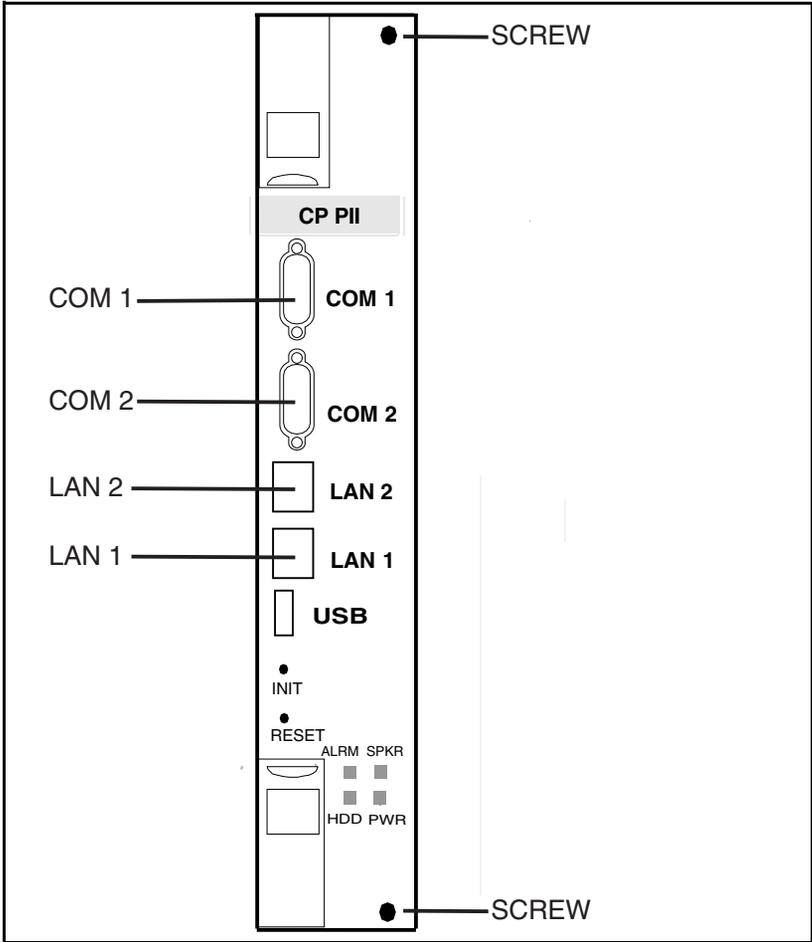
End of Procedure

Removing Core 1 CP PII card and MMDU

Procedure 9 Removing the Core 1 CP PII processor and MMDU

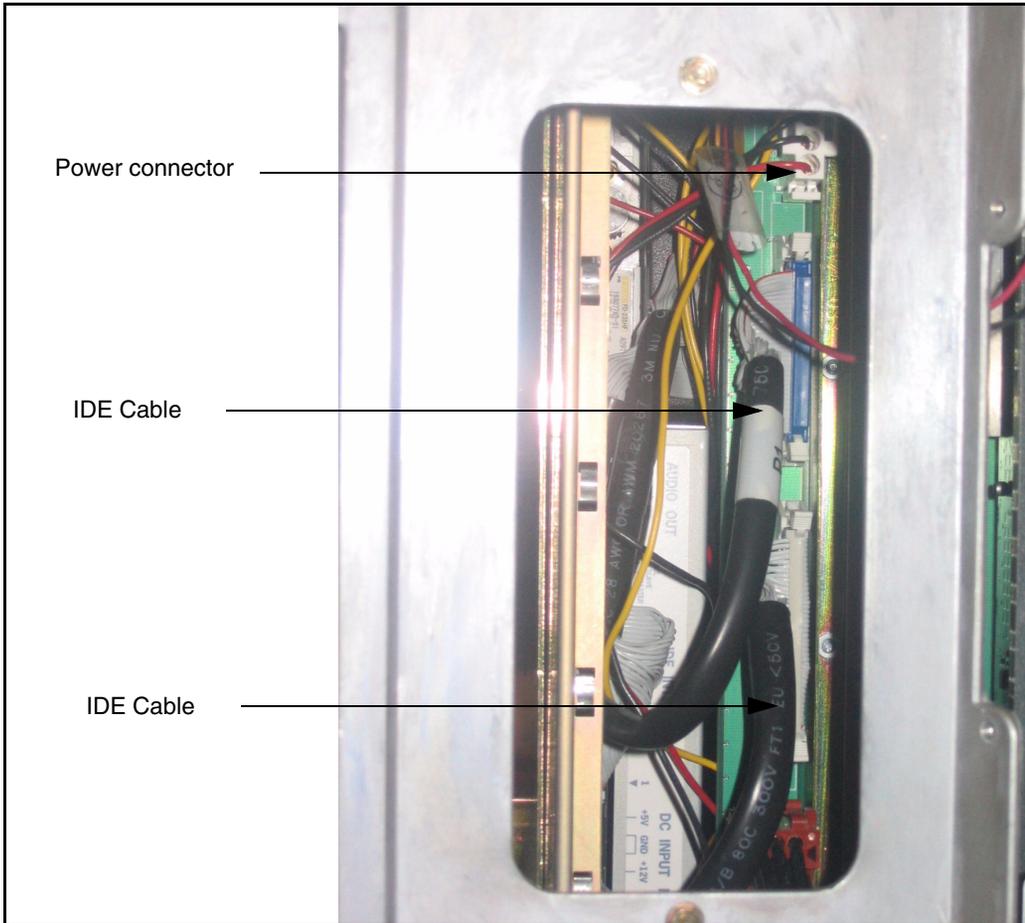
- 1 Disconnect and label the LAN1 and LAN 2 cables from the Core 1 CP PII card faceplate. See Figure 13.

Figure 13
CP PII faceplate connections



- 2 Disconnect and label the COM 1 and COM 2 cables from the Core 1 CP PII card faceplate. See Figure 13 on page 55.
- 3 Unscrew and unlatch the Core 1 CP PII card.
- 4 Pull the Core 1 CP PII card from its slot.
- 5 Remove the rear access plate on the left side of the Core 1 module. See Figure 14.

Figure 14
NT4N46 Core/Net module



- 6 From the rear access point of the Core 1 shelf, remove the MMDU power cable from the backplane.
- 7 From the rear access point of the Core 1 shelf, remove the two IDE cables from the backplane. See Figure 14 on [page 56](#).
- 8 Unscrew the MMDU from the front of Core 1.
- 9 Slowly pull the MMDU from its slot. Ensure the IDE and power cables do not catch on other equipment as you remove the MMDU.
- 10 Retain the MMDU (and database backup) in a safe and secure location until the successful completion of this upgrade.

**IMPORTANT!**

Database backup information, the MMDU, and original CP PII card should be preserved for a minimum of 5 days.

End of Procedure

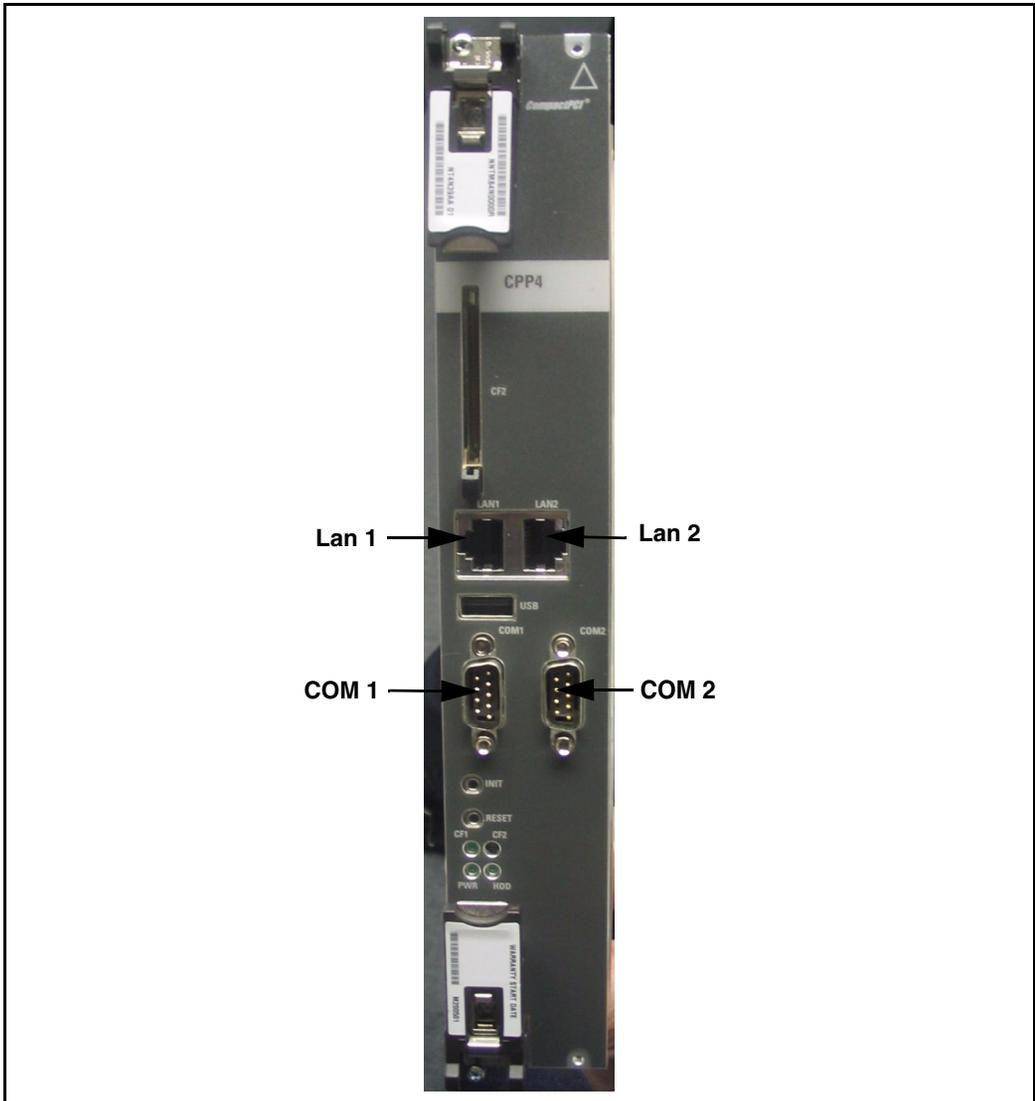
Installing Core 1 CP PIV card and blank faceplate

Procedure 10

Installing the Core 1 CP PIV processor and blank faceplate

- 1 Attach the blank faceplate to the empty MMDU slot using the supplied screws.
- 2 Insert the CP PIV card into the empty CP slot in Core 1. Seat the card and secure the latches and screws.
- 3 Attach the COM 1 and COM 2 cables to the CP PIV card faceplate. See Figure 15 on [page 58](#).
- 4 Attach the LAN 2 cable to the CP PIV faceplate connector on Core 1. Do not connect the LAN 1 cable at this point.

Figure 15
CP PIV faceplate connections



- 5 Do not attach the LAN 1 and LAN 2 cables to the CP PIV card faceplate at this point in the upgrade. These cables are attached once both Cores are upgraded.

End of Procedure

CS 1000 Release 5.0 upgrade

Upgrading the software

Procedure 11 outlines the steps involved in installing CS 1000 Release 5.0 for the CP PIV processor.

Procedure 11

Upgrading the software

- 1 Check that a terminal is now connected to COM 1.
- 2 Insert the RMD into the CF card slot.


```
Communication Server 1000 Software/Database/BOOTROM RMD Install Tool
=====
```

M A I N M E N U

The Software Installation Tool will install or upgrade
Communication Server 1000 Software, Database and the CP-BOOTROM.

You will be prompted throughout the installation and given the
opportunity to quit at any time.

Please enter:

<CR> -> <u> - To Install Menu.
<t> - To Tools Menu.
<q> - Quit.

Enter choice> u

The following keycode files are available on the removable media:

Name	Size	Date	Time
<CR> -> <1> - 491L_PIV.KCD	1114	Dec-04-2006	16:07
<q> - Quit			

Enter choice> 1

The system searches for available keycode files in the “keycode” directory on the RMD. If no keycode file is found, the system displays the following menu:

```
Communication Server 1000 Software/Database/  
BOOTROM RMD Install Tool  
  
=====
```

No keycode files are available on the removable media.

Please replace the RMD containing the keycode file(s).

Please enter:

 <CR> -> <a> - RMD is now in the drive.

 <q> - Quit.

 Enter choice>

At this point, either replace the RMD or quit the installation. If you select option “<q> - Quit.”, the system requires confirmation.

```
Communication Server 1000 Software/Database/  
BOOTROM RMD Install Tool  
  
=====
```

You selected to quit. Please confirm.

Please enter:

 <CR> -> <y> - Yes, quit.

 <n> - No, DON'T quit.

 Enter choice>

If “y” (quit) is selected, the system prints “INST0127 Keycode file is corrupted. Check Keycode file.” and returns to the installation main menu.

After accessing the RMD containing the valid keycode(s), press <CR>. The system displays the keycode file(s) available as in the following example:

```
The following keycode files are available on the
removable media:

Name                Size   Date       Time
-----
<CR> -> <1> -keycode.kcd 1114 mon-d-year hr:min
<2> - KCport60430m.kcd  1114 mon-d-year hr:min
<q> - Quit
Enter choice> 2
```

Note: A maximum of 20 keycode files can be stored under the “keycode” directory on the RMD. The keycode files must have the same extension “.kcd”.

- 7 Select the keycode to be used on the system. The system validates the selected keycode and displays the software release and machine type authorized.

```
Validating keycode ...

Copying "/cf2/keycode/KCport60430m.kcd" to "/u/
keycode" -

Copy OK: 1114 bytes copied

The provided keycode authorizes the install of
xxxx software (all subissues) for machine type
xxxx (CPP4 processor on xxxx).
```

Note: The software release displayed depends on the keycode file content. The machine type displayed can be one of the following, according to the keycode content.

- 3521 (CP PIV processor on CS 1000M SG) for Meridian 1 Option 61C CP PIV
- 3621 (CP PIV processor on CS 1000M MG) for CS 1000E and Meridian 1 Option 81C CP PIV systems

8 The system requests keycode validation.

```
Communication Server 1000 Software/Database/  
BOOTROM RMD Install Tool  
=====
```

Please confirm that this keycode matches the
System S/W on the RMD.

Please enter:

 <CR> -> <y> - Yes, the keycode matches.
Go on to Install Menu.

 <n> - No, the keycode does not match.
Try another keycode.

Enter choice>

9 If the keycode matches, enter <CR> to continue the installation. The system displays the Install Menu. Select option "".

```
Communication Server 1000 Software/Database/BOOTROM RMD Install Tool  
=====
```

 I N S T A L L M E N U

The Software Installation Tool will install or upgrade
Communication Server 1000 Software, Database and the CP-BOOTROM.

You will be prompted throughout the installation and given the
opportunity to quit at any time.

Please enter:

<CR> -> <a> - To install Software, CP-BOOTROM.
 - To install Software, Database, CP-BOOTROM.
<c> - To install Database only.
<d> - To install CP-BOOTROM only.
<t> - To go to the Tools Menu.
<k> - To install Keycode only.
 For Feature Expansion, use OVL143.
<p> - To install 3900 Set Languages.
<q> - Quit.

Enter choice>

```
Communication Server 1000 Software/Database/BOOTROM RMD Install Tool  
=====
```

- 10 The system requires the insertion of the RMD containing the software to be installed.

```
Communication Server 1000 Software/Database/  
BOOTROM RMD Install Tool  
  
=====
```

Please insert the Removable Media Device into the
drive on Core x.

Please enter:

 <CR> -> <a> - RMD is now in drive.
Continue with s/w checking.

 <q> - Quit.

Enter choice> **<CR>**

- 11 If the RMD containing the software is already in the drive, select option “<a> - RMD is now in drive. Continue with s/w checking.” (or simply press <CR>) to continue. If the RMD is not yet in the drive, insert it and then press <CR>.

- 12 The system displays the release of the software found on RMD under the "swload" directory and requests confirmation to continue the installation.

```
Communication Server 1000 Software/Database/  
BOOTROM RMD Install Tool  
  
=====
```

The RMD contains System S/W version xxxx.

Please enter:

<CR> -> <y> - Yes, this is the correct
version. Continue.

<n> - No, this is not the correct version.
Try another RMD or a different keycode.

Enter choice> **<CR>**

Note: If the RMD contains the correct software release, select option "<y> - Yes, this is the correct version. Continue." (or simply press <CR>) to continue. If the software release is not correct and you want to replace the RMD, insert the correct RMD in the drive and then press <CR>. If you want to replace the keycode, select option "<n> - No, this is not the correct version".

- 13 The Dependency List menus appear.

```
Do you want to install Dependency Lists?  
  
Please enter:  
  
<CR> -> <y> - Yes, Do the Dependency Lists  
installation  
  
<n> - No, Continue without Dependency Lists  
installation  
  
Enter choice> y  
  
>Processing the install control file ...  
>Installing release xxxx
```

14 The Installation Status Summary appears.

```
-----
                        INSTALLATION STATUS SUMMARY
-----

+-----+-----+-----+-----+
| Option | Choice | Status | Comment |
+-----+-----+-----+-----+
| SW: RMD to FMD | yes | | install for rel xxxxx |
+-----+-----+-----+-----+
| Dependency Lists | yes | | |
+-----+-----+-----+-----+
| IPMG Software: | yes | | install for rel xxxxx |
+-----+-----+-----+-----+
| Database | yes | | |
+-----+-----+-----+-----+
| CP-BOOTROM | yes | | |
+-----+-----+-----+-----+

Please enter:
<CR> -> <y> - Yes, start installation.
        <n> - No, stop installation. Return to the Main Menu.

Enter choice>
>Checking system configuration
```

15 Enter <CR> to confirm and continue installation.

Note: After entering yes below, the system copies the software from RMD to FMD (the files copied are listed).

```
Please enter:
<CR> -> <y> - Yes, start installation.
      <n> - No, stop installation. Return to the Main Menu.

Enter choice>
>Checking system configuration

Communication Server 1000 Software/Database/BOOTROM RMD Install Tool
=====

You selected to upgrade the system from release: 450W
to release: 0491L.

This will erase all old system files.
Database files will NOT be erased. You may continue installing
the software or quit now and leave your system unchanged.

Please enter:
<CR> -> <a> - Continue with upgrade.
      <q> - Quit.

Enter choice>
```

16 Successful installation confirmation appears, enter <CR> to continue.

```
Communication Server 1000 Software/Database/
BOOTROM RMD Install Tool
=====

Software release xxxx was installed successfully
on Core x.

All files were copied from RMD to FMD.

Please press <CR> when ready ...
```

- 17 The customer database installation from RMD is employed when upgrading CP PIV systems. Select option "<a> - Install CUSTOMER database." from the database installation main menu.

```

Communication Server 1000 Software/Database/
BOOTROM RMD Install Tool

=====

You will now perform the database installation.

Please enter:

        <CR> -> <a> - Install CUSTOMER database.

(The Removable Media Device containing the
customer database must be in the drive.

        <b> - Install DEFAULT database.

(The System S/W media must be in drive.)

        <c> - Transfer the previous system
database.(The floppy disk containing the customer
database must be in the floppy drive of the MMDU
pack.

        <e> - Check the database that exists on
the Fixed Media Device.

        <q> - Quit.

Enter choice> a or <CR>

```

The system verifies which customer databases are available on the RMD under directory 'backup' and displays them.

```

The following databases are available on the
removable media:

        <CR> -> <s> - Single database
        created: mon-day-year hour:min

        <q>-Quit

Enter choice> s or <CR>

```

18 Continue with database installation.

```

Communication Server 1000 Software/Database/
BOOTROM RMD Install Tool

=====

You selected to transfer single database from RMD
to FMD on Core x.

The database will be converted from release xxxx.

If you quit now, the database will be left
unchanged.

Please enter:

          <CR> -> <a> - Continue with database
install.

          <q> - Quit.

Enter choice> a or <CR>
    
```

The installation summary screen appears. Verify successful installation and enter <CR> when ready.

```

-----
                    INSTALLATION STATUS SUMMARY
-----

+-----+-----+-----+-----+
| Option | Choice | Status | Comment |
+-----+-----+-----+-----+
| Sw: RMD to FMD | yes | OK | install for rel 04xxx |
+-----+-----+-----+-----+
| Dependency Lists | yes | OK | |
+-----+-----+-----+-----+
| AUTO-CSU Feature | no | | AUTO-CSU Disabled |
+-----+-----+-----+-----+
| IPMG Software: | no | | |
+-----+-----+-----+-----+
| Database | yes | OK | conversion from xxxx |
+-----+-----+-----+-----+
| CP-BOOTROM | yes | OK | |
+-----+-----+-----+-----+

Please press <CR> when ready ...
    
```

- 19 Upon returning to the main install menu, enter **q** to quit.

```

                I N S T A L L   M E N U

The Software Installation Tool will
install or upgrade Succession Enterprise System
Software, Database and the CP-BOOTROM. You will be
prompted throughout the installation and given the
opportunity to quit at any time.

Please enter:

<CR> -> <a> - To install Software, CP-BOOTROM.
        <b> - To install Software, Database,
CP-BOOTROM.

        <c> - To install Database only.
        <d> - To install CP-BOOTROM only.
        <t> - To go to the Tools menu.
        <k> - To install Keycode only.

                For Feature Expansion, use OVL143.

        <p> - To install 3900 set Languages.
        <q> - Quit.

Enter Choice> q
```

- 20 The system then prompts you to confirm and reboot. Enter <CR> to quit. Enter <CR> again to reboot.

```
You selected to quit. Please confirm.

Please enter:

<CR> -> <y> - Yes, quit.

        <n> - No, DON'T quit.

Enter choice> <CR>

You selected to quit the Install Tool.

You may reboot the system or return to the Main
Menu.

-----

DO NOT REBOOT USING BUTTON!!!

-----

Please enter:

<CR> -> <a> - Reboot the system.

        <m> - Return to the Main menu.

Enter Choice> <CR>

>Removing temporary file "/u/disk3521.sys"
>Removing temporary file "/u/disk3621.sys"
>Rebooting system ...
```

At this point the system reloads and initializes.

End of Procedure

Verifying the upgraded database

Procedure 12

Verifying the upgraded database

- 1 Print ISSP (system software issue and patches)

LD 22 Load program

REQ ISSP

******** Exit program

- 2 Print the system configuration record in LD 22 and compare the output with the pre-upgraded configuration record.

LD 22 Load program

REQ PRT

TYPE CFN

******** Exit program

- 3 Print the SLT in LD 22. This output provides used and unused ISM parameters. Compare with pre-upgrade SLT output.

LD 22 Load program

REQ SLT

******** Exit program

4 Print the customer data block(s) in LD 21.

LD 21	Load program
REQ	PRT
TYPE	CDB
CUST	xx
****	Exit program



Core 0 is now active, clock 0 is active, CNI is disabled in Core 1. The system is in split mode.

End of Procedure

Check for Peripheral Software Download to Core 1

Enter LD 22 and print Target peripheral software version. The Source peripheral software version was printed in “Printing site data” on [page 26](#). If there is a difference between the Source and Target peripheral software version:

- A forced download occurs during initialization when coming out of parallel reload.
- System initialization takes longer.
- The system drops established calls on IPE.

Load LD 22 and print Target peripheral software version.

LD 22	
REQ	PRT

TYPE	PSWV
****	Exit program

Reconfigure I/O ports and call registers

Procedure 13

Reconfiguring I/O ports and call registers

- 1 Evaluate the number of call registers and 500 telephone buffers that are configured for the system (suggested minimum values are 20,000 and 1000 respectively). Refer to *Communication Server 1000M and Meridian 1: Large System Planning and Engineering* (NN43021-220). If changes are required, reconfigure the values in LD 17:

LD 17	Load program
--------------	--------------

CHG

CFN

PARM YES

500B 1000	Use 1000 as a minimum value
------------------	-----------------------------

NCR 20000	Use 20000 as a minimum value
------------------	------------------------------

****	Exit program
------	--------------

End of Procedure



At this point, all applications must be shut down (CallPilot, Symposium, and so on).

Procedure 14
Rebooting Core 1



CAUTION

Service Interruption

The INI may take up to 15 minutes to complete.



CAUTION

Service Interruption

Call processing is interrupted for approximately 60 minutes while the procedures are completed.

At this stage, Core 0 is still the active call processor with Clock Controller 0 active. The following procedure will transfer call processing from Core 0 to Core 1, switching Clock Controller from 0 to 1.

- 1 In Core/Net 0 only, unseat the Core Processor card.
- 2 Press the 'INIT' button on the CP PIV card faceplate of Core 1 to initialize the system.
- 3 Wait for "DONE" and then "INI" messages to display before you continue..



CAUTION

Service Interruption

Allow the system to recover from all downloads after the INI completes.

End of Procedure



Core 1 is now active with ring 1 drives full. Clock Controller 1 is active. Call processing should be active on Core/Net 1.

Testing Core/Net 1

Procedure 15 Testing Core/Net 1

- 1 Check dial-tone.
- 2 Stat D-channels:

LD 96

```
STAT DCH      Stat all D-channels
****         Exit program
```

- 3 Stat all T1 interfaces:

LD 60

```
STAT          Stat all DTI and PRI
****         Exit program
```

- 4 Stat network cards:

LD 32

```
STAT x        x = loop number
****         Exit program
```

- 5 Print status of all controllers:

LD 97

```
REQ          PRT
TYPE         XPE (returns status of all controller cards)
****         Exit program
```

- 6 Make internal, external and network calls.
- 7 Check attendant console activity.

- 8 Check DID trunks.



Call processing should be active on Core/Net 1.

End of Procedure

Upgrading Core 0

Removing Core 0 CP PII card and MMDU

Procedure 16

Removing the Core 0 CP PII processor and MMDU

- 1 Disconnect and label the LAN1 and LAN 2 cables from the Core 0 CP PII card faceplate. See Figure 16 on [page 79](#).
- 2 Disconnect and label the COM 1 and COM 2 cables from the Core 0 CP PII card faceplate. See Figure 16 on [page 79](#).
- 3 Unscrew and unlatch the Core 0 CP PII card. See Figure 16 on [page 79](#).
- 4 Pull the Core 0 CP PII card from its slot.
- 5 Remove the rear access plate on the left side of the Core 0 module. See Figure 17 on [page 80](#).

Figure 16
CP PII faceplate connections

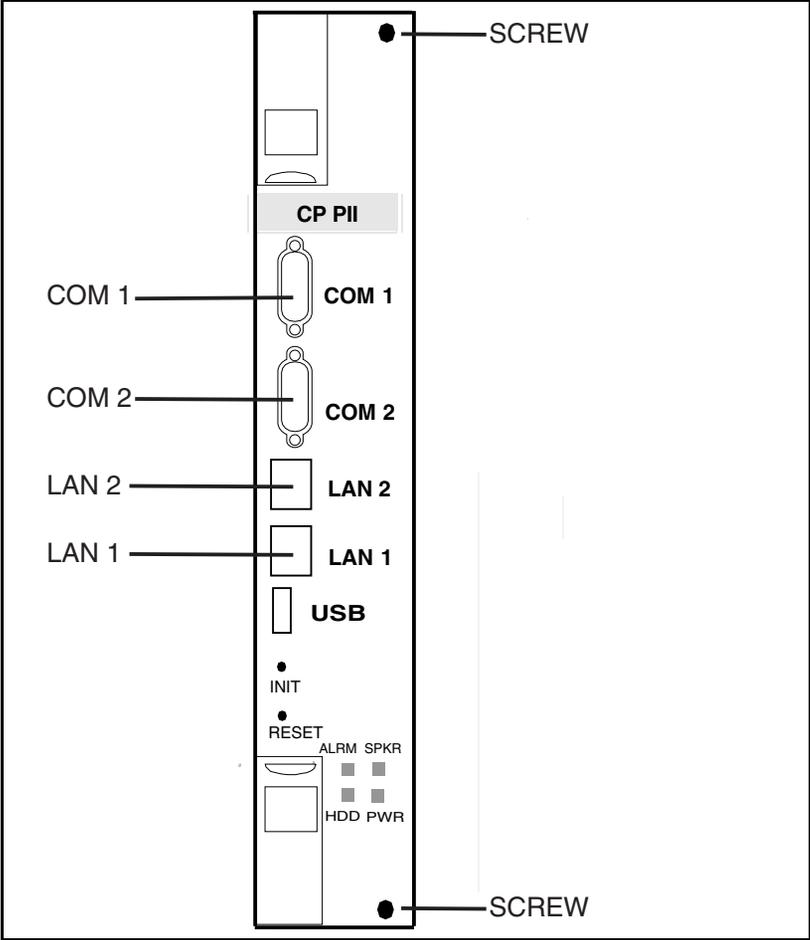
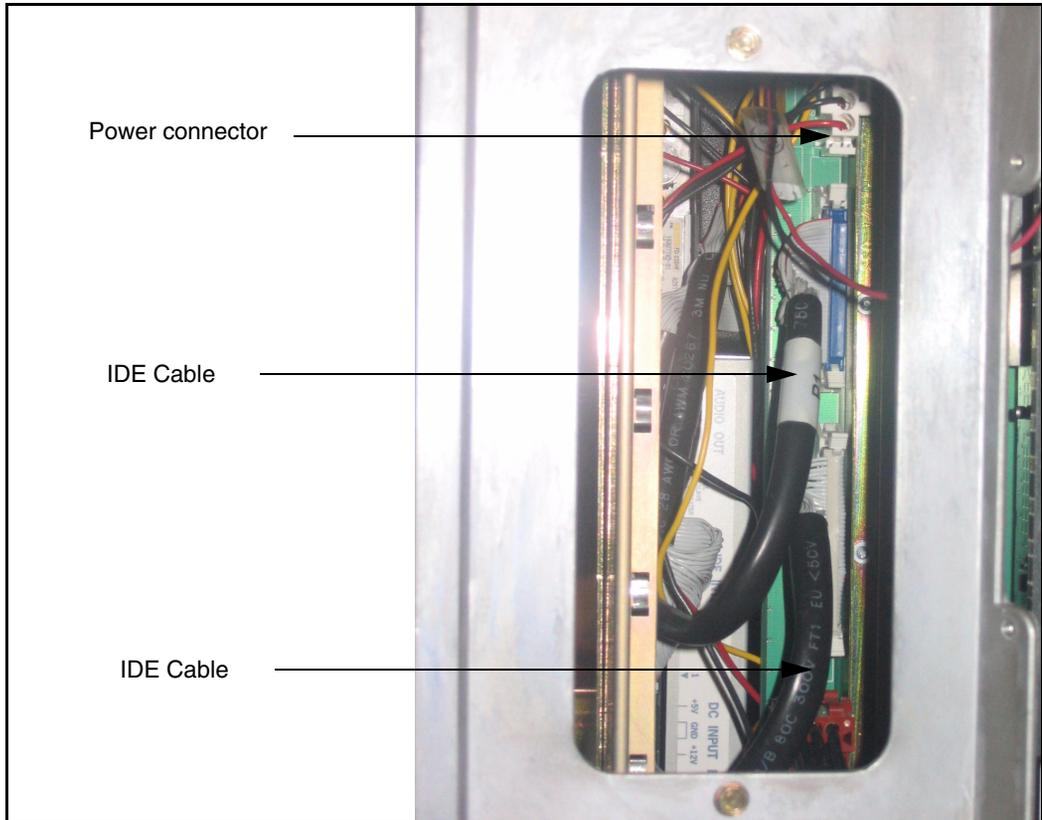


Figure 17
NT4N46 Core/Net module



- 6** From the rear access point of the Core 0 shelf, remove the MMDU power cable from the backplane.
- 7** From the rear access point of the Core 0 shelf, remove the two IDE cables from the backplane.
- 8** Unscrew the MMDU from the front of Core 0.
- 9** Slowly pull the MMDU from its slot. Ensure the IDE and power cables do not catch on other equipment as you remove the MMDU.

- 10 Retain the MMDU (and database backup) in a safe and secure location until the successful completion of this upgrade.



IMPORTANT!

Database backup information and MMDU should be preserved for a minimum of 5 days.

End of Procedure

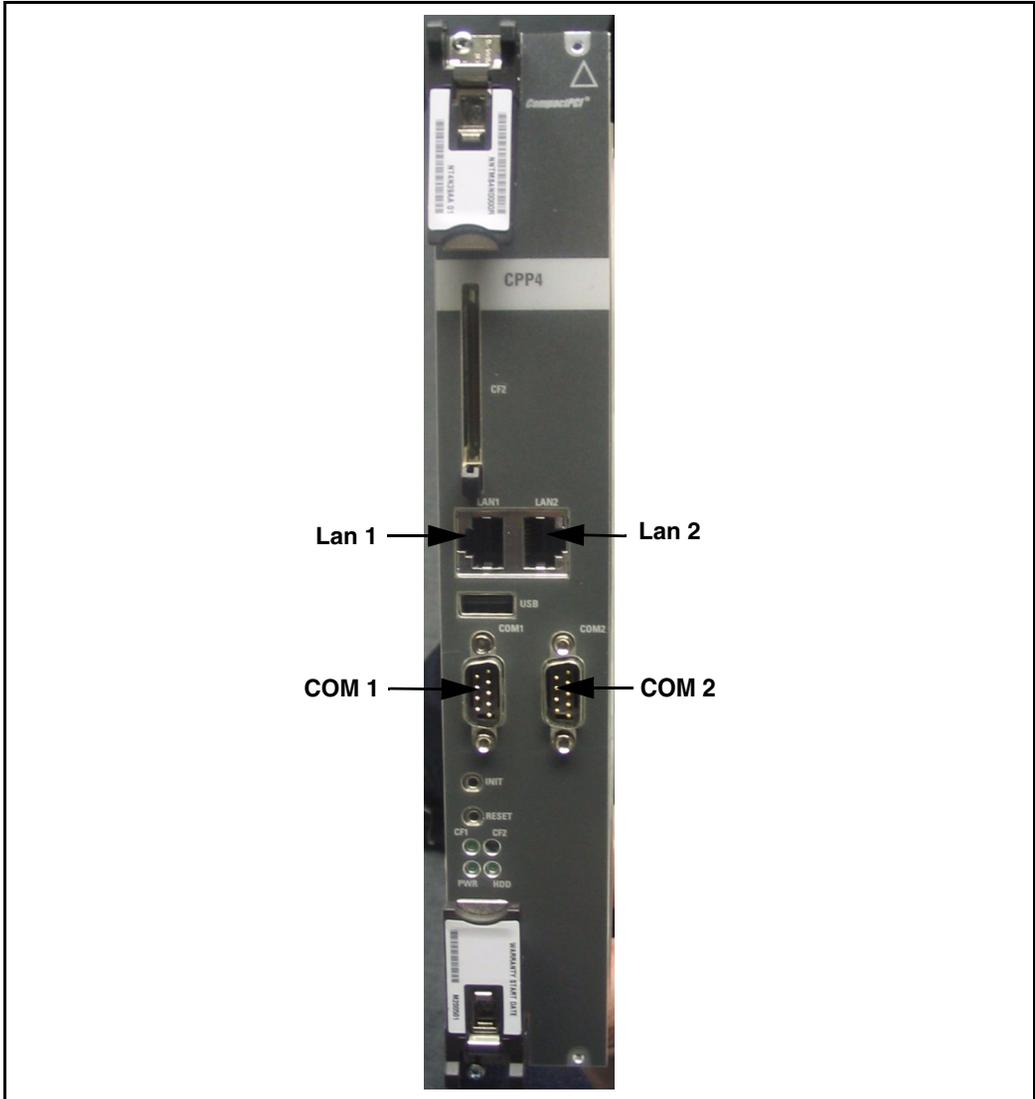
Installing Core 0 CP PIV card and blank faceplate

Procedure 17

Installing the Core 0 CP PIV processor and blank faceplate

- 1 Attach the blank faceplate to the empty MMDU slot using the supplied screws.
- 2 Insert the CP PIV card into the empty CP slot in Core 0. Seat the card and secure the latches and screws.
- 3 Attach the COM 1 and COM 2 cables to the CP PIV card faceplate. See Figure 18 on [page 82](#).

Figure 18
CP PIV faceplate connections



- 4 Attach the LAN 1 and LAN 2 cables to the CP PIV card faceplate at this point in the upgrade.

End of Procedure

Power up Core 0

Procedure 18

Preparing for power up

- 1 Confirm that a terminal is connected to the J25 I/O panel connector on Core/Net 0.

Note: A maintenance terminal is required to access the Core/Net modules during the upgrade.

- 2 Connect a terminal to the J25 port on the I/O panel in Core 0.

- 3 Check the terminal settings as follows:

- a. 9600 Baud
- b. 8 data
- c. parity none
- d. 1 stop bit
- e. full duplex
- f. XOFF

Note: If only one terminal is used for both Cores, the terminal will have to be switched from side-to-side to access each module. An "A/B" switch box can also be installed to switch the terminal from side to side.

End of Procedure

CS 1000 Release 5.0 upgrade

Upgrading the software

Procedure 19 outlines the steps involved in installing CS 1000 Release 5.0 for the CP PIV processor.

Procedure 19

Upgrading the software

- 1 Check that a terminal is now connected to COM 1.
- 2 Insert the RMD into the CF card slot.


```
Communication Server 1000 Software/Database/BOOTROM RMD Install Tool
=====
```

M A I N M E N U

The Software Installation Tool will install or upgrade
Communication Server 1000 Software, Database and the CP-BOOTROM.

You will be prompted throughout the installation and given the
opportunity to quit at any time.

Please enter:

<CR> -> <u> - To Install Menu.
<t> - To Tools Menu.
<q> - Quit.

Enter choice> u

The following keycode files are available on the removable media:

Name	Size	Date	Time
<CR> -> <1> - 491L_PIV.KCD	1114	Dec-04-2006	16:07
<q> - Quit			

Enter choice> 1

The system searches for available keycode files in the “keycode” directory on the RMD. If no keycode file is found, the system displays the following menu:

```
Communication Server 1000 Software/Database/  
BOOTROM RMD Install Tool  
  
=====
```

No keycode files are available on the removable media.

Please replace the RMD containing the keycode file(s).

Please enter:

- <CR> -> <a> - RMD is now in the drive.
- <q> - Quit.

Enter choice>

At this point, either replace the RMD or quit the installation. If you select option “<q> - Quit.”, the system requires confirmation.

```
Communication Server 1000 Software/Database/  
BOOTROM RMD Install Tool  
  
=====
```

You selected to quit. Please confirm.

Please enter:

- <CR> -> <y> - Yes, quit.
- <n> - No, DON'T quit.

Enter choice>

If “y” (quit) is selected, the system prints “INST0127 Keycode file is corrupted. Check Keycode file.” and returns to the installation main menu.

After accessing the RMD containing the valid keycode(s), press <CR>. The system displays the keycode file(s) available as in the following example:

```
The following keycode files are available on the
removable media:

Name                               Size  Date      Time
-----
<CR> -> <1> -keycode.kcd 1114 mon-d-year hr:min
<2> - KCport60430m.kcd  1114 mon-d-year hr:min
<q> - Quit
Enter choice> 2
```

Note: A maximum of 20 keycode files can be stored under the “keycode” directory on the RMD. The keycode files must have the same extension “.kcd”.

- 7 Select the keycode to be used on the system. The system validates the selected keycode and displays the software release and machine type authorized.

```
Validating keycode ...

Copying "/cf2/keycode/KCport60430m.kcd" to "/u/
keycode" -

Copy OK: 1114 bytes copied

The provided keycode authorizes the install of
xxxx software (all subissues) for machine type
xxxx (CPP4 processor on xxxx).
```

Note: The software release displayed depends on the keycode file content. The machine type displayed can be one of the following, according to the keycode content.

- 3521 (CP PIV processor on CS 1000M SG) for Meridian 1 Option 61C CP PIV
- 3621 (CP PIV processor on CS 1000M MG) for CS 1000E and Meridian 1 Option 81C CP PIV systems

8 The system requests keycode validation.

```

Communication Server 1000 Software/Database/
BOOTROM RMD Install Tool
=====

Please confirm that this keycode matches the
System S/W on the RMD.

Please enter:

        <CR> -> <y> - Yes, the keycode matches.
Go on to Install Menu.

        <n> - No, the keycode does not match.
Try another keycode.

Enter choice>

```

9 If the keycode matches, enter <CR> to continue the installation. The system displays the Install Menu. Select option "".

```

Communication Server 1000 Software/Database/BOOTROM RMD Install Tool
=====

                I N S T A L L   M E N U

The Software Installation Tool will install or upgrade
Communication Server 1000 Software, Database and the CP-BOOTROM.

You will be prompted throughout the installation and given the
opportunity to quit at any time.

Please enter:
<CR> -> <a> - To install Software, CP-BOOTROM.
        <b> - To install Software, Database, CP-BOOTROM.
        <c> - To install Database only.
        <d> - To install CP-BOOTROM only.
        <t> - To go to the Tools Menu.
        <k> - To install Keycode only.
                For Feature Expansion, use OVL143.
        <p> - To install 3900 Set Languages.
        <q> - Quit.

Enter choice>

Communication Server 1000 Software/Database/BOOTROM RMD Install Tool
=====

```

- 10 The system requires the insertion of the RMD containing the software to be installed.

```
Communication Server 1000 Software/Database/  
BOOTROM RMD Install Tool  
  
=====
```

Please insert the Removable Media Device into the drive on Core x.

Please enter:

 <CR> -> <a> - RMD is now in drive.
Continue with s/w checking.

 <q> - Quit.

Enter choice> **<CR>**

- 11 If the RMD containing the software is already in the drive, select option “<a> - RMD is now in drive. Continue with s/w checking.” (or simply press <CR>) to continue. If the RMD is not yet in the drive, insert it and then press <CR>.

- 12 The system displays the release of the software found on RMD under the "swload" directory and requests confirmation to continue the installation.

```
Communication Server 1000 Software/Database/  
BOOTROM RMD Install Tool  
  
=====
```

The RMD contains System S/W version xxxx.

Please enter:

<CR> -> <y> - Yes, this is the correct
version. Continue.

<n> - No, this is not the correct version.
Try another RMD or a different keycode.

Enter choice> <CR>

Note: If the RMD contains the correct software release, select option "<y> - Yes, this is the correct version. Continue." (or simply press <CR>) to continue. If the software release is not correct and you want to replace the RMD, insert the correct RMD in the drive and then press <CR>. If you want to replace the keycode, select option "<n> - No, this is not the correct version".

- 13 The Dependency List menus appear.

```
Do you want to install Dependency Lists?  
  
Please enter:  
  
<CR> -> <y> - Yes, Do the Dependency Lists  
installation  
  
<n> - No, Continue without Dependency Lists  
installation  
  
Enter choice> y  
  
>Processing the install control file ...  
  
>Installing release xxxx
```

14 The Installation Status Summary appears.

```
-----  
                        INSTALLATION STATUS SUMMARY  
-----  
  
+-----+-----+-----+-----+  
| Option | Choice | Status | Comment |  
+-----+-----+-----+-----+  
| SW: RMD to FMD | yes | | install for rel xxxxx |  
+-----+-----+-----+-----+  
| Dependency Lists| yes | | |  
+-----+-----+-----+-----+  
| IPMG Software: | yes | | install for rel xxxxx |  
+-----+-----+-----+-----+  
| Database | yes | | |  
+-----+-----+-----+-----+  
| CP-BOOTROM | yes | | |  
+-----+-----+-----+-----+  
  
Please enter:  
<CR> -> <y> - Yes, start installation.  
        <n> - No, stop installation. Return to the Main Menu.  
  
Enter choice>  
>Checking system configuration
```

15 Enter <CR> to confirm and continue installation.

Note: After entering yes below, the system copies the software from RMD to FMD (the files copied are listed).

```
Please enter:
<CR> -> <y> - Yes, start installation.
      <n> - No, stop installation. Return to the Main Menu.

Enter choice>
>Checking system configuration

Communication Server 1000 Software/Database/BOOTROM RMD Install Tool
=====

You selected to upgrade the system from release: 450W
to release: 0491L.

This will erase all old system files.
Database files will NOT be erased. You may continue installing
the software or quit now and leave your system unchanged.

Please enter:
<CR> -> <a> - Continue with upgrade.
      <q> - Quit.

Enter choice>
```

16 Successful installation confirmation appears, enter <CR> to continue.

```
Communication Server 1000 Software/Database/
BOOTROM RMD Install Tool
=====

Software release xxxx was installed successfully
on Core x.

All files were copied from RMD to FMD.

Please press <CR> when ready ...
```

- 17 The customer database installation from RMD is employed when upgrading CP PIV systems. Select option "<a> - Install CUSTOMER database." from the database installation main menu.

```
Communication Server 1000 Software/Database/  
BOOTROM RMD Install Tool  
  
=====
```

You will now perform the database installation.
Please enter:

```
      <CR> -> <a> - Install CUSTOMER database.  
  
(The Removable Media Device containing the  
customer database must be in the drive.  
  
      <b> - Install DEFAULT database.  
  
(The System S/W media must be in drive.)  
  
      <c> - Transfer the previous system  
database. (The floppy disk containing the customer  
database must be in the floppy drive of the MMDU  
pack.  
  
      <e> - Check the database that exists on  
the Fixed Media Device.  
  
      <q> - Quit.  
  
Enter choice> a or <CR>
```

The system verifies which customer databases are available on the RMD under directory 'backup' and displays them.

```
The following databases are available on the  
removable media:  
  
      <CR> -> <s> - Single database  
      created: mon-day-year hour:min  
  
      <q>-Quit  
  
Enter choice> s or <CR>
```

18 Continue with database installation.

```

Communication Server 1000 Software/Database/
BOOTROM RMD Install Tool

=====

You selected to transfer single database from RMD
to FMD on Core x.

The database will be converted from release xxxx.

If you quit now, the database will be left
unchanged.

Please enter:

          <CR> -> <a> - Continue with database
install.

          <q> - Quit.

Enter choice> a or <CR>
    
```

The installation summary screen appears. Verify successful installation and enter <CR> when ready.

```

-----
                    INSTALLATION STATUS SUMMARY
-----
+-----+-----+-----+-----+
| Option | Choice | Status | Comment |
+-----+-----+-----+-----+
| Sw: RMD to FMD | yes | OK | install for rel 04xxx |
+-----+-----+-----+-----+
| Dependency Lists | yes | OK | |
+-----+-----+-----+-----+
| AUTO-CSU Feature | no | | AUTO-CSU Disabled |
+-----+-----+-----+-----+
| IPMG Software: | no | | |
+-----+-----+-----+-----+
| Database | yes | OK | conversion from xxxx |
+-----+-----+-----+-----+
| CP-BOOTROM | yes | OK | |
+-----+-----+-----+-----+

Please press <CR> when ready ...
    
```

19 Upon returning to the main install menu, enter **q** to quit.

```
          I N S T A L L   M E N U

The Software Installation Tool will
install or upgrade Succession Enterprise System
Software, Database and the CP-BOOTROM. You will be
prompted throughout the installation and given the
opportunity to quit at any time.

Please enter:

<CR> -> <a> - To install Software, CP-BOOTROM.
        <b> - To install Software, Database,
CP-BOOTROM.
        <c> - To install Database only.
        <d> - To install CP-BOOTROM only.
        <t> - To go to the Tools menu.
        <k> - To install Keycode only.

          For Feature Expansion, use OVL143.
        <p> - To install 3900 set Languages.
        <q> - Quit.

Enter Choice> q
```

- 20 The system then prompts you to confirm and reboot. Enter <CR> to quit. Enter <CR> again to reboot.

```
You selected to quit. Please confirm.

Please enter:

<CR> -> <y> - Yes, quit.

        <n> - No, DON'T quit.

Enter choice> <CR>

You selected to quit the Install Tool.

You may reboot the system or return to the Main
Menu.

-----

DO NOT REBOOT USING BUTTON!!!

-----

Please enter:

<CR> -> <a> - Reboot the system.

        <m> - Return to the Main menu.

Enter Choice> <CR>

>Removing temporary file "/u/disk3521.sys"
>Removing temporary file "/u/disk3621.sys"
>Rebooting system ...
```

At this point the system reloads and initializes.

————— **End of Procedure** —————

Verifying the upgraded database

Procedure 20

Verifying the upgraded database

- 1 Print ISSP (system software issue and patches)

LD 22 Load program

REQ ISSP

******** Exit program



Core 1 is now active, clock 1 is active, FIJI Rings are half /half, CNI is disabled in Core 0. The system is in split mode.

————— **End of Procedure** —————

Making the system redundant

At this point, Core/Net 0 is ready to be synchronized with Core/Net 1.

Procedure 21

Making the system redundant

- 1 The LAN 1 and LAN 2 cables should be attached to the CP PIV faceplate connectors on Core 0 and Core 1.
- 2 Enter LD 135 and issue the JOIN command. The high speed pipe (HSP) status is now up. This begins the synchronization of the Call Servers.

LD 135 Load program

JOIN Join the 2 CPUs together to become redundant

- 3 Once the synchronization of memories and drives is complete, STAT the CPU and verify that the CPUs are in a true redundant state.

LD 135

STAT CPU Get status of CPU and memory

**** Exit the program

```
.stat cpu

cp 0 16 PASS -- STDBY

TRUE REDUNDANT
DISK STATE = REDUNDANT
HEALTH = 20
VERSION = Mar 3 2005, 16:26:40
  Side = 0, DRAM SIZE = 512 MBytes

cp 1 16 PASS -- ENBL

TRUE REDUNDANT
DISK STATE = REDUNDANT
HEALTH = 20
VERSION = Mar 3 2005, 16:26:40
  Side = 1, DRAM SIZE = 512 MBytes
```

- 4 Tier 1 and Tier 2 health of both Cores must be identical in order to successfully switch service from Core 1 to Core 0. CPUs.

LD 135

STAT HEALTH Get status of CPU and memory

**** Exit the program

```
.stat health
Local (Side 0, Active, Redundant):
Components without TIER 1 Health contribution:
=====
    disp 0 15 1:In Service
    sio2 0 15 1:In Service
        cp 0 16:In Service
            ipb 0:In Service
TIER 1 Health Count Breakdown:
=====
    sio8 0 16 1: 0002
    sio8 0 16 2: 0002
        sutl 0 15: 0002
            strn 0 15: 0002
    xsmp 0 15 1: 0002
    cmdu 0 16 1: 0008
        eth 0 16 0: 0002
Local TIER 1 Health Total: 20
```

```

TIER 2 Health Count Breakdown:
=====
ELAN 16 IP : 47.11.138.150 Health = 2
ELAN 17 IP : 47.11.138.153 Health = 2

Local AML over ELAN Total Health:4
Local Total IPL Health = 6

IPL connection history:3 3 3 3 3 3 3 3 3 3 3 3 3 3
3 3 3 3 3 3

Local TIER 2 Health Total:10

Remote (Side 1, Inactive, Redundant):
Components without TIER 1 Health contribution:
    disp 1 15 1:In Service
    sio2 1 15 1:In Service
        cp 1 16:In Service
            ipb 1:In Service
TIER 1 Health Count Breakdown:
    sio8 1 16 1: 0002
    sio8 1 16 2: 0002
    sutl 1 15: 0002
    strn 1 15: 0002
    xsmp 1 15 1: 0002
    cmdu 1 16 1: 0008
    eth 1 16 0: 0002

Remote TIER 1 Health Total: 20
    
```

```
TIER 2 Health Count Breakdown:
=====
ELAN 16 IP : 47.11.138.150 Health = 2
ELAN 17 IP : 47.11.138.153 Health = 2

Remote AML over ELAN Total Health:4
Remote Total IPL health = 6

Remote TIER 2 Health Total:10
```



The system is now operating in full redundant mode with Core/Net 1 active.

End of Procedure

Completing the CP PIV upgrade

Testing the Cores

At this point in the upgrade, Core/Net 0 is tested from active Core/Net 1. Upon successful completion of these tests, call processing is switched and the same tests are performed on Core/Net 1 from active Core/Net 0.

From Core/Net 1, perform these tests:

LD 137

The CMDU/MMDU commands are not applicable to CP PIV. Instead, the following commands are used in LD 137.

- STAT FMD
display text: **Status of Fixed Media Device (FMD)**
command parameter: none

- `STAT RMD`
display text: **Status of Removable Media Device(RMD)**
command parameter: none

Procedure 22
Testing Core/Net 0

From active Core/Net 1, perform the following tests on Core/Net 0:

- 1 Perform a redundancy sanity test:

LD 135

STAT CPU Get status of CPU and memory

TEST CPU Test the CPU

- 2 Check the LCD states

- a. Perform a visual check of the LCDs.

- b. Test and LCDs:

LD 135

DSPL ALL

- c. Check that the LCD display matches the software check.

- 3 Test the System Utility card and the cCNI cards:

LD 135 Load program

STAT SUTL Get the status of the System Utility card

TEST SUTL Test the System Utility card

STAT CNI c s Get status of cCNI cards (core, slot)

TEST CNI c s Test cCNI (core, slot)

4 Test system redundancy and media devices:

- LD 137** Load program
- TEST RDUN** Test redundancy
- DATA RDUN** Test database integrity
- STAT FMD** Status of Fixed Media Device (FMD)
- STAT RMD** Status of Removable Media Device (RMD)

5 Test that the system monitors are working:

- LD 37** Load program
- ENL TTY x** x= system XMS
- STAT XSM** Check the system monitors
- ****** Exit program

6 Clear the display and minor alarms on both Cores:

- LD 135** Load program
- CDSP** Clear the displays on the cores
- CMAJ** Clear major alarms
- CMIN ALL** Clear minor alarms

7 Test the clocks:

- a.**
- Verify that the clock controller is assigned to the
- active*
- Core.

LD 60 Load program

SSCK *x* To get the status of the clock controllers
(*x* is “0” or “1” for Clock 0 or Clock 1)

SWCK To switch the Clock (if necessary)

******** Exit program

- b.**
- Verify that the Clock Controllers are switching correctly.

SWCK Switch the Clock

Note: You must wait a minimum of one minute for clocks to synchronize.

SWCK Switch the Clock again

8 Check dial tone.**9** Check applications (CallPilot, Symposium, Meridian Mail, etc.)**10** Test the Fiber Rings:

See *Software Input/Output: Maintenance* (NN43001-711) for more information on LD 39 commands.

- a.**
- Check that the Fiber Rings operate correctly:

LD 39 Load program

STAT RING 0 Check the status of Ring 0 (HALF/HALF)

STAT RING 1 Check the status of Ring 1 (HALF/HALF)

- b.**
- If necessary, restore the Rings to Normal State:

RSTR Restore both Rings to HALF state

c. Check that the Rings operate correctly:

STAT RING 0 Check the status of Ring 0 (HALF/HALF)

STAT RING 1 Check the status of Ring 1 (HALF/HALF)

11 Check the status of the FIJI alarms:

STAT ALRM Query the alarm condition for all FIJI cards in all Network Groups

******** Exit program

12 Check applications (CallPilot, Symposium, Meridian Mail, and so on.).

13 Check dial tone.

Switching call processing

Procedure 23 Switching call processing

LD 135	Load program
SCPU	Switch call processing from Core/Net 1 to Core/Net 0



Core/Net 0 is now the active call processor.

Procedure 24 Testing Core/Net 1

From active Core/Net 0, perform these tests on Core/Net 1:

1 Perform a redundancy sanity test:

LD 135	Load program
STAT CPU	Get status of CPU and memory
TEST CPU	Test the CPU

2 Test the System Utility card and the cCNI cards:

LD 135	Load program
STAT SUTL	Get the status of the System Utility card
TEST SUTL	Test the System Utility card
STAT CNI c s	Get status of cCNI cards (core, slot)
TEST CNI c s	Test cCNI (core, slot)

3 Test system redundancy and media devices:

LD 137 Load program
TEST RDUN Test redundancy
DATA RDUN Test database integrity
STAT FMD Status of Fixed Media Device (FMD)
STAT RMD Status of Removable Media Device (RMD)
******** Exit the program

4 Test that the system monitors are working:

LD 37 Load program
STAT XSM Check the system monitors
******** Exit the program

5 Clear the display and minor alarms on both Cores:

LD 135 Load program
CDSP Clear the displays on the cores
CMAJ Clear major alarms
CMIN ALL Clear minor alarms

6 Test the clocks:

- a.**
- Verify that the clock controller is assigned to the
- active*
- Core.

LD 60 Load program

SSCK *x* Get the status of the clock controllers
(*x* is “0” or “1” for Clock 0 or Clock 1)

SWCK Switch the Clock (if necessary)

******** Exit program

- b.**
- Verify that the Clock Controllers are switching correctly.

SWCK Switch the Clock

Note: You must wait a minimum of one minute for clocks to synchronize.

SWCK Switch the Clock again

7 Check dial tone.**8** Check applications (CallPilot, Symposium, Meridian Mail, etc.)**9** Test the Fiber Rings:

- a.**
- Check that the Fiber Rings operate correctly:

LD 39 Load program

STAT RING 0 Check the status of Ring 0 (HALF/HALF)

STAT RING 1 Check the status of Ring 1 (HALF/HALF)

- b.**
- If necessary, restore the Rings to Normal State:

RSTR Restore both Rings to HALF state

- c.**
- Check that the Rings operate correctly:

STAT RING 0 Check the status of Ring 0 (HALF/HALF)

STAT RING 1 Check the status of Ring 1 (HALF/HALF)

- 10 Check the status of the FIJI alarms:

STAT ALRM Query the alarm condition for all FIJI cards in all Network Groups

******** Exit program

- 11 Check applications (CallPilot, Symposium, Meridian Mail, and so on.).
12 Check dial tone.

End of Procedure

Performing a customer backup data dump (upgraded release)

Procedure 25

Performing a data dump to backup the customer database:

- 1 Log into the system.
- 2 Insert a CF card into the active Core/Net RMD slot to back up the database.
- 3 Load the Equipment Data Dump Program (LD 43). At the prompt, enter:

LD 43 Load program.

. EDD

- 4 When "EDD000" appears on the terminal, enter:

EDD Begin the data dump.



CAUTION

Loss of Data

If the data dump is not successful, do not continue; contact your technical support organization. A data dump problem must be corrected before proceeding.

FNF Upgrade⁵ When “DATADUMP COMPLETE” and “DATABASE BACKUP COMPLETE” appear on the terminal, enter:

**** Exit program

End of Procedure

The CS 1000M MG CP PII FNF upgrade to CS 1000M MG CP PIV with FNF is complete.

Upgrading and configuring the Signaling Server

Contents

This section contains information on the following topics:

Upgrading and reconfiguring the software	114
Overview	114
Upgrading the CS 1000 Release 4.0 or CS 1000 Release 4.5 Signaling Server	119
Re-installing the previous software release	132

Upgrading and reconfiguring the software

CS 1000 Release 5.0 introduces three Signaling Servers:

- Nortel CP PM Signaling Server
- IBM X306m Signaling Server
- HP DL320-G4 Signaling Server

These Signaling Servers do not support any Signaling Server software prior to CS 1000 Release 5.0 and therefore, are not subject to software upgrades in CS 1000 Release 5.0.

This chapter contains instructions for upgrading the Signaling Server software on a legacy Nortel ISP1100 Signaling Server (NTDU27AA 01, 02, or 03) from CS 1000 Release 4.0 or CS 1000 Release 4.5 to CS 1000 Release 5.0. In addition, it explains how to install the previous release of Signaling Server software on a legacy Nortel ISP1100 Signaling Server. All Signaling Servers can be re-configured once installed and connected to the system. This chapter also contains the instructions for re-configuring a Signaling Server.

CS 1000 Release 5.0 requires a Signaling Server to have at least 1 GB of RAM memory configured. Some Nortel customers may need to upgrade the RAM memory of their legacy Nortel ISP1100 Signaling Server before upgrading the Signaling Server software to CS 1000 Release 5.0.

To enable customers to configure 1 GB of RAM memory on their legacy Nortel ISP1100 Signaling Server, a Nortel ISP1100 Memory Upgrade Kit (NTDU80CA) is available. Two NTDU80CA Upgrade Kits are required to configure 1 GB of RAM memory on any Nortel ISP1100 Signaling Server. Refer to the *Signaling Server: Installation and Commissioning* (NN43001-312) NTP for instructions on using the NTDU80CA memory upgrade kit to upgrade the RAM of a Nortel ISP1100 Signaling Server.

Overview

The upgrade process recognizes the existence of IP configuration data and application databases on the Signaling Server and does not impact on them during the upgrade. However, Nortel recommends that you back up the

application databases prior to the upgrade as a precautionary measure. The application databases consist of the IP Phone database and the NRS database.

If you do not know whether the Signaling Server being upgraded has an NRS, use Procedure 26, “Verifying the presence of an NRS,” on [page 115](#) to make this determination.

If you have an NRS database on the Signaling Server and wish to back it up prior to the upgrade, you must use the back up tool in NRS Manager. It is recommended that you download the backup file to your local PC after the back up. After the Signaling Server is upgraded, NRS Manager is used to restore the NRS database (from your local PC) and activate it for use by the NRS. For instructions on backing up and restoring an NRS database, refer to *Signaling Server: Installation and Commissioning* (NN43001-312).

For instructions on backing up and restoring the IP Phone database, refer to *IP Line Fundamentals* (NN43001-500).

Procedure 26

Verifying the presence of an NRS

- 1 Open Internet Explorer.
- 2 Enter the ELAN or TLAN network interface IP Address of the primary Signaling Server as the URL.

Note: Note: Do not assign the same IP address for the Node ID and the TLAN network interface IP address. This must be verified manually. The Node IP address must be on the same subnet as the TLAN network interface IP addresses of the Media Cards. In addition, the TLAN and ELAN network interfaces of the Media Card must reside on separate logical subnets.

If additional configuration parameters were entered during installation, the node IP address can also be used as the URL.

The Element Manager logon web page appears.

Figure 19
Element Manager logon page



The screenshot shows the Element Manager logon page. The top section is a purple banner with the text ">CS 1000 ELEMENT MANAGER" on the left and the Nortel logo on the right. Below the banner is a white login form. The form contains three input fields: "User ID:", "Password:", and "Call Server IP Address:". The "Call Server IP Address" field is pre-filled with the value "192.167.102.3". At the bottom of the form are two buttons: "Login" and "Reset".

Initially, you can be prompted to enter the Call Server IP address, because the Call Server is used for web logon authorization. The Call Server IP address is a requirement, because unless you entered additional configuration parameters during the Signaling Server installation, the node configuration data file containing the Call Server IP address does not yet exist.

- 3** Enter a Level 1 or Level 2 user ID and password. If configured, you can also use a Limited Access Password (LAPW) user ID and password.

If this is the first time the Call Server is accessed, the default Level 1 or Level 2 user ID and password must be used.

If the logon is successful, the Element Manager "Home - System Overview" screen appears (see Figure 20 on [page 117](#)).

Figure 20
Element manager: Home - System Overview

The screenshot shows the 'Home - System Overview' page in the Nortel CS 1000 Element Manager. The interface is divided into a left-hand navigation menu and a main content area. The navigation menu includes sections like Home, Links, System, Customers, Routes and Trunks, Dialing and Numbering Plans, Tools, and Security. The main content area displays the following information:

- Managing:** Navigation System Name (192.167.102.3)
Home - System Overview
- Home - System Overview**
- System Identification (SNMP)
 - Site Name: Navigation Site Name
 - System Name: Navigation System Name
 - Contact Name: System Contact
 - SNMP System Name: System Name
 - SNMP Location: System Location
- Call Server**
 - IP Address: 192.167.102.3
 - Type: Nortel Communication Server 1000E PIV
 - Version: 3621
 - Release: 491C
 - Redundancy State: SINGLE
 - CPU and Health State: cp 1 Active HEALTH = 20, cp 0 Standby HEALTH = 0
 - Backup Archives:
 - Last Backup Archive: Not Available
 - Status: Not Available
 - Backup Archive Initiation: Not Available
 - Geographic Redundancy:
 - Role of CS: Primary
 - Last FTP to Secondary CS: None
 - Number of IP phones registered locally: 4
- + Signaling Server**
- + Web Server**
- + Users Logged into this Signaling Server**

This screen identifies the components of your CS 1000 system.

- 4 Click the “+” symbol in front of the Signaling Server component.

The Signaling Server component expands to display the properties of the Signaling Server (see Figure 21 on [page 118](#)).

Figure 21
Signaling Server properties

- Signaling Server	
Host Name	CS1000E_PIV
Type	ISP1100
H323 ID	CS1000E_PIV
Software version	sse-4.91.06
Role	Leader
Element Manager	Equipped
Line TPS (UNISTim)	Equipped
IP Peer Gateway (Virtual Trunk TPS)	Equipped
SIP Proxy/Redirect Server	Enabled
SIP Gateway	Enabled
Gatekeeper configuration	Primary

- 5 View the contents of the "Gatekeeper configuration" property.

If the Gatekeeper configuration property indicates Primary (as is the case here), Alternate or Failsafe, the Signaling Server hosts an NRS. If the property indicates nothing, the Signaling Server does not host an NRS.

End of Procedure

Before you begin

Before upgrading the software, you must do the following:

- Connect the Signaling Server — see *Signaling Server: Installation and Commissioning* (NN43001-312)
- Take a precautionary backup of the IP Phones application database.
- Take a precautionary backup of the NRS database.
- Obtain the CS 1000 Release 5.0 version of the Signaling Server Software Install CD-ROM— see *Signaling Server: Installation and Commissioning* (NN43001-312)
- Ensure that there is 1 GB of RAM configured on your legacy Nortel ISP1100 server

Upgrading the CS 1000 Release 4.0 or CS 1000 Release 4.5 Signaling Server



IMPORTANT!

The Signaling Server is out-of-service during software upgrades.

Use the following procedure to upgrade the Signaling Server software on a legacy Nortel ISP1100 server.

Procedure 27 **Upgrading the Signaling Server software**

- 1 Insert the Signaling Server Software CD into the CD drive, and press the **RST** button on the front panel to cold boot the Signaling Server.

The VxWorks™ system boot screen appears (see Figure 22 on [page 120](#)).

Figure 22
VxWorks system boot

```
VxWorks System Boot
Copyright 1984-2004 Wind River Systems, Inc.

CPU: PC PENTIUM
Version: VxWorks5.5.1
BSP version: 1.2/3
Creation date: Oct 6 2006, 15:44:38

Mounting /cd0
Found /cd0/nvram.sys
Mounting /boot
Found /boot/nvram.sys

Selecting nvram file from 2 sources

Read boot parameters from:

C: CDROM Drive
H: Hard Disk
10 [H] c
```

- 2** Enter c at the prompt to force the Signaling Server to boot from the Signaling Server Software CD..

Note: Enter c within ten seconds to ensure that the Signaling Server boots from the CD drive.

The VxWorks™ banner screen appears.

Figure 25
System Information

```

CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

-----
                        SYSTEM INFORMATION
-----

=====
Hostname: CS1000S_CP           S/W Ver: 4.50.88
Location: N/A
Found /boot/nvram.sys

      Role: Leader                Set TPS: Enabled
Node ID: 5                       Vtrk TPS: Enabled
Node IP: 192.167.101.3          NRS Config: Primary GK + SIP
H.323 ID: CS1000M Chassis      CS IP: 192.167.100.3

ELAN IP: 192.167.100.4         TLAN IP: 192.167.101.2
ELAN SM: 255.255.255.0        TLAN SM: 255.255.255.0
ELAN GW: 192.167.100.1        TLAN GW: 192.167.101.1
ELAN MAC: 00:02:b3:e8:d0:ea   TLAN MAC: 00:02:b3:e8:d0:ea
=====

Please enter:
<CR> -> <a> - Continue with Install Tool
      <q> - Quit

Enter Choice>

```

4 Do one of the following:

- If you want to quit the upgrade and restore the previous release of software, enter **q** at the prompt. The Installation Tool Main Menu appears.

Go to step 9 on [page 131](#).

- If you want to continue the upgrade, press **CR** or enter **a** at the prompt.

Regardless of what option is chosen, the Install Tool Main Menu appears:

Figure 26
Install Tool Main Menu

```
CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

                MAIN MENU

The Install Tool will install Signaling Server software and related
files. You will be prompted throughout the installation.

Please enter:
<CR> - > <a> - To perform a complete installation/upgrade (Signaling
                Server s/w, Internet Telephone f/w, Voice Gateway
                Media Card l/w, basic Signaling Server configuration)
<b> - To install/upgrade Signaling Server software only.
<c> - To copy Internet Telephone firmware only.
<d> - To copy Voice Gateway Media Card loadware only.
<e> - To perform basic Signaling Server configuration only.
<f> - To selectively change initial system parameters.
<g> - To change board location information (CPPM only).
<h> - To go to the Tools Menu.

Enter Choice>
```

5 Do one of the following:

- Enter **a** to upgrade the Signaling Server software, IP Phone firmware, and Voice Gateway Media Card loadware.
- Note:** The upgrade process does not include Signaling Server configuration steps. If the Signaling Server is being upgraded, IP configuration data already exists on the server.
- Enter **b** to upgrade only the Signaling Server software.

The following sample lines appear:

```
Copying "/cd0/ssexxxxx.p/disk.sys" to
"/u/disk.sys".
"/cd0/sse30047.p3/install.dat" parsed.

Processing the install control file ...
"/cd0/ssexxxxx.p/install.dat" parsed.
```

Regardless of the option chosen, the Dependency list installation screen appears.

Figure 27
Dependency list

```
CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

Do you want to install Dependency Lists?

Please enter:
<CR> -> <y> - Yes, Do the Dependency Lists installation
      <n> - No, Continue without Dependency Lists installation

Enter Choice>
```

6 Do one of the following:

- Press **CR** or enter **y** to install dependency lists and continue with the upgrade.
- Enter **n** to continue the upgrade without installing the dependency lists.

Regardless of the option chosen, the Installation Status Summary screen appears:

Figure 28
Installation Status Summary

```

CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

-----
                INSTALLATION STATUS SUMMARY
-----

+=====+=====+=====+=====+
|  Option   | Choice | Status |           Comment           |
+-----+-----+-----+-----+
| software  | yes   |       | upgrade x.xx.xx to x.xx.xx |
+-----+-----+-----+-----+
| Dependency Lists | yes   |       | copy ALL                    |
+-----+-----+-----+-----+
| firmware  | no    |       | copy ALL                    |
+-----+-----+-----+-----+
| loadware  | no    |       | copy ALL                    |
+-----+-----+-----+-----+
| configuration | no    |       |                               |
+-----+-----+-----+-----+

Please enter:
<CR> -> <y> - Yes, start complete installation.
        <n> - No, cancel complete installation and return to the Main
            Menu.

Enter Choice>

```

7 Press <CR> or enter **y** to start the upgrade.

The following screens and messages appear in succession (beginning with Figure 29: “Software upgrade start” on [page 127](#))

Figure 29
Software upgrade start

```
CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

You have selected to upgrade the system from version x.xx.xx to
version x.xx.xx. THIS WILL ERASE ALL OLD SYSTEM FILES. Data files
will be preserved.

Starting upgrade from version x.xx.xx to version x.xx.xx.

Backed up "/boot/nvram.sys".

Initializing protected partition ...
Retrieved old volume params with %95 confidence:
Volume Parameters: FAT type: FAT32, sectors per cluster 8
  2 FAT copies, 0 clusters, 4096 sectors per FAT
  Sectors reserved 32, hidden 0, FAT sectors 8192
  Root dir entries 0, sysId (null), serial number 9166bc15
  Label:"
Disk with 4194304 sectors of 512 bytes will be formatted with:
Volume Parameters: FAT type: FAT32, sectors per cluster 8
  2 FAT copies, 523260 clusters, 4096 sectors per FAT
  Sectors reserved 32, hidden 0, FAT sectors 8192
  Root dir entries 0, sysId VX5DOS32, serial number 9166bc15
  Label:"
"/p" initialized
/p/ - Volume is OK
Creating directory "/p/data".
Attempting to install bootstrap on primary sector of device /dev/hda1
Found cbio device /dev/hda1 [0x1a001ddc] with sector size 512
Installing bootstrap on device /dev/hda1
Installing image /p/load/bootrom.bin on /boot
Found cbio device 0x1a001ddc with sector size 512
Copying /p/load/bootrom.bin to /boot/bootrom.sys
Boot ROM "/p/load/bootrom.bin" installed.

Erasing /u/patch/reten/reten.pch.
Erasing /u/patch/reten/mdp.ini.
Erasing /u/patch/reten/p22473_1.ss1.
```

Figure 30
Software upgrade success

```
CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

Software version x.xx.xx was installed successfully.

All files were copied to the hard disk.

/p/ - Volume is OK
```

Figure 31
IP Phone firmware upgrade

```
CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

The installation source contains multiple Internet Telephone firmware
files.

Delete previous registered F/W files:
Deleting F/W file - /u/fw/x00.fw...
Deleting F/W file - /u/fw/x01.fw...
Deleting F/W file - /u/fw/x02.fw...
Deleting F/W file - /u/fw/x21.fw...
Deleting F/W file - /u/fw/x24.fw...
Deleting F/W file - /u/fw/x25.fw...
Copying "/cd0/0603B76.bin" to "/u/fw/0603B76.bin
Copying "/cd0/0602B76.bin" to "/u/fw/0602B76.bin
Copying "/cd0/0604B76.bin" to "/u/fw/0604B76.bin
Copying "/cd0/0621C44.bin" to "/u/fw/0621C44.bin
Copying "/cd0/0624C44.bin" to "/u/fw/0624C44.bin
Copying "/cd0/0625C44.bin" to "/u/fw/0625C44.bin
Copying "/cd0/0627C44.bin" to "/u/fw/0627C44.bin
```

Figure 32
Voice Gateway Media Card loadware upgrade

```
CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

The installation source contains multiple Voice Gateway Media Card
loadware files.

Copying "/cd0/IPLxxxxx.p2" to "/u/fw/IPLxxxxx.p2".
Copying "/cd0/IPLxxxxx.sa" to "/u/fw/IPLxxxxx.sa".
Copying "/cd0/IPLxxxxx.mc32s" to "/u/fw/IPLxxxxx.mc32s".
```

Figure 33
Retain existing IP configuration

```
CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

Since this is a system upgrade, the existing configuration files will
be retained.

If you need to re-configure this Signaling Server, then please
select the basic configuration option from the Main Menu.
```

Figure 34
Installation Status Summary

```

CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

-----
                INSTALLATION STATUS SUMMARY
-----

+=====+=====+=====+=====+
|   Option   | Choice | Status|           Comment           |
+=====+=====+=====+=====+
| software   |   yes  |  ok   | upgrade x.xx.xx to x.xx.xx |
+-----+-----+-----+-----+
| Dependency Lists | yes | ignore | copy NONE |
+-----+-----+-----+-----+
| firmware   |   yes  |  ok   | copy i2002 version 1.76     |
| firmware   |   yes  |  ok   | copy i2002 version 1.76     |
| firmware   |   yes  |  ok   | copy PhaseII IP Firmware v. 3.B6 |
| firmware   |   yes  |  ok   | copy i2007 IP Firmware v. 2.44 |
| firmware   |   yes  |  ok   | copy 1120E IP Firmware v. 2.44 |
| firmware   |   yes  |  ok   | copy 1140E IP Firmware v. 2.44 |
| firmware   |   yes  |  ok   | copy 1150E IP Firmware v. 2.44 |
+-----+-----+-----+-----+
| loadware   |   yes  |  ok   | copy IP Line x.xx.xx for P2 |
| loadware   |   yes  |  ok   | copy IP Line x.xx.xx for SA |
| loadware   |   yes  |  ok   | copy IP Line x.xx.xx for MC32S |
+-----+-----+-----+-----+
| configuration | no | ignore| |
+-----+-----+-----+-----+

Please press <CR> when ready ...

```

8 Press **<CR>** and the Install Tool Main Menu screen appears:

Figure 35
Install Tool Main Menu

```
CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

                M A I N   M E N U

The Install Tool will install Signaling Server software and related
files. You will be prompted throughout the installation.

Please enter:
<CR> -> <a> - To perform a complete installation/upgrade (Signaling
          Server s/w, Internet Telephone f/w, Voice Gateway Media
          Card l/w, basic Signaling Server configuration).
<b> - To install/upgrade Signaling Server software only.
<c> - To copy Internet Telephone firmware only.
<d> - To copy Voice Gateway Media Card loadware only.
<e> - To perform basic Signaling Server configuration only.
<f> - To go to the Tools Menu.
<q> - Quit.

Enter Choice>
```

9 Enter q to quit the Install Tool.

The Install Tool quit confirmation screen appears (see Figure 36 on [page 132](#)).

Figure 36
Install Tool quit confirmation

```
CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====

You have selected to quit the Install Tool.

Before quitting and rebooting the system, remove all disks (floppy,
CDROM) from the drives.

    Please enter:
<CR> -> <m> - Return to previous menu.
    <q> - Quit and reboot the system.

    Enter Choice>

Removing temporary file "/u/disk.sys".

Rebooting system
```

- 10** Remove the Signaling Server Software CD from the CD drive and enter q to quit the Installation Tool and reboot the system.

The following system messages appear:

```
Removing temporary file "/u/disk.sys".
Rebooting system ...
```

End of Procedure

If you are upgrading from Succession 3.0, you must reconfigure the Signaling Server to obtain and configure the NRS. If you do not reconfigure the Signaling Server, you cannot use a SIP Redirect Server. Refer to *Signaling Server: Installation and Commissioning* (NN43001-312) for instructions on reconfiguring a Signaling Server.

Re-installing the previous software release

This section is only relevant to a Nortel ISP1100 Signaling Server. The Nortel CP PM, IBM X306m and HP DL320-G4 Signaling Servers only run CS 1000

Release 5.0 Signaling Server software. Earlier releases of the Signaling Server software cannot be installed on these Signaling Servers.

Use the following procedure to reinstall the previous release of software on a Nortel ISP1100 Signaling Server.

Procedure 28
Re-installing the previous software release

- 1 Enter **t** at the Installation Tool Main Menu screen.

Figure 37
Installation Tool Main Menu

```

CS 1000 Signaling Server Software Install Tool (sse-x.xx.xx)
=====
                                M A I N   M E N U

The Install Tool will install Signaling Server software and related
files. You will be prompted throughout the installation.

Please enter:
<CR> -> <a> - To perform a complete installation/upgrade (Signaling
          Server s/w, Internet Telephone f/w, Voice Gateway Media
          Card l/w, basic Signaling Server configuration).
<b> - To install/upgrade Signaling Server software only.
<c> - To copy Internet Telephone firmware only.
<d> - To copy Voice Gateway Media Card loadware only.
<e> - To perform basic Signaling Server configuration only.
<f> - To selectively change initial system parameters.
<g> - To change board location information (CPPM only).
<t> - To go to the Tools Menu.
<q> - Quit.

Enter Choice>
    
```

The Tools Menu appears.

Figure 38
Tools Menu

```
CS 1000 signaling server Software Install Tool (sse-x.xx.xx)
=====
                T O O L S   M E N U

This is the Tools Menu. Please select one of the options below.

Please enter:
<CR> -> <a> - To set system date and time.
        <b> - To re-partition and re-initialize the hard disk.
        <c> - To reload Default Accounts.
        <d> - To test the hard disk.
        <e> - To change the web server security flag.
        <f> - To initialize unprotected (/u) partition.
        <g> - Clear the boot sector to allow re-installation of the previous release.
        <h> - Copy the IP configuration from the removable media to the hard disk.
        <i> - Backup the IP configuration from the hard disk to the removable media.
        <j> - To replace CPU board BIOS.
        <m> - To return to the Main Menu.

Enter Choice>
```

- 2 Enter g to Clear the boot sector to allow the re-installation of the previous release.

After the boot sector is cleared, the following system messages appear:

The boot sector is cleared.

Insert the installation CD and restart the system.

- 3 Insert the Signaling Server Software CD for the previous release, and install the software accordingly.

End of Procedure

For more information on upgrading or installing Signaling Servers, refer to *Signaling Server: Installation and Commissioning* (NN43001-312).

Appendix A: Upgrade checklists

Contents

This section contains information on the following topics:

Introduction	135
Site details	136
Upgrade details	136
Pre-upgrade checklists	137
Pre-conversion steps	140
Post-conversion checks	142
Quick reference	142
Software generic by machine type	146

Introduction

The following section provides Large System upgrade checklists.

Technical Support

Nortel can provide an Installation and Upgrade Support team to assist with PBX upgrades on a scheduled bases. This service is billable and a purchase order is required. Please refer to current price book for rates.

Note: This service requires that a service request be opened in advance of the upgrade.

Site details

Table 6
Site Details

Customer Name	
Tape ID (LD 22)	
Modem Number (Core)	
Switch Room Telephone	
Baud Rate	
Modem Password	
PBX Password	
System Type	
Software Generic	

Upgrade details

Table 7
Upgrade details

Current Software - Generic	
Target Software - Generic	
Hardware being added	
Feature Upgrade	
License Upgrade	

Pre-upgrade checklists

Software Upgrade

Software audit

Table 8
Software audit

Software Audit		
Perform the software audit prior to the scheduled upgrade.		
Take corrective action if answer is no		
	Yes	No
Software CD Ready		
Keycode Disk Ready		
Install Disk Ready		
DEP Patch Disk Ready		
Review Keycode Data Sheet - (SDID,PKGS,License,TID)		
Review Site Specific Patches - (Non MDCS)		
Read GRB for target Release – (Verify Memory Requirements)		

License Upgrade

Table 9
Keycode audit

Keycode Audit		
Perform the keycode Audit prior to the scheduled upgrade.		
Take corrective action if answer is no		
	Yes	No
Keycode Disk Ready		
Keycode Data Sheet Ready		
SDID Matches System		
TID Matches System		
Perform a KDIFF in LD 143 to compare keycodes		

Conversion Required

Table 10
Conversion Procedures

Conversion Procedures
Upgrades between different machine types require some type of conversion.
If the disk media is changing the database must be physically transferred
between storage devices. Please select source and target media.

Table 11
Typical Storage Media Changes Between machine Types (Part 1 of 2)

Typical Storage Media Changes Between machine Types		
Source	Target	Procedure Required
Omega	IODUC	Direct cable transfer

Table 11
Typical Storage Media Changes Between machine Types (Part 2 of 2)

Omega	MMDU	Nortel Internal
CMDU	IODUC	4M - 2M media transfer
IODUC	MMDU	Disk to new Drive both use 2M Floppy Drives
MMDU	MMDU	Disk to new Drive

Hardware Upgrade

Hardware audit

Table 12
Hardware audit

Hardware Audit		
Perform the Hardware Audit prior to the scheduled upgrade.		
	Yes	No
Verify Shipping List - Complete and Accurate		
Audit Site for new hardware locations		
Pre Run Cables if possible		
Review All switch settings for new cards		
Read all applicable NTP Procedures completely		

Pre-conversion steps

Table 13
Pre-conversion steps (Part 1 of 2)

Pre Conversion Steps
A capture file should be made of the following information using a PC or Printer.
Perform an overall system check:
LD 135 SCPU (ensure that the system is redundant)
LD 137 STAT/TEST CMDU
LD 96 STAT DCH
LD 48 STAT AML
LD 32 STAT
LD 60 STAT

Table 13
Pre-conversion steps (Part 2 of 2)

LD 30 LDIS (Verify what Is disabled if any)
Get Software Information from LD 22
ISSP - Patches in service - Future Reference if required LD 143 - MDP ISSP -Prints all inservice patches and patch handle numbers (includes all DepList patches)
TID/SLT - License Parameters - To compare with converted database
LD 21 - PRT CFN
LD 97 - PRT SUPL/XPEC
Run a Template Audit
LD 1 - Auto Run
Perform a Datadump
Backup at least two copies of the current database, retain the copies.
Print History File or System Event Log
LD 22 - Print AHST - Capture Systems Events to compare will new software if required
LD 117 - PRT SEL 500 - Same as above

Post-conversion checks

Table 14
Post-conversion checks

Post Conversion Checks
Perform these checks after a successful INI.
Test for dial tone
Stat D Channels for proper operation
Ensure that all XPEC's are in service via visual inspection
Ensure that all AUX applications are working
LD 30 LDIS (Verify that output is the same prior to upgrade)

Quick reference

IGS Cabling Chart - MultiGroup PBX - Opt 81/81C/CP (5 Groups Maximum)

Table 15
IGS cabling chart (Part 1 of 2)

Net Group	Net Shelf	IGS Connector	IGS Net	Slot	Net	DIGS	Slot Connector	Intergroup connector	I G S	Clock
0	0	0	3	8	2	9	BOTTOM	J1	0	
0	0	1	2	9	2	9	TOP	J6	2	0
0	1	1	2	9	2	9	TOP	J17	3	1
0	1	0	3	8	2	9	BOTTOM	J22	1	
1	0	0	3	8	2	9	BOTTOM	J2	4	

Table 15
IGS cabling chart (Part 2 of 2)

1	0	1	2	9	2	9	TOP	J7	6	0
1	1	1	2	9	2	9	TOP	J16	7	1
1	1	0	3	8	2	9	BOTTOM	J21	5	
2	0	0	3	8	2	9	BOTTOM	J3	8	
2	0	1	2	9	2	9	TOP	J8	1	0
									0	
2	1	1	2	9	2	9	TOP	J15	1	1
									1	
2	1	0	3	8	2	9	BOTTOM	J20	9	
3	0	0	3	8	2	9	BOTTOM	J4	1	
									2	
3	0	1	2	9	2	9	TOP	J9	1	0
									4	
3	1	1	2	9	2	9	TOP	J14	1	1
									5	
3	1	0	3	8	2	9	BOTTOM	J19	1	
									3	
4	0	0	3	8	2	9	BOTTOM	J5	1	
									6	
4	0	1	2	9	2	9	TOP	J10	1	0
									8	
4	1	1	2	9	2	9	TOP	J14	1	1
									9	
4	1	0	3	8	2	9	BOTTOM	J18	1	
									7	

Note: A DIGS Card is located in the card slot position for IGS 1 in all network shelves. The IGS 1 slot detects the clock signals from the active clock controller and distributes the clock to the entire group. Three out of four IGS cards can be disabled at any given time via LD 39, the IGS 1 that is associated with the active clock cannot be disabled via software, e.g. if clock 1 is active then IGS's 3,7,11,15 and 19 can never be disabled as they are providing clock for their respective network groups.

Group/Loop/PS/FIJI/3PE Switch Settings

Table 16
Switch settings (Part 1 of 2)

Group	Shelf	P S	Loops	FIJI*	3PE NT8D35 Net**	3PE NT5D21 Core Net**
0	0	0	0-16	0 0	off on on on on on on on	off on on off on on on on
0	1	1	16-31	0 1	off on on on on on on off	off on on off on on on off
1	0	2	32-47	1 0	off on on on on on off on	off on on off on on off on
1	1	3	48-63	1 1	off on on on on on off off	off on on off on on off off
2	0	4	64-79	2 0	off on on on on off on on	off on on off on off on on
2	1	5	80-95	2 1	off on on on on off on off	off on on off on off on off
3	0	6	96-111	3 0	off on on on on off off on	off on on off on off off on
3	1	7	112-12 7	3 1	off on on on on off off off	off on on off on off off off
4	0	8	128-14 3	4 0	off on on on off on on on	off on on off off on on on
4	1	9	144-15 9	4 1	off on on on off on on off	off on on off off on on off
5	0	1 0	160-17 5	5 0	off on on on off on off on	off on on off off on off on
5	1	1 1	176-19 1	5 1	off on on on off on off off	off on on off off on off off
6	0	1 2	192-20 7	6 0	off on on on off off on on	off on on off off off on on
6	1	1 3	208-23 3	6 1	off on on on off off on off	off on on off off off on off

Table 16
Switch settings (Part 2 of 2)

7	0	1 4	224-23 9	7 0	off on on on off off off on	off on on off off off off on
7	1	1 5	240-25 5	7 1	off on on on off off off off	off on on off off off off off

Software generic by machine type

Table 17
Software generic by machine type

System Type	Generic	System Type	Generic	Processors
ST	1011	Option 61	1111	CP1 - NT6D66 - 68030
STE	1511	Option 61 CP1	1811	CP2 - NT9D19 - 68040
NT	1111	Option 61 CP2	2311	CP3 - NT5D10 - 68060
XT	1211	Option 61 CP3	2511	CP4 - NT5D03 - 68060E
RT	1311	Option 61 CP4	2911	CPP - INTEL PII
Option 11	1411	Option 71	1211	CNI'S
Option 11	1411	Option 81 CP1	1611	Opt 81 - 8,9,10
Option 11C	2111	Option 81 CP2	1911	Opt 81C - 12,13,14
Compact	X27	Option 81 CP3	2611	CPP - c9,c10,c11,c12
Option 21	1011	Option 81 CP4	3011	Key Packages
Option21E	1511	Option 81C CP1	1611	Opt 81 - PKG 298
Option 51	1111	Option 81C CP2	1911	Opt 81C - PKG 299
Option 51 CP1	1711	Option 81C CP3	2611	CPP - PKG 299,368
Option 51 CP2	2211	Option 81C CP4	3011	FIJI - PKG 365
Option 51 CP3	2411	Option CP PII	3311	
Option 51 CP4	2811			

Appendix B: Technical Assistance service

Contents

This section contains information on the following topics:

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Nortel Technical Assistance Centers

To help customers obtain maximum benefit, reliability, and satisfaction from their CS 1000E systems, Nortel provides technical assistance in resolving system problems. Table 18 on [page 148](#) lists the centers that provide this service.

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

If you purchased a Nortel service program, contact one of the following Nortel Technical Solutions Centers.

Table 18
Customer Technical Services (Part 1 of 2)

Location	Contact
Nortel Global Enterprise Technical Support (GETS) PO Box 833858 2370 Performance Drive Richardson, TX 75083 USA	North America Telephone: 1 800 4NORTEL
Nortel Corp. P.O. Box 4000 250 Sydney Street Belleville, Ontario K8N 5B7 Canada	North America Telephone: 1 800 4NORTEL
Nortel Service Center - EMEA	EMEA Telephone: 00 800 8008 9009 or +44 (0)870 907 9009 E-mail: emeahelp@nortel.com
Nortel 1500 Concord Terrace Sunrise, Florida 33323 USA	Brazil Telephone: 5519 3705 7600 E-mail: entcts@nortel.com English Caribbean Telephone: 1 800 4NORTEL Spanish Caribbean Telephone: 1 954 858 7777 Latin America Telephone: 5255 5480 2170

Table 18
Customer Technical Services (Part 2 of 2)

Location	Contact
Network Technical Support (NTS)	<p>Asia Pacific Telephone: +61 28 870 8800</p> <p>Australia Telephone: 1800NORTEL (1800 667835) or +61 2 8870 8800 E-mail: asia_support@nortel.com</p> <p>People's Republic of China Telephone: 800 810 5000 E-mail: chinatsc@nortel.com</p> <p>Japan Telephone: 010 6510 7770 E-mail: supportj@nortel.com</p> <p>Hong Kong Telephone: 800 96 4199 E-mail: chinatsc@nortel.com</p> <p>Taiwan Telephone: 0800 810 500 E-mail: chinatsc@nortel.com</p> <p>Indonesia Telephone: 0018 036 1004</p> <p>Malaysia Telephone: 1 800 805 380</p> <p>New Zealand Telephone: 0 800 449 716</p> <p>Philippines Telephone: 1 800 1611 0063 or 632 917 4420</p> <p>Singapore Telephone: 800 616 2004</p> <p>South Korea Telephone: 0079 8611 2001</p> <p>Thailand: Telephone: 001 800 611 3007</p>

Services available

Services available through the Technical Assistance Centers include:

- diagnosing and resolving software problems not covered by support documentation
- diagnosing and resolving hardware problems not covered by support documentation
- assisting in diagnosing and resolving problems caused by local conditions

There are several classes of service available. Emergency requests (Class E1 and E2) receive an immediate response. Service for emergency requests is continuous until normal system operation is restored. Non-emergency

requests (Class S1, S2, and NS) are serviced during normal working hours. Tables 19 and 20 describe the service classifications.

Table 19
Technical service emergency classifications

Class	Degree of failure	Symptoms
E1	Major failure causing system degradation or outage	<p>System out-of-service with complete loss of call-processing capability.</p> <p>Loss of total attendant console capability.</p> <p>Loss of incoming or outgoing call capability.</p> <p>Loss of auxiliary Call Detail Reporting (CDR) in resale application.</p> <p>Call processing degraded for reasons such as trunk group out-of-service:</p> <ul style="list-style-type: none"> • 10% or more lines out-of-service • frequent initializations (seven per day or more) • inability to recover from initialization or SYSLOAD • consistently slow dial tone (eight seconds or more delay)
E2	Major failure causing potential system degradation or outage	<p>Standby CPU out-of-service.</p> <p>Frequent initializations (one per day or more).</p> <p>Disk drive failure.</p> <p>Two sets of disks inoperative.</p>

Table 20
Technical services non-emergency classifications

Class	Degree of failure	Symptoms
S1	Failure that affects service	<p>Software or hardware trouble directly and continuously affecting user's service or customer's ability to collect revenue.</p> <p>Problem that will seriously affect service at in-service or cut-over date.</p>
S2	Intermittent failure that affects service	<p>Software or hardware faults that only intermittently affect service.</p> <p>System-related documentation errors that directly result in or lead to impaired service.</p>
NS	Failure that does not affect service	<p>Documentation errors.</p> <p>Software inconsistencies that do not affect service.</p> <p>Hardware diagnostic failures (not defined above) that cannot be corrected by resident skills.</p> <p>Test equipment failures for which a backup or manual alternative can be used.</p> <p>Any questions concerning products.</p>

Except as excluded by the provisions of warranty or other agreements with Nortel, a fee for technical assistance may be charged, at rates established by Nortel. Information on rates and conditions for services are available through Nortel sales representatives.

Requesting assistance

Collect the information listed in Table 21 before you call for service.

Table 21
Checklist for service requests

Name of person requesting service	_____
Company represented	_____
Telephone number	_____
System number/identification	_____
Installed software generic and issue (located on data disk)	_____
Modem telephone number and password (if applicable)	_____
Seriousness of request (see Tables 19 and 20)	_____
Description of assistance required	_____

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Nortel Communication Server 1000

Communication Server 1000M and Meridian 1

CS 1000M MG CP PII FNF to CS 1000M MG CP PIV FNF Upgrade

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