C I S C O S Y S T E M S

Hotfix Download/Installation Instructions for ICM Software

The following instructions are for downloading and installing Cisco ICM hotfixes from the CCO Page located at:

http://www.cisco.com/kobayashi/sw-center/telephony/icm/icm-planner.shtml

1. Please click on the link for the Release/Service Pack for your system.

   You will be given a list of hotfix self-extracting zip files that are available for downloading.

2. Select the hotfix you are looking for and download it to your system. The hotfix file will be named as follows:

   ICMRel[VV]sp[S]hf[HHH].exe

   where:

   VV is the ICM Version Number (40, 41, 45, 46)
   S is the Service Pack Number   (0, 1, 2, 3, etc ...)
   HHH is the Hotfix Number   (0 to Max Number)

   If you don't know which hotfix to download, click on the associated readme.txt file listed for your version/service pack.

3. If you are downloading a hotfix that depends on other hotfixes, there will be two different files to choose from. The first file will only contain the files associated with the hotfix you need (see above). The second file will contain the hotfix you need and all hotfixes that are dependencies for that hotfix. This file will be larger in size and will require more time to download. The files with dependencies are named as follows:

   ICMRel[VV]sp[S]hf[HHH]d.exe

   where:

   VV is the ICM Version Number (40, 41, 45, 46)
   S is the Service Pack Number   (0, 1, 2, 3, etc ...)
   HHH is the Hotfix Number   (0 to Max Number)

   For Example:

   If you want hotfix #175 for ICM Release 4.5 Service Pack 0 and Hotfix #175 has no dependencies, you would download hotfix file ICMRel45sp0hf175.exe

If you want hotfix #185 for ICM Release 4.5 Service Pack 0 and Hotfix #185 depends on Hotfix #175, you would download hotfix file ICMRel45sp0hf185d.exe

If you have already installed the dependent hotfixes, you will not need to download the dependency hotfix file.

Note: If the dependency hotfixes have already been installed, and you use a hotfix zip file with dependencies, the installation script will just ignore any already installed dependent hotfixes.

4. Stop **all** ICM services on the local machine. If ICM services are running while a hotfix install is attempted, the new file will not take effect until the services are cycled or the device is re-booted.

5. Copy the self-extracting hotfix zip file to the system you want to install it on. Using a windows browser, click on the self-extracting file to install the hotfix.

   The self-extracting zip file will prompt you for a temporary location (default = c:\temp) for the files to be extracted to during the installation. Please make sure this directory contains enough physical space for the hotfixes you are attempting to install.

   The zip file will attempt to install the hotfix without any user interaction. Following the installation, a summary of the installation results will be displayed in the installation window. These results can also be found in the installation log file located at [icr-drive]:\icr\apply.log.

   Any failures during installation will be clearly indicated.

WARNING: It is the responsibility of the user to determine if a hotfix is applicable for a given system prior to downloading and installing from CCO. Failure to verify that a hotfix is applicable may cause undesired results such as system failures or runtime errors. Please use Bug Navigator (http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl) to verify the applicability of hotfixes you are downloading from CCO before installing them.

6. Delete the hotfix files in the c:\temp (or user selected) temp directory.
   This step is optional.

7. Start ICM services on the local machine.

8. To rollback the hotfix, stop **all** ICM services on the local machine that will be affected by the hotfix uninstall. Run the included uninstall.bat file located in the temporary directory. The command line for this .bat file is as follows:

   uninstall.bat [icr-drive]

   Once the uninstall is done, start ICM services on the local machine.