

Obtaining System Manager 2.6 Upgrade Software for ICS 7750 FAQs

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Questions

Introduction

Is the ICS 7750 System Manager 2.6 upgrade available on CCO?

I currently have ICS 7750 System Manager 2.x and no Support Contract. How can I upgrade to ICS 7750 System Manager 2.6?

I currently have ICS 7750 System Manager 2.x and a Support Contract. How can I upgrade to ICS 7750 System Manager 2.6?

How can I get upgrades and patches for earlier ICS 7750 System Manager versions?

I do not have a Support Contract. Can I buy one now to get the ICS 7750 System Manager 2.6 upgrade?

Does everyone have to upgrade to ICS 7750 System Manager 2.6?

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

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Related Information

Introduction

This document contains answers to some of the most common questions about how to obtain software for the Cisco Integrated Communications System (ICS) Release 2.6 upgrade, also known as ICS System Manager 2.6.

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

Refer to these documents for technical information about the ICS upgrade:

- Release Notes for System Software Release 2.6.0 on the Cisco ICS 7750
- Release Notes for System Software Release 2.6.1 and 2.6.2 on the Cisco ICS 7750

Q. Is the ICS 7750 System Manager 2.6 upgrade available on CCO?

A. The ICS 7750 System Manager 2.6 upgrade is only available on CDs. It is not available on Cisco Connection Online (CCO).

Q. I currently have ICS 7750 System Manager 2.x and no Support Contract. How can I upgrade to ICS 7750 System Manager 2.6?

A. You need to purchase the Software CDs for ICS Release 2.6. The Product Number **SW-S77a-2.6.0=** and the cost is \$100.00 (USD). Contact your Service Sales Representative for more details.

Q. I currently have ICS 7750 System Manager 2.x and a Support Contract. How can I upgrade to ICS 7750 System Manager 2.6?

A. Complete these steps to have the ICS 7750 System Manager 2.6 CDs shipped to you :

1. Access the Product Upgrade Tool (registered customers only) .
2. Click the **Launch the Product Upgrade Tool** link.
3. Provide your Support Contract number.
4. Select the appropriate part number: **ICS System Manager Software: SW-S77A-2.6.0=.**

Q. How can I get upgrades and patches for earlier ICS 7750 System Manager versions?

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

Q. I do not have a Support Contract. Can I buy one now to get the ICS 7750 System Manager 2.6 upgrade?

A. No, you will not get this software if you buy a Support Contract now. You still need to buy the ICS 7750 System Manager 2.6 upgrade.

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

Q. Does everyone have to upgrade to ICS 7750 System Manager 2.6?

A. No. Upgrade to ICS Release 2.6 includes support for the new 8-port Foreign Exchange Office (FXO) card, MRP3-8FXOM1, and support for Cisco CallManager 3.3(2). If you do not use this hardware or do not need the CallManager 3.3 features, you can keep your current ICS release.

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

A. Use these methods to resolve the problem:

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

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Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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