

Patch Upgrade Procedure for Cisco PGW 2200 Release 9.2 and Later

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Introduction

This document explains the procedure used in order to upgrade the Cisco PGW 2200 Release 9.2 and later versions with new software patches.

In older PGW 2200 versions, such as release 7.x, the upgrade process was performed with the Sun Solaris commands **pkgadd** and **pkgrm**. These Sun Solaris commands must not be issued with Cisco PGW 2200 Release 9.2 and later versions. A new script called 'patch' does the job, as described in this document.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Media Gateway Controller Release 7
- Cisco Media Gateway Controller Software Release 9
- PGW 2200 Product Alerts and Troubleshooting
- MGC Node Solaris 8 Packages Software Download (registered customers only)

A new directory is created at the time of initial base software installation in Cisco PGW 2200 Release 9.2 and later. The directory is called /opt/SW. The user is expected to download all new patches from the Voice Downloads (registered customers only) into this location. Also, a new shell script 'patch' is provided with the standard installation and is installed in the /opt/SW directory.

Here are the prerequisites for this procedure:

- Verify the directory /opt/SW is present on the active and the standby PGW 2200.
- Verify that the two files called 'patch' and 'admin.file' are present in the directory /opt/SW.
- Download the appropriate PGW 2200 patches from the Voice Downloads (registered customers only) to the /opt/SW directory in the active and the standby PGW 2200. Make sure the appropriate protocol and system patches are downloaded. Take a look at these:

- ◆ Patch combination for 9.2(2)

- ◆ Patch combination for 9.3(2)
- ◆ Patch combination for 9.4(1)
- ◆ Patch combination for 9.5(2)
- ◆ Patch combination for 9.6(1)
- Make sure that the decode<version_number>.pl file is downloaded from the Voice Downloads (registered customers only) to the /opt/SW directory.
- Make sure that the two PGW 2200s do not synchronize their configurations during the upgrade.

This ensures that one of the two PGW 2200s retains the old configuration and patch level, so that there is a way to return back if something goes wrong. To do this in both PGW 2200s, edit the file `/opt/CiscoMGC/etc/XECfgParm.dat` and set the parameter 'pom.dataSync' to **False**.

Components Used

The information in this document is based on Cisco PGW 2200 Release 9.2 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Before You Begin

Patch Installation Process

The valid order of installation is:

1. Sun Solaris Operating System. Check Solaris Operating System part numbers and supported platforms located in Preparing for Sun Solaris Operating System and Cisco MGC Software Installation.
2. Cisco Sun Solaris Operating System patch cluster CSCOh015 (refer to the Release Notes for the Solaris 8 Environment Packages). Check Cisco Security Advisory: Hardening of Solaris OS for MGC.

Note: Cisco PGW 2200s that have both the Security Patch h013 and version 2.0(12) or 2.0(13) of the Solaris Patch h015l installed cause the disablement of default network services. This problem happens because the inetd.conf Solaris file is lost after the Solaris Patch Set is installed. For more information, refer to Field Notice: FN – 62193 – PGW2200 Solaris Patch H015 Version 2.0(12) or 2.0(13) Installation On Existing PGW With the PGW Security Patch H013 Installed Will Replace the Secure Inetd.Conf File With an Unsecure Version.

3. Solaris System Security Patch (CSCOh013)
4. Reboot.

For the uninstall, the CSCOh013 must be uninstalled before the Cisco PGW 2200 software is uninstalled. Refer to the Field Notice: Solaris Patches for the Media Gateway Controller (MGC) and MGC Adjuncts.

Note: If the security package is installed, you must remove the package before you install DiskSuite. Put the security package back on after you finish with the DiskSuite installation.

If the security package is installed without DiskSuite and then removed after DiskSuite was later installed, the box is not able to boot.

Since the security package must be removed in order to upgrade the Cisco PGW 2200 release, reinstall security patches again after the upgrade is finished.

Note: Regularly update Cisco PGW 2200 patches in combination with the security and Sun Solaris Operating System patches because this can avoid other critical outages.

Cisco PGW 2200 Patch Upgrade Procedure

The first step in this procedure is to, upgrade the standby PGW 2200 with the new patches while you ensure the active PGW 2200 continues to carry the traffic until the standby is upgraded to the latest version.

1. Issue the mml command **rtrv-ne** to check the status of the standby PGW 2200 (mml is the command line interface of the Cisco PGW 2200). Then verify that the current platform state is "STANDBY."

```
mgcusr@PGW2200-2% mml
Copyright © 1998-2002, Cisco Systems, Inc.

PGW2200-2> rtrv-ne
MGC-02 - Media Gateway Controller 2004-01-27 08:03:19.592 GMT
M RTRV
  "Type:MGC"
  "Hardware platform:sun4u sparc SUNW,Ultra-5_10"
  "Vendor:"Cisco Systems, Inc.""
  "Location:MGC-02 - Media Gateway Controller"
  "Version:"9.4(1)""
  "Platform State:STANDBY"
  ;
PGW2200-2>
```

2. Issue the **rtrv-alm**s and **rtrv-softw:all** commands to in the mml, in order to check the alarm status and the software status..

If no error message is reported on software problems, go to step 3. Otherwise, try to understand the reason why the alarms are reported.

3. Exit the mml application. You can also shutdown the PGW 2200 application.

```
PGW2200-2> quit
mgcusr@PGW2200% cd /etc/init.d
/etc/init.d
mgcusr@PGW2200-2% su
Password:
# ./CiscoMGC stop
Signalling procM to shut down, with the pid = 1231
...shutdown complete
#
```

4. Check again to see if all processes on mgcusr are down. Issue the UNIX command **ps -ef**.

```
#ps -ef | grep mgcusr
root 7003 6900 0 08:05:24 pts/1 0:00 grep mgcusr
mgcusr 5884 5882 0 07:50:15 pts/1 0:00 -tcsh
#
```

5. Go to the /opt/SW directory and clean up all previous patches, so the PGW 2000 does not run out of disk space.

Alternatively (if you want to keep the old patch files) you can download the latest patches to this directory and run (in step 10) the command **./patch all latest** in order to install only the latest patches.

Note: Do not remove "admin.file" under this directory. Otherwise during the installation of the patches, you run into an error message similar to `pkgadm: ERROR: unable to open admin file <admin.file>`.

6. Before you install the new patches from the Voice Downloads (registered customers only), check which patches you want to install at this time.

In the new naming convention, characters 5 and 6 describe the package contents, and the last three digits identify the patch number. For example if the characters are equal to "012", this identifies the packages as Patch 12. In summary:

The protocol packages are labeled CSCOnnvvv:

- ◆ **nn** Indicates the specific protocols you need for your environment.
- ◆ **vvv** Indicates the version level of the patch.

An example of the patches for these protocol packages appears in this format:

```
CSC030012 Patch 12 for protocol packages 30
CSC042012 Patch 12 for protocol packages 42
```

Note: Install only the protocol patches you need. Issue the UNIX command **pkginfo** or the **./patch status** command under directory `/opt/SW` to check this out.

Note: Make sure the appropriate protocol and system patches were downloaded. Refer to:

- ◆ Patch combination for 9.2(2)
- ◆ Patch combination for 9.3(2)
- ◆ Patch combination for 9.4(1)
- ◆ Patch combination for 9.5(2)
- ◆ Patch combination for 9.6(1)

7. Under directory `/opt/SW`, make the patch and `decode941.pl` files executable with the UNIX command **chmod**.

Note: You always need to download these two files in combination with the patches downloaded.

```
mgcusr@PGW2200-2% chmod 755 patch
mgcusr@PGW2200-2% chmod 755 decode941.pl
```

8. Switch to the UNIX superuser with the UNIX command **su** and then run the Perl decode script.

This changes the patch package file extension from DMH to PKG.

```
mgcusr@PGW2200-2% su
Password:
# perl decode941.pl *.DMH
checking C09040100016.DMH
File C09040100016.DMH added to list.
checking C09040101016.DMH
File C09040101016.DMH added to list.
checking C09040102016.DMH
File C09040102016.DMH added to list.
checking C09040110016.DMH
File C09040110016.DMH added to list.
checking C09040120016.DMH
File C09040120016.DMH added to list.
checking C09040130016.DMH
File C09040130016.DMH added to list.
checking C09040131016.DMH
File C09040131016.DMH added to list.
checking C09040132016.DMH
```

```
File C09040132016.DMH added to list.
checking C09040133016.DMH
File C09040133016.DMH added to list.
checking C09040140016.DMH
File C09040140016.DMH added to list.
checking C09040141016.DMH
File C09040141016.DMH added to list.
checking C09040142016.DMH
File C09040142016.DMH added to list.
checking C09040150016.DMH
File C09040150016.DMH added to list.
checking C09040160016.DMH
File C09040160016.DMH added to list.
checking C09040170016.DMH
File C09040170016.DMH added to list.
checking C09040171016.DMH
File C09040171016.DMH added to list.
checking C09040180016.DMH
File C09040180016.DMH added to list.
checking C090401gs013.DMH
File C090401gs013.DMH added to list.
checking C090401gs015.DMH
File C090401gs015.DMH added to list.
Processing C09040100016.DMH
Dest Name = CSC000016.pkg
Processing C09040101016.DMH
Dest Name = CSC001016.pkg
Processing C09040102016.DMH
Dest Name = CSC002016.pkg
Processing C09040110016.DMH
Dest Name = CSC010016.pkg
Processing C09040120016.DMH
Dest Name = CSC020016.pkg
Processing C09040130016.DMH
Dest Name = CSC030016.pkg
Processing C09040131016.DMH
Dest Name = CSC031016.pkg
Processing C09040132016.DMH
Dest Name = CSC032016.pkg
Processing C09040133016.DMH
Dest Name = CSC033016.pkg
Processing C09040140016.DMH
Dest Name = CSC040016.pkg
Processing C09040141016.DMH
Dest Name = CSC041016.pkg
Processing C09040142016.DMH
Dest Name = CSC042016.pkg
Processing C09040150016.DMH
Dest Name = CSC050016.pkg
Processing C09040160016.DMH
Dest Name = CSC060016.pkg
Processing C09040170016.DMH
Dest Name = CSC070016.pkg
Processing C09040171016.DMH
Dest Name = CSC071016.pkg
Processing C09040180016.DMH
Dest Name = CSC080016.pkg
Processing C090401gs013.DMH
Dest Name = CSC0gs013.pkg
Processing C090401gs015.DMH
Dest Name = CSC0gs015.pkg
#
```

9. Check that the patch script, the admin.file, and the recently downloaded patches are in the /opt/SW directory.

In this example, you upgrade from PGW 2200 Patch 12 to Patch 16.

```
mgcusr@PGW2200-2% pwd
/opt/SW
mgcusr@PGW2200-2% ls -al
total 996540
drwxrwxr-x   2 mgcusr  mgcgrp      1024 Jan 27 08:47 .
drwxrwxr-x  26 root    sys          512 Sep 18 14:54 ..
-rwxrwxr-x   1 root    other        205 Jan 27 08:47 admin.file
-rw-rw-r--   1 mgcusr  mgcgrp    26450432 Jan 27 07:52 CSC000016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp    8592384 Jan 27 07:52 CSC001016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   13572608 Jan 27 07:52 CSC002016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   27458048 Jan 27 07:52 CSC010016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   32656384 Jan 27 07:52 CSC020016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   35221504 Jan 27 07:53 CSC030016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   35582976 Jan 27 07:53 CSC031016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   38958080 Jan 27 07:53 CSC032016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   25520128 Jan 27 07:53 CSC033016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   40667136 Jan 27 07:53 CSC040016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   40204288 Jan 27 07:53 CSC041016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   4948480 Jan 27 07:53 CSC042016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   25186304 Jan 27 07:53 CSC050016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   13935104 Jan 27 07:54 CSC060016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   24704512 Jan 27 07:54 CSC070016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   22176768 Jan 27 07:54 CSC071016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   14673408 Jan 27 07:54 CSC080016.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   29198848 Jan 27 07:54 CSC0gs013.pkg
-rw-rw-r--   1 mgcusr  mgcgrp   49982464 Jan 27 07:54 CSC0gs015.pkg
-rwxr-xr-x   1 mgcusr  mgcgrp      2067 Jan 27 08:14 decode941.pl
-rwxr-xr-x   1 mgcusr  mgcgrp     16216 Jan 27 08:12 patch
mgcusr@PGW2200-2%
```

!--- This is the current patch level.

```
mgcusr@PGW2200-2% pkginfo | grep CSC0
application CPTCmt          Cisco Packet Telephony Center - Monitoring
and Troubleshooting (PTC-MT)
application CSC000012      Cisco Media Gateway Controller Software
core system protocols
application CSC001012      Cisco Media Gateway Controller Software
Miscellaneous Protocols
application CSC002012      Cisco Media Gateway Controller Software
Miscellaneous Protocols
application CSC010012      Cisco Media Gateway Controller Software
SS7 family protocols
application CSC020012      Cisco Media Gateway Controller Software PRI
family protocols
application CSC030012      Cisco Media Gateway Controller Software Q761
Version 1 family protocols
application CSC031012      Cisco Media Gateway Controller Software Q761
Version 1 family protocols
application CSC032012      Cisco Media Gateway Controller Software Q761
Version 1 family protocols
application CSC033012      Cisco Media Gateway Controller Software Q761
Version 1 Family protocols
application CSC040012      Cisco Media Gateway Controller Software Q761
Version 2 Protocol Family
application CSC041012      Cisco Media Gateway Controller Software Q761
Version2 Protocol Family
application CSC042012      Cisco Media Gateway Controller Software Q761
Version2 Protocol Family
application CSC050012      Cisco Media Gateway Controller Software Q761
Version 3 Protocol Family
application CSC060012      Cisco Media Gateway Controller Software Q721
```

		Protocol Family
application	CSC070012	Cisco Media Gateway Controller Software Q767
		Protocol Family
application	CSC071012	Cisco Media Gateway Controller Software Q767
		Protocol Family
application	CSC080012	Cisco Media Gateway Controller Software Q931
		Protocol Family
application	CSC0ga000	Cisco Media Gateway Controller Software
		Licensing Components
application	CSC0ga001	Cisco Media Gateway Controller Software
		Application
application	CSC0ga002	Cisco Media Gateway Controller Software
		Database Components
application	CSC0ga003	Cisco Media Gateway Controller Software
		SNMP Components
application	CSC0ga004	Cisco Media Gateway Controller Software
		Toolkit Applications
application	CSC0ga005	Cisco Media Gateway Controller Software
		Oracle/XML Parser tools
application	CSC0gc001	Cisco Media Gateway Controller Software
		Configuration & Data Migration
application	CSC0gd004	Cisco Media Gateway Controller Software
		SCTP Streams Module
application	CSC0gs012	Cisco Media Gateway Controller Software
		Patch Package
application	CSC0gt001	Cisco Media Gateway Controller Software
		Analyzer/Simulator
utilities	CSC0gu000	Cisco Media Gateway Controller Software
		Common Utilities & Libraries
utilities	CSC0h015	Media Gateway Controller Solaris 8 Patch Cluster

10. When no errors are encountered in step 9, start with the installation of the patches. Issue the **./patch all** command under the /opt/SW directory.

Note: In case you still have older patches in this directory, issue the **./patch all latest** command.

```
# cd /opt/SW
# ./patch all

User [mgcusr] is still logged in or has running processes.

Processes:
 5884 pts/1    0:01 tcsh

Please log [mgcusr] out or kill processes before uninstalling.

#
```

Note: Check that no mgcusr processes are running at this time. The best method is to log in with a user different than mgcusr and go into superuser mode with the UNIX command **su**.

```
# ./patch all
The following patches are about to be removed from your system:
CSC000012
CSC001012
CSC002012
CSC010012
CSC020012
CSC030012
CSC031012
CSC032012
CSC033012
CSC040012
```

CSCO41012
CSCO42012
CSCO50012
CSCO60012
CSCO70012
CSCO71012
CSCO80012
CSCOgs012

The following patch(es) are about to be added to your system from the local dir

The following patch(es) are about to be added to your system from the local dir

CSCO00016.pkg
CSCO01016.pkg
CSCO02016.pkg
CSCO10016.pkg
CSCO20016.pkg
CSCO30016.pkg
CSCO31016.pkg
CSCO32016.pkg
CSCO33016.pkg
CSCO40016.pkg
CSCO41016.pkg
CSCO42016.pkg
CSCO50016.pkg
CSCO60016.pkg
CSCO70016.pkg
CSCO71016.pkg
CSCO80016.pkg
CSCOgs015.pkg

Are you sure this add/remove scenario is correct? [y] [y,n,?,q] **y**

Removal of <CSCO00012> was successful.

Removal of <CSCO01012> was successful.

Removal of <CSCO02012> was successful.

Removal of <CSCO10012> was successful.

Removal of <CSCO20012> was successful.

Removal of <CSCO30012> was successful.

Removal of <CSCO31012> was successful.

Removal of <CSCO32012> was successful.

Removal of <CSCO33012> was successful.

Removal of <CSCO40012> was successful.

Removal of <CSCO41012> was successful.

Removal of <CSCO42012> was successful.

Removal of <CSCO50012> was successful.

Removal of <CSCO60012> was successful.

Removal of <CSCO70012> was successful.

Removal of <CSCO71012> was successful.

Removal of <CSCO80012> was successful.
Restoring saved /opt/CiscoMGC/bin/almM

Restoring saved /opt/CiscoMGC/bin/amDmpr
Restoring saved /opt/CiscoMGC/bin/ca
Restoring saved /opt/CiscoMGC/bin/cdrDmpr
Restoring saved /opt/CiscoMGC/bin/cfgM
Restoring saved /opt/CiscoMGC/bin/converter
Restoring saved /opt/CiscoMGC/bin/EISUP
Restoring saved /opt/CiscoMGC/bin/engine.no_smartalloc
Restoring saved /opt/CiscoMGC/bin/engine.smartalloc
Restoring saved /opt/CiscoMGC/bin/foverd
Restoring saved /opt/CiscoMGC/bin/get_trc.sh
Restoring saved /opt/CiscoMGC/bin/ioChanMgr
Restoring saved /opt/CiscoMGC/bin/ISDNIP
Restoring saved /opt/CiscoMGC/bin/ISDNL3
Restoring saved /opt/CiscoMGC/bin/IUA
Restoring saved /opt/CiscoMGC/bin/LogServerd
Restoring saved /opt/CiscoMGC/bin/M3UA
Restoring saved /opt/CiscoMGC/bin/measMgr
Restoring saved /opt/CiscoMGC/bin/MGCP
Restoring saved /opt/CiscoMGC/bin/mml
Restoring saved /opt/CiscoMGC/bin/mmSAgt
Restoring saved /opt/CiscoMGC/bin/pom
Restoring saved /opt/CiscoMGC/bin/procM
Restoring saved /opt/CiscoMGC/bin/replicator
Restoring saved /opt/CiscoMGC/bin/sagt
Restoring saved /opt/CiscoMGC/bin/sim
Restoring saved /opt/CiscoMGC/bin/simWriter
Restoring saved /opt/CiscoMGC/bin/SIP
Restoring saved /opt/CiscoMGC/bin/sp
Restoring saved /opt/CiscoMGC/bin/SS7
Restoring saved /opt/CiscoMGC/bin/SUA
Restoring saved /opt/CiscoMGC/bin/TALI
Restoring saved /opt/CiscoMGC/bin/TCAP
Restoring saved /opt/CiscoMGC/lib/libcmg.so
Restoring saved /opt/CiscoMGC/lib/libconvutil.so
Restoring saved /opt/CiscoMGC/lib/libcxn.so
Restoring saved /opt/CiscoMGC/lib/libda.so
Restoring saved /opt/CiscoMGC/lib/libeng.so
Restoring saved /opt/CiscoMGC/lib/libengif.so
Restoring saved /opt/CiscoMGC/lib/libhelp.so
Restoring saved /opt/CiscoMGC/lib/libinf.so
Restoring saved /opt/CiscoMGC/lib/libpolbase.so
Restoring saved /opt/CiscoMGC/lib/libpolcomp.so
Restoring saved /opt/CiscoMGC/lib/libpolfiles.so
Restoring saved /opt/CiscoMGC/lib/libpolnuman.so
Restoring saved /opt/CiscoMGC/lib/libpolroute.so
Restoring saved /opt/CiscoMGC/lib/libpom.so
Restoring saved /opt/CiscoMGC/lib/libpxe.so
Restoring saved /opt/CiscoMGC/lib/libpxelog.so
Restoring saved /opt/CiscoMGC/lib/librmg.so
Restoring saved /opt/CiscoMGC/lib/librudp.so
Restoring saved /opt/CiscoMGC/lib/libsa.so
Restoring saved /opt/CiscoMGC/lib/libxe.so
Restoring saved /opt/CiscoMGC/local/config-lib
Restoring saved /opt/CiscoMGC/local/migrateTKGFile
Restoring saved /opt/CiscoMGC/etc/alarmCats.dat
Restoring saved /opt/CiscoMGC/etc/extNodeTypes.dat
Restoring saved /opt/CiscoMGC/etc/measCats.dat
Restoring saved /opt/CiscoMGC/etc/mmlCommands.dat
Restoring saved /opt/CiscoMGC/etc/propSet.xml.dat
Restoring saved /opt/CiscoMGC/etc/propVal.xsd.dat
Restoring saved /opt/CiscoMGC/etc/variant.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/new/alarmCats.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/new/extNodeTypes.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/new/measCats.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/new/mmlCommands.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/new/properties.dat

```
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/new/propSet.xml.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/new/propVal.xsd.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/new/variant.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/alarmCats.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/extNodeTypes.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/measCats.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/mmlCommands.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/propSet.xml.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/propVal.xsd.dat
Restoring saved /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/variant.dat
Restoring saved /opt/CiscoMGC/etc/migrate/migrate_9.3001_9.4001
Restoring saved /opt/CiscoMGC/etc/migrate/migrate_cpp_4_5
Restoring saved /opt/CiscoMGC/etc/migrate/migrate_cpp_5_6
Restoring saved /opt/CiscoMGC/.sw_config/mmlCommands.xml
Backing out new file /opt/CiscoMGC/local/config-snmpp
Restoring saved /opt/Toolkit/bytecode/cdr/EntryLimit.tbc
Restoring saved /opt/Toolkit/bytecode/cdr/File.tbc
Restoring saved /opt/Toolkit/bytecode/cdr/position.dat
Restoring saved /opt/Toolkit/bytecode/cdr/presentation.dat
Restoring saved /opt/Toolkit/bytecode/cdr/search.tbc
Restoring saved /opt/Toolkit/bytecode/toolbar/Toolbar.tbc
Restoring saved /opt/Toolkit/bytecode/am/EntryLimit.tbc
Restoring saved /opt/Toolkit/bytecode/XECfg/XECfgParm.tbc
```

```
Removal of <CSC0gs012> was successful.
Uncompressing ASP_NotRealProtocol.mdo
Uncompressing ASP_NotRealProtocol.so
Uncompressing CALLVER.mdo
Uncompressing CALLVER.so
Uncompressing CALLVER_GENERIC_ANALYSIS.mdo
Uncompressing CALLVER_GENERIC_ANALYSIS.so
  Uncompressing CALLVER_LCM.mdo
Uncompressing CDR_MAN.mdo
Uncompressing CDR_MAN.so
Uncompressing CONNECTION_PLANE_MANAGER.mdo
Uncompressing CONNECTION_PLANE_MANAGER.so
Uncompressing EISUP.mdo
Uncompressing EISUP.so
Uncompressing GENERIC_ANALYSIS.mdo
Uncompressing GENERIC_ANALYSIS.so
Uncompressing IN_TRIGGER.mdo
Uncompressing IN_TRIGGER.so
Uncompressing LEG_CONTROLLER.mdo
Uncompressing LEG_CONTROLLER.so
Uncompressing cc.mdo
Uncompressing cc.so
Uncompressing dummy.mdo
Uncompressing dummy.so
Uncompressing lcm.mdo
Uncompressing lcm.so
```

```
Installation of <CSC000016> was successful.
Uncompressing BTNUP_BTNR167.mdo
Uncompressing BTNUP_BTNR167.so
Uncompressing BTNUP_IUP.mdo
Uncompressing BTNUP_IUP.so
Uncompressing DPNSS_BTNR188.mdo
Uncompressing DPNSS_BTNR188.so
```

```
Installation of <CSC001016> was successful.
Uncompressing BELL_SGCP.mdo
Uncompressing BELL_SGCP.so
Uncompressing IETF_DCS.mdo
Uncompressing IETF_DCS.so
Uncompressing IETF_SIP.mdo
Uncompressing IETF_SIP.so
```

Uncompressing MGPCAS.mdo
Uncompressing MGPCAS.so

Installation of <CSCO02016> was successful.
Uncompressing ANSISS7_2K.mdo
Uncompressing ANSISS7_2K.so
Uncompressing ANSISS7_92.mdo
Uncompressing ANSISS7_92.so
Uncompressing ANSISS7_C2.mdo
Uncompressing ANSISS7_C2.so
Uncompressing ANSISS7_C3.mdo
Uncompressing ANSISS7_C3.so
Uncompressing ANSISS7_E1.mdo
Uncompressing ANSISS7_E1.so
Uncompressing ANSISS7_STANDARD.mdo
Uncompressing ANSISS7_STANDARD.so
Uncompressing GR317.mdo
Uncompressing GR317.so

Installation of <CSCO10016> was successful.
Uncompressing ATT_41459.mdo
Uncompressing ATT_41459.so
Uncompressing ATT_41459_C2.mdo
Uncompressing ATT_41459_C2.so
Uncompressing BELL_1268.mdo
Uncompressing BELL_1268.so
Uncompressing BELL_1268_C2.mdo
Uncompressing BELL_1268_C2.so
Uncompressing ETS_300_102.mdo
Uncompressing ETS_300_102.so
Uncompressing ETS_300_102_C2.mdo
Uncompressing ETS_300_102_C2.so
Uncompressing ETS_300_172.mdo
Uncompressing ETS_300_172.so

Installation of <CSCO20016> was successful.
Uncompressing ETS_300_121.mdo
Uncompressing ETS_300_121.so
Uncompressing ETS_300_356.mdo
Uncompressing ETS_300_356.so
Uncompressing HONGKONG.mdo
Uncompressing HONGKONG.so
Uncompressing ISUPV1_POLI.mdo
Uncompressing ISUPV1_POLI.so
Uncompressing Q761_ARGENTINA.mdo
Uncompressing Q761_ARGENTINA.so
Uncompressing Q761_ARGENTINA_C2.mdo
Uncompressing Q761_ARGENTINA_C2.so
Uncompressing Q761_AUSTRAL.mdo
Uncompressing Q761_AUSTRAL.so
Uncompressing Q761_AUSTRAL_C2.mdo
Uncompressing Q761_AUSTRAL_C2.so

Installation of <CSCO30016> was successful.
Uncompressing Q761_BASE.mdo
Uncompressing Q761_BASE.so
Uncompressing Q761_BELG.mdo
Uncompressing Q761_BELG.so
Uncompressing Q761_BELG_97VER.mdo
Uncompressing Q761_BELG_97VER.so
Uncompressing Q761_CHILE.mdo
Uncompressing Q761_CHILE.so
Uncompressing Q761_CHINA.mdo
Uncompressing Q761_CHINA.so
Uncompressing Q761_CHINA_C2.mdo
Uncompressing Q761_CHINA_C2.so

Uncompressing Q761_DANISH.mdo
Uncompressing Q761_DANISH.so

Installation of <CSCO31016> was successful.

Uncompressing Q761_97VER_BASE.mdo
Uncompressing Q761_97VER_BASE.so
Uncompressing Q761_GERMAN.mdo
Uncompressing Q761_GERMAN.so
Uncompressing Q761_INDIA.mdo
Uncompressing Q761_INDIA.so
Uncompressing Q761_JAPAN.mdo
Uncompressing Q761_JAPAN.so
Uncompressing Q761_KOREAN.mdo
Uncompressing Q761_KOREAN.so
Uncompressing Q761_NEWZEALAND.mdo
Uncompressing Q761_NEWZEALAND.so
Uncompressing Q761_PERU.mdo
Uncompressing Q761_PERU.so
Uncompressing Q761_PORTUGAL.mdo
Uncompressing Q761_PORTUGAL.so

Installation of <CSCO32016> was successful.

Uncompressing Q761_MALAYSIAN.mdo
Uncompressing Q761_MALAYSIAN.so
Uncompressing Q761_SINGAPORE.mdo
Uncompressing Q761_SINGAPORE.so
Uncompressing Q761_SINGAPORE_C2.mdo
Uncompressing Q761_SINGAPORE_C2.so
Uncompressing Q761_TAIWAN.mdo
Uncompressing Q761_TAIWAN.so
Uncompressing Q761_THAILAND.mdo
Uncompressing Q761_THAILAND.so

Installation of <CSCO33016> was successful.

Uncompressing ISUPV2_32DIG.mdo
Uncompressing ISUPV2_32DIG.so
Uncompressing ISUPV2_AUSTRIAN.mdo
Uncompressing ISUPV2_AUSTRIAN.so
Uncompressing ISUPV2_CZECH.mdo
Uncompressing ISUPV2_CZECH.so
Uncompressing ISUPV2_DUTCH.mdo
Uncompressing ISUPV2_DUTCH.so
Uncompressing ISUPV2_FINNISH96.mdo
Uncompressing ISUPV2_FINNISH96.so
Uncompressing ISUPV2_FRENCH.mdo
Uncompressing ISUPV2_FRENCH.so
Uncompressing ISUPV2_GERMAN.mdo
Uncompressing ISUPV2_GERMAN.so
Uncompressing ISUPV2_ISRAEL.mdo
Uncompressing ISUPV2_ISRAEL.so

Installation of <CSCO40016> was successful.

Uncompressing ISUPV2_JAPAN.mdo
Uncompressing ISUPV2_JAPAN.so
Uncompressing ISUPV2_JAPAN_C2.mdo
Uncompressing ISUPV2_JAPAN_C2.so
Uncompressing ISUPV2_NORWEGIAN.mdo
Uncompressing ISUPV2_NORWEGIAN.so
Uncompressing ISUPV2_POLISH.mdo
Uncompressing ISUPV2_POLISH.so
Uncompressing ISUPV2_SPANISH.mdo
Uncompressing ISUPV2_SPANISH.so
Uncompressing ISUPV2_SPANISH_C2.mdo
Uncompressing ISUPV2_SPANISH_C2.so
Uncompressing ISUPV2_SWISS.mdo
Uncompressing ISUPV2_SWISS.so

Uncompressing ISUPV2_SWISS_C2.mdo
Uncompressing ISUPV2_SWISS_C2.so

Installation of <CSCO41016> was successful.
Uncompressing ISUPV2_VIETNAM.mdo
Uncompressing ISUPV2_VIETNAM.so

Installation of <CSCO42016> was successful.
Uncompressing ISUPV3.mdo
Uncompressing ISUPV3.so
Uncompressing ISUPV3_UK.mdo
Uncompressing ISUPV3_UK.so
Uncompressing ISUPV3_UK_C2.mdo
Uncompressing ISUPV3_UK_C2.so
Uncompressing ISUPV3_UK_C3.mdo
Uncompressing ISUPV3_UK_C3.so
Uncompressing ISUPV3_UK_C4.mdo
Uncompressing ISUPV3_UK_C4.so

Installation of <CSCO50016> was successful.
Uncompressing Q721_BASE.mdo
Uncompressing Q721_BASE.so
Uncompressing Q721_BRAZILIAN.mdo
Uncompressing Q721_BRAZILIAN.so
Uncompressing Q721_CHINA.mdo
Uncompressing Q721_CHINA.so
Uncompressing Q721_FRENCH.mdo
Uncompressing Q721_FRENCH.so
Uncompressing Q721_PHILLIPINE.mdo
Uncompressing Q721_PHILLIPINE.so

Installation of <CSCO60016> was successful.
Uncompressing Q767_AUSTRALIA.mdo
Uncompressing Q767_AUSTRALIA.so
Uncompressing Q767_BASE.mdo
Uncompressing Q767_BASE.so
Uncompressing Q767_BRAZIL.mdo
Uncompressing Q767_BRAZIL.so
Uncompressing Q767_COLOMBIA.mdo
Uncompressing Q767_COLOMBIA.so
Uncompressing Q767_GUATEMALA.mdo
Uncompressing Q767_GUATEMALA.so
Uncompressing Q767_INDONESIA.mdo
Uncompressing Q767_INDONESIA.so
Uncompressing Q767_ITAL.mdo
Uncompressing Q767_ITAL.so
Uncompressing Q767_ITAL_C2.mdo
Uncompressing Q767_ITAL_C2.so

Installation of <CSCO70016> was successful.
Uncompressing Q767_MEXICAN.mdo
Uncompressing Q767_MEXICAN.so
Uncompressing Q767_NIGERIAN.mdo
Uncompressing Q767_NIGERIAN.so
Uncompressing Q767_RUSS.mdo
Uncompressing Q767_RUSS.so
Uncompressing Q767_SINGAPORE.mdo
Uncompressing Q767_SINGAPORE.so
Uncompressing Q767_SPAN.mdo
Uncompressing Q767_SPAN.so
Uncompressing Q767_SWED.mdo
Uncompressing Q767_SWED.so
Uncompressing Q767_TURKISH.mdo
Uncompressing Q767_TURKISH.so

Installation of <CSCO71016> was successful.

Uncompressing Q931.mdo
Uncompressing Q931.so
Uncompressing Q931_AUSTRALIA.mdo
Uncompressing Q931_AUSTRALIA.so
Uncompressing Q931_SINGAPORE.mdo
Uncompressing Q931_SINGAPORE.so

Installation of <CSCO80016> was successful.

Uncompressing EISUP
Uncompressing ISDNIP
Uncompressing ISDNL3
Uncompressing IUA
Uncompressing LogServerd
Uncompressing M3UA
Uncompressing MGCP
Uncompressing SIP
Uncompressing SS7
Uncompressing SUA
Uncompressing TALI
Uncompressing TCAP
Uncompressing almM
Uncompressing amDmpr
Installing ca
Uncompressing cdrDmpr
Uncompressing cfgM
Uncompressing converter
Installing engine.no_smartalloc
Installing engine.smartalloc
Uncompressing foverd
Installing get_trc.sh
Uncompressing ioChanMgr
Uncompressing measMgr
Uncompressing mmSAgt
Uncompressing mml
Uncompressing pom
Uncompressing procM
Uncompressing replicator
Uncompressing sagt
Installing sim
Installing simWriter
Installing sp
Installing alarmCats.dat
Installing extNodeTypes.dat
Installing measCats.dat
Installing mmlCommands.dat
Installing propSet.xml.dat
Installing propVal.xsd.dat
Installing variant.dat
Installing alarmCats.dat
Installing extNodeTypes.dat
Installing measCats.dat
Installing mmlCommands.dat
Installing propSet.xml.dat
Installing propVal.xsd.dat
Installing properties.dat
Installing variant.dat
Installing alarmCats.dat
Installing extNodeTypes.dat
Installing measCats.dat
Installing migrate_cpp_4_5
Installing migrate_cpp_5_6
Installing mmlCommands.dat
Installing propSet.xml.dat
Installing propVal.xsd.dat
Installing variant.dat
Installing libcmg.so

Installing libconvutil.so
Installing libcxn.so
Installing libda.so
Installing libeng.so
Installing libengif.so
Installing libhelp.so
Installing libinf.so
Installing libpolbase.so
Installing libpolcomp.so
Installing libpolfiles.so
Installing libpolnuman.so
Installing libpolroute.so
Uncompressing libpom.so
Uncompressing libpxe.so
Uncompressing libpxelog.so
Installing librmg.so
Uncompressing librudp.so
Installing libsa.so
Uncompressing libxe.so
Installing libexpect5.32.so
Updating parameters for CiscoMGC
Updating parameters for mmlCommands.xml
Updating parameters for migrate_9.3001_9.4001
Updating parameters for .dump-prov
Updating parameters for .master.cks
Updating parameters for config-lib
Updating parameters for config-snmpp
Updating parameters for delete_replication.sh
Updating parameters for migrateTKGFile
Updating /opt/CiscoMGC/bin/almM
Updating /opt/CiscoMGC/bin/amDmpr
Updating /opt/CiscoMGC/bin/ca
Updating /opt/CiscoMGC/bin/cdrDmpr
Updating /opt/CiscoMGC/bin/cfgM
Updating /opt/CiscoMGC/bin/converter
Updating /opt/CiscoMGC/bin/EISUP
Updating /opt/CiscoMGC/bin/engine.no_smartalloc
Updating /opt/CiscoMGC/bin/engine.smartalloc
Updating /opt/CiscoMGC/bin/foverd
Updating /opt/CiscoMGC/bin/get_trc.sh
Updating /opt/CiscoMGC/bin/ioChanMgr
Updating /opt/CiscoMGC/bin/ISDNIP
Updating /opt/CiscoMGC/bin/ISDNL3
Updating /opt/CiscoMGC/bin/IUA
Updating /opt/CiscoMGC/bin/LogServerd
Updating /opt/CiscoMGC/bin/M3UA
Updating /opt/CiscoMGC/bin/measMgr
Updating /opt/CiscoMGC/bin/MGCP
Updating /opt/CiscoMGC/bin/mml
Updating /opt/CiscoMGC/bin/mmSAgt
Updating /opt/CiscoMGC/bin/pom
Updating /opt/CiscoMGC/bin/procM
Updating /opt/CiscoMGC/bin/replicator
Updating /opt/CiscoMGC/bin/sagt
Updating /opt/CiscoMGC/bin/sim
Updating /opt/CiscoMGC/bin/simWriter
Updating /opt/CiscoMGC/bin/SIP
Updating /opt/CiscoMGC/bin/sp
Updating /opt/CiscoMGC/bin/SS7
Updating /opt/CiscoMGC/bin/SUA
Updating /opt/CiscoMGC/bin/TALI
Updating /opt/CiscoMGC/bin/TCAP
Updating /opt/CiscoMGC/etc/alarmCats.dat
Updating /opt/CiscoMGC/etc/extNodeTypes.dat
Updating /opt/CiscoMGC/etc/measCats.dat
Updating /opt/CiscoMGC/etc/mmlCommands.dat

```
Updating /opt/CiscoMGC/etc/propSet.xml.dat
Updating /opt/CiscoMGC/etc/propVal.xsd.dat
Updating /opt/CiscoMGC/etc/variant.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/new/alarmCats.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/new/extNodeTypes.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/new/measCats.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/new/mmlCommands.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/new/properties.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/new/propSet.xml.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/new/propVal.xsd.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/new/variant.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/alarmCats.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/extNodeTypes.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/measCats.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/mmlCommands.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/propSet.xml.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/propVal.xsd.dat
Updating /opt/CiscoMGC/etc/CONFIG_LIB/CFG_sgp2/variant.dat
Updating /opt/CiscoMGC/etc/migrate/migrate_9.3001_9.4001
Updating /opt/CiscoMGC/etc/migrate/migrate_cpp_4_5
Updating /opt/CiscoMGC/etc/migrate/migrate_cpp_5_6
Updating /opt/CiscoMGC/lib/libcmg.so
Updating /opt/CiscoMGC/lib/libconvutil.so
Updating /opt/CiscoMGC/lib/libcxn.so
Updating /opt/CiscoMGC/lib/libda.so
Updating /opt/CiscoMGC/lib/libeng.so
Updating /opt/CiscoMGC/lib/libengif.so
Updating /opt/CiscoMGC/lib/libhelp.so
Updating /opt/CiscoMGC/lib/libinf.so
Updating /opt/CiscoMGC/lib/libpolbase.so
Updating /opt/CiscoMGC/lib/libpolcomp.so
Updating /opt/CiscoMGC/lib/libpolfiles.so
Updating /opt/CiscoMGC/lib/libpolnuman.so
Updating /opt/CiscoMGC/lib/libpolroute.so
Updating /opt/CiscoMGC/lib/libpom.so
Updating /opt/CiscoMGC/lib/libpxe.so
Updating /opt/CiscoMGC/lib/libpxelog.so
Updating /opt/CiscoMGC/lib/librmg.so
Updating /opt/CiscoMGC/lib/librudp.so
Updating /opt/CiscoMGC/lib/libsa.so
Updating /opt/CiscoMGC/lib/libxe.so
Updating /opt/CiscoMGC/local/config-lib
Updating /opt/CiscoMGC/local/config-snmpp
Updating /opt/CiscoMGC/local/delete_replication.sh
Updating /opt/CiscoMGC/local/migrateTKGFile
Updating /opt/CiscoMGC/snmp/measurement.my
Updating /opt/CiscoMGC/snmp/snmpinfo.dat
Updating /opt/CiscoMGC/.sw_config/mmlCommands.xml
Updating /opt/Toolkit/bytecode/cdr/EntryLimit.tbc
Updating /opt/Toolkit/bytecode/cdr/File.tbc
Updating /opt/Toolkit/bytecode/cdr/position.dat
Updating /opt/Toolkit/bytecode/cdr/presentation.dat
Updating /opt/Toolkit/bytecode/cdr/search.tbc
Updating /opt/Toolkit/bytecode/toolbar/Toolbar.tbc
Updating /opt/Toolkit/bytecode/log/EntryLimit.tbc
Updating /opt/Toolkit/bytecode/log/File.tbc
Updating /opt/Toolkit/bytecode/am/AlarmView.tbc
Updating /opt/Toolkit/bytecode/am/EntryLimit.tbc
Updating /opt/Toolkit/bytecode/tv/EntryLimit.tbc
Updating /opt/Toolkit/bytecode/XECfg/XECfgParm.tbc
```

Installation of <CSC0gs015> was successful.

#

11. After successful installation of all patches, restart the PGW 2200 application and check to make sure that all processes are up and running correctly.

```

#
# cd /etc/init.d
# ./CiscoMGC start
Application started
#
# ps -ef | grep mgcusr
mgcusr 10485 10447 2 09:20:21 ?          0:03 ../bin/pom -X 30008
mgcusr 10531 10447 2 09:20:26 ?          0:03 ../bin/engine -X 3000e
mgcusr 10484 10447 0 09:20:20 ?          0:01 ../bin/measMgr -X 30003
mgcusr 10534 10447 0 09:20:26 ?          0:01 ../bin/replicator -X 3000d -C ..t
mgcusr 10480 10447 0 09:20:20 ?          0:01 ../bin/almM -X 30002
mgcusr 10571 10447 1 09:20:38 ?          0:01 ../bin/TCAP -X 30010
mgcusr 10483 10447 0 09:20:20 ?          0:01 ../bin/cfgM -X 30001
mgcusr 10441 1 0 09:20:13 ?          0:00 ../bin/LogServerd -d
mgcusr 10447 1 0 09:20:14 ?          0:00 procM
mgcusr 10481 10447 0 09:20:20 ?          0:01 ../bin/amDmpr -X 30004
root 10771 7309 0 09:21:34 pts/1      0:00 grep mgcusr
mgcusr 10569 10447 0 09:20:36 ?          0:01 ../bin/mmdbd -X 30007
mgcusr 10482 10447 0 09:20:20 ?          0:01 ../bin/cdrDmpr -X 30005
# exit

```

12. Use the mml in order to check the PGW 2200 STANDBY status.

Note: After you restart the PGW 2200, the STATUS can be OOS for up to a couple of minutes. But then the status changes to STANDBY. If this is not the case, try to check the system with an mml command. You can issue the **rtrv-softw:all** and **rtrv-alm**s commands, for example.

```

mgcusr@PGW2200-2% mml
Copyright © 1998-2002, Cisco Systems, Inc.

PGW2200-2 mml> rtrv-ne
MGC-02 - Media Gateway Controller 2004-01-27 09:22:12.892 GMT
M RTRV
"Type:MGC"
"Hardware platform:sun4u sparc SUNW,Ultra-5_10"
"Vendor:"Cisco Systems, Inc.""
"Location:MGC-02 - Media Gateway Controller"
"Version:"9.4(1)""
"Platform State:STANDBY"
;
PGW2200-2 mml>

```

13. Check the software and alarm status:

```

PGW2200-2 mml> rtrv-softw:all
MGC-02 - Media Gateway Controller 2004-01-27 09:24:29.340 GMT
M RTRV
"CFM-01:RUNNING STANDBY"
"ALM-01:RUNNING STANDBY"
"MM-01:RUNNING STANDBY"
"AMDMPR-01:RUNNING STANDBY"
"CDRDMPR-01:RUNNING STANDBY"
"DSKM-01:RUNNING IN N/A STATE"
"MMDB-01:RUNNING IN N/A STATE"
"POM-01:RUNNING STANDBY"
"MEASAGT:RUNNING STANDBY"
"OPERSAGT:RUNNING STANDBY"
"mgcp-1:RUNNING IN N/A STATE"
"Replic-01:RUNNING STANDBY"
"ENG-01:RUNNING STANDBY"
"IOCM-01:RUNNING STANDBY"
"TCAP-01:RUNNING IN N/A STATE"
"m3ua-1:RUNNING IN N/A STATE"
"FOD-01:RUNNING IN N/A STATE"
;
PGW2200-2 mml> rtrv-alm
PGW2200-2 mml> quit

```

mgcusr@PGW2200%

14. In case of other problems, check the messages in the /opt/CiscoMGC/var/log/platform.log file. If you are not able to solve the problem, open a case with Technical Support and include the capture file of the upgrade patch process, in combination with the platform.log information.

Note: Do not upgrade the active system with the new patch level until the problem has been analyzed. If everything is OK, proceed to step 15.

15. Perform the same process again for the PGW 2200 that is currently active. First switch over the active PGW to standby status:

```
PGW2200-1 mml> rtrv-ne
MGC-02 - Media Gateway Controller 2004-01-28 09:53:14.792 GMT
M RTRV
  "Type:MGC"
  "Hardware platform:sun4u sparc SUNW,Ultra-5_10"
  "Vendor:"Cisco Systems, Inc.""
  "Location:MGC-02 - Media Gateway Controller"
  "Version:"9.4(1)""
  "Platform State:ACTIVE"
  ;
PGW2200-1>
PGW2200-1> sw-over::confirm
MGC-02 - Media Gateway Controller 2004-01-28 09:56:56.883 GMT
M COMPLD
  "Proc Mgr"
  ;
PGW2200-1 mml>
```

```
!--- Note: The system comes into OOS
!--- status for some time until the system comes to the final
!--- Standby status. Do a rtrv-ne several times
!--- in order to find out the final status. If the status still remains
!--- in OOS, check the PGW 2200 alarm status
!--- with rtrv-alms.
```

```
PGW2200-1 mml> rtrv-ne
MGC-02 - Media Gateway Controller 2004-01-28 09:58:52.388 GMT
M RTRV
  "Type:MGC"
  "Hardware platform:sun4u sparc SUNW,Ultra-5_10"
  "Vendor:"Cisco Systems, Inc.""
  "Location:MGC-02 - Media Gateway Controller"
  "Version:"9.4(1)""
  "Platform State:STANDBY"
  ;
PGW2200-1 mml>
```

Note : Check PGW2200-2 if this system is into 'Active' mode.

16. If the system is in STANDBY mode, go to step 1 again and upgrade PGW 2200-1 with the new patches.
17. After both PGW 2200s have been upgraded, edit the /opt/CiscoMGC/etc/XECfgParm.dat file in both PGW 2200s and set the parameter pom.dataSync to **true** in order to restore configuration synchronization.

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Related Information

- **Tech Notes for the PGW 2200**
- **Configuration Examples for the PGW 2200**
- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony Cisco Press, ISBN 1587050757**
- **Technical Support – Cisco Systems**

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