



Upgrade Guide

BCM50 2.0 Business Communications Manager

Document Status: **Standard**

Document Number: **NN40020-401**

Document Version: **01.01**

Part Code: **N0107119**

Date: **October 2006**

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Contents

Chapter 1	
How to get help	5
Chapter 2	
Getting started	7
Applicable systems	7
What is new in BCM50 2.0	7
Using this upgrade guide	8
First step	8
Second step	8
Final step	8
Chapter 3	
Pre upgrade activities	9
Important information to note before you attempt this upgrade	9
Pre upgrade tasks	9
Chapter 4	
Upgrading to BCM50 2.0 and SRG50 2.0	13
Upgrading an SRG50 1.0 system to SRG50 2.0	13
Performing the BCM50 2.0 and SRG50 2.0 upgrade	13
Scheduling the upgrade	14
Installing Element Manager for BCM50 2.0	15
Verifying the time zone	16
Performing the first stage of the upgrade	16
Applying the keycode file	16
Performing the second stage of the upgrade	17
Performing the third stage of the upgrade (optional)	17
Performing the stages of the upgrade	18
Confirming the upgrade	22
Chapter 5	
Post upgrade activities	23
Post upgrade tasks	23
Upgrading client applications	23
Appendix A	
Troubleshooting	25
Software updates log file	25
Common troubleshooting issues	25

4 Contents

If a stage of the BCM50 2.0 (or SRG50 2.0) upgrade fails	25
If your BCM50 2.0 (or SRG50 2.0) system does not function properly	26

Chapter 1

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, from this site you can:

- 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 phone from a Nortel Solutions Center

If you do not find the information you require on the Nortel Technical Support Web site, and you 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.

Chapter 2

Getting started

Use this document to upgrade from:

- Business Communications Manager (BCM) 50 Release 1.0 software to BCM50 Release 2.0 software
- Survivable Remote Gateway (SRG) 50 Release 1.0 software to SRG50 Release 2.0 software

Read the information in this chapter carefully before you begin the upgrade.



Survivable Remote Gateway (SRG)

An SRG50 system uses the same hardware and is based on the same software as a BCM50 system. When you apply the SRG keycode, only the SRG functionality is activated. Therefore, you use the same upgrade process to upgrade BCM50 and SRG50 systems.

Applicable systems

The upgrade applies to systems running:

- BCM50 1.0 (versions 1.00.2.04g and 1.00.2.04j)
- SRG50 1.0

What is new in BCM50 2.0

For a list of new features supported by BCM50 2.0, see the *System Overview Guide*.

Features not available

The upgrade process does not upgrade the BCM50 1.0 hardware; only the software is upgraded. Therefore, the BCM50 1.0 hardware cannot support the following features provided in a new BCM50 2.0 system:

- Wide Area Network (WAN) backup
- integrated (onboard) Basic Rate Interface (BRI) ports
- new router features

Because the BCM50 router hardware is not upgraded during this upgrade process, the router functionality remains the same as in BCM50 1.0. That is, all BCM50 1.0 router features function normally on the upgraded system, and all new BCM50 2.0 router features are not available on the upgraded system.

Using this upgrade guide

This section explains how to use the information in this guide.



Caution: Read all the instructions carefully before attempting the upgrade.

First step

The first step of the upgrade process contains the following parts:

- Read the sections in [Chapter 3, “Pre upgrade activities,” on page 9](#) about prerequisites and pre upgrade tasks.
- Read [Chapter 4, “Upgrading to BCM50 2.0 and SRG50 2.0,” on page 13](#) before you perform the upgrade.
- After you read this information and are certain that your system is ready to be upgraded, go to the [“Second step” on page 8](#).

Second step

Perform the upgrade using the information in [Chapter 4, “Upgrading to BCM50 2.0 and SRG50 2.0,” on page 13](#).

This chapter describes:

- upgrading a BCM50 1.0 system
- upgrading an SRG50 1.0 system
- step-by-step instructions to guide you through the upgrade process

Error messages might appear during the upgrade process. For more information, see [Appendix A, “Troubleshooting,” on page 25](#).

When the upgrade is complete, go to the [“Final step” on page 8](#).

Final step

After a successful upgrade, go to the chapter that discusses post upgrade activities, [Chapter 5, “Post upgrade activities,” on page 23](#).

This chapter describes:

- verification of upgraded data on your system
- manual entry of any parameters that are not automatically upgraded
- reinstallation of all client applications supported by BCM50 2.0 on all desktop systems

Some or all of these activities might not apply to your system, but review them and perform the relevant activities.

Chapter 3

Pre upgrade activities

Before you attempt the upgrade, carefully review the following pre upgrade tasks to determine whether your system is compliant, and perform the indicated tasks to prepare your system for the upgrade process.

If you are unable to correct an issue, contact technical support within your organization for help about resolving the issue.

Important information to note before you attempt this upgrade

Review the following information that is critical to the success of the upgrade process:

- **BCM50 1.0 backup required:** You must have a complete and current backup of your BCM50 1.0 system (the system to upgrade) in case the upgrade fails. You can use this backup to restore your BCM50 1.0 system, and then you can attempt the upgrade again. A BCM50 1.0 backup does not function after the system is upgraded to BCM50 2.0 software.
- **Do not perform the upgrade through the dial-up modem:** Due to the size of the upgrade files, Nortel recommends that you do not attempt the upgrade through the dial-up modem.
- **Services are unavailable during upgrade:** After you start the second stage of the upgrade, your system is out of service until the upgrade is complete. The system services are down during that period, so ensure that you notify your users of the outage. Your system is fully functional after the upgrade is successful and the post upgrade activities are completed.

Pre upgrade tasks

Perform the following pre upgrade tasks before you begin the upgrade:

- **Perform a backup of your BCM50 1.0 system:** Current settings are lost if a system failure occurs during the upgrade process. Use Business Element Manager (Administration > Backup and Restore > Backup) to back up all the data on your BCM50 1.0 system and store it in a location other than on the BCM50 system or the management computer. This provides you

with a backup of your most recent settings in the event of a system failure during the upgrade. Scheduled tasks are not retained by the upgrade. Make a note of each task so you can recreate them after the upgrade. For instance, you need to recreate your backup and log management tasks.



Warning: After the upgrade is complete, do not restore your BCM50 2.0 system using the BCM50 1.0 backup. The restore will not function properly. Use the BCM50 1.0 backup only if the upgrade fails and your system is no longer functional. A backup can only be restored to a system running the same software version from which the backup was created. If the upgrade fails, use the backup after a level 2 reset (as a last resort).



Warning: The i2050 V2 software is not available on the BCM50 2.0 Web site and is required after the upgrade. You must obtain this software from the i2050 CD.

If you use Network Configuration Manager (NCM) to manage your networks, you can also use NCM to automatically obtain and store a backup of the BCM systems prior to the upgrade. For more information about NCM, see the appropriate NCM documentation.

- **Place the upgrade files in an appropriate location:** Your upgrade files are contained in either a zipped file or on two CDs.

If your upgrade files are in a zipped file, unzip the files and place them in a location accessible to the management computer and the BCM50 system. Nortel recommends that you place all the upgrade files in a single directory. The supported upgrade file locations are:

- USB storage device
- My Computer
- network folder
- FTP server
- HTTP server

If your upgrade files are on two CDs, you can perform the upgrade directly from the CDs—you do not need to copy the files to another location. The first CD (CD1) contains the licensing server update, the BCM50 2.0 software, and the client applications (the first and second stages of the upgrade). The second CD (CD2) contains the voice mail prompts and documentation (the optional third stage of the upgrade).

- **Obtain a valid keycode for the upgrade (BCM50 or SRG50):** Before you begin the upgrade, you must have a valid keycode for your system that must be in RLS2 format. Use the Nortel keycode retrieval system (KRS) to view the existing features for your system and generate a keycode file for your new BCM50 2.0 or SRG50 2.0 system with the required features. The generated keycode must include the upgrade feature. If you are upgrading an SRG system, the keycode must include the SRG feature in addition to the upgrade feature. Place this keycode file on the management computer that you are using to perform the upgrade.

For more information about keycodes, see the *Keycode Installation Guide*.

- **Verify management computer requirements:** Ensure that your management computer meets the following hardware and network requirements:
 - operating system: Windows 2000 Professional, Windows XP (Professional and Home Edition)
 - RAM: minimum 512 MB
 - CD-ROM drive (recommended 24X)
 - minimum screen resolution: 640 x 480 or greater (1024 x 768 recommended)
 - color display (256 colors or greater)
 - free space on your hard disk (at least 150 MB for Element Manager)—you require more hard disk space if you are hosting the upgrade files on your management computer
 - browser: Internet Explorer (IE) 5.5, or IE 6.0
 - a stable power supply for the management computer (Nortel does not recommend you perform the upgrade process from a laptop using only battery power)
 - USB stick: two 1-GB drives (one for each CD), or one 2-GB drive (or greater) for both CDs.

Chapter 4

Upgrading to BCM50 2.0 and SRG50 2.0

This section describes the steps to upgrade a BCM50 1.0 system to BCM50 2.0 and a Survivable Remote Gateway (SRG) 50 1.0 system to SRG50 2.0. The upgrade processes for BCM50 2.0 and SRG50 2.0 are almost identical. Any differences in the procedures are indicated in this document.

If you have not already done so, read all the instructions in “[Pre upgrade activities](#)” on page 9 before you continue with these instructions.



Warning: Perform a data backup before you start the upgrade process.

Perform a backup of your system before you attempt the upgrade. Store the information off the hard disk of the system and off the management computer. This ensures that you can restore your system if the upgrade is not successful after you run a level 2 reset.

Upgrading an SRG50 1.0 system to SRG50 2.0

The SRG50 1.0 system is a peripheral of the Communication Server 1000 (CS 1000) but leverages the BCM50 core software to act as a remote gateway for the Main Office. Because of this dependency, the recommended upgrade path for SRG50 1.0 to SRG50 2.0 leverages the BCM50 2.0 upgrade process but requires a keycode that includes the SRG feature in addition to the upgrade feature and any other features required by the system.

Performing the BCM50 2.0 and SRG50 2.0 upgrade

The upgrade process takes approximately 75 minutes to complete under ideal conditions; some systems may perform the upgrade faster or slower.

Perform the upgrade process in three stages:

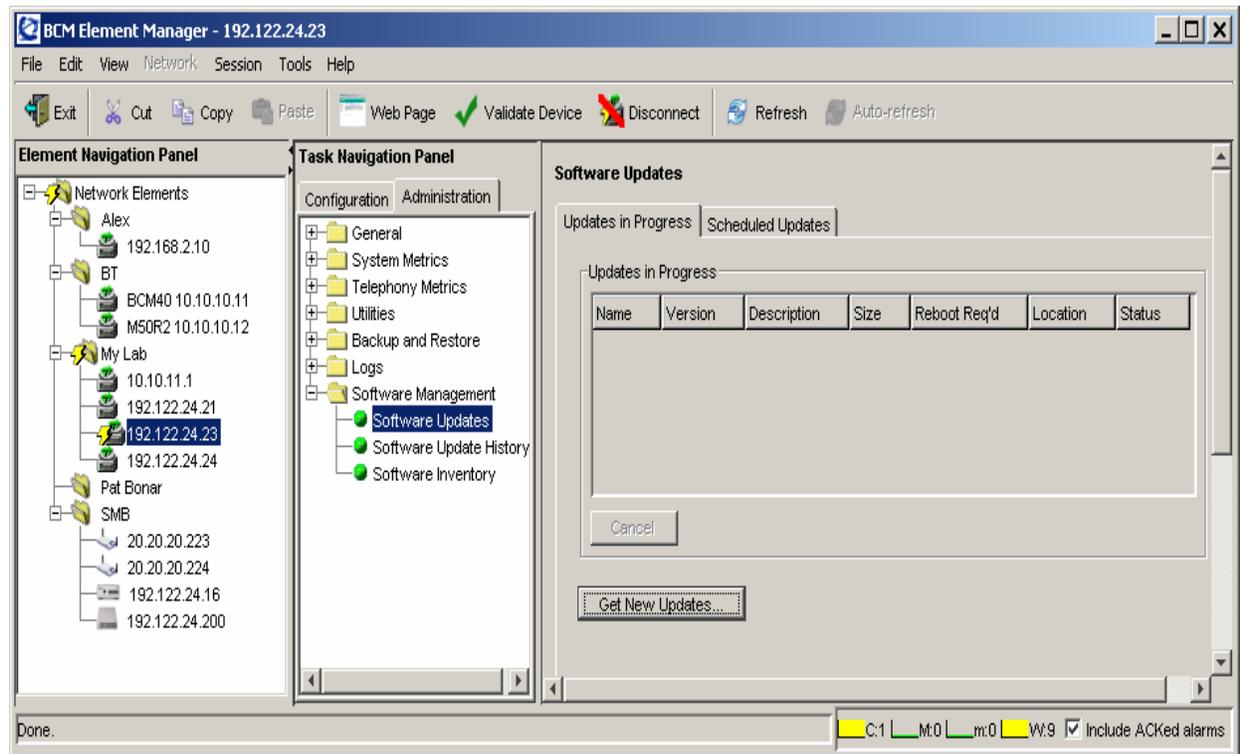
- First stage (less than 5 minutes)—the first stage does not affect system services.
- Second stage (40 minutes)—during the second stage, your system is out of service until this stage of the upgrade is complete and the system reboots.
- Third stage (30 minutes)—the third stage is optional.

If you are upgrading directly from the two CDs, the first CD (CD1) contains the files for the first and second stages, and the second CD (CD2) contains the files for the optional third stage.

Perform the upgrade process through Element Manager. For more information about Element Manager, see the *Administration Guide* or the online Help within Element Manager. See [Figure 1](#).

If you encounter problems during the upgrade, see [Troubleshooting](#) on page 25. If the upgrade does not complete successfully, contact technical support for assistance in identifying the cause of the failure.

Figure 1 Element Manager



To perform the BCM50 2.0 or SRG50 2.0 upgrade

- 1 Complete the pre upgrade tasks (see [“Pre upgrade tasks”](#) on page 9).
- 2 Install the BCM50 2.0 version of Element Manager (see [“Installing Element Manager for BCM50 2.0”](#) on page 15).
- 3 Verify that the time zone is set to a valid entry (see [“Verifying the time zone”](#) on page 16).
- 4 Perform the first stage of the upgrade (see [“Performing the first stage of the upgrade”](#) on page 16).
- 5 Apply the keycode for BCM50 2.0 or SRG50 2.0 (see [“Applying the keycode file”](#) on page 16).
- 6 Perform the second stage of the upgrade (see [“Performing the second stage of the upgrade”](#) on page 17).
- 7 Optionally, perform the third stage of the upgrade (see [“Performing the third stage of the upgrade \(optional\)”](#) on page 17).

Scheduling the upgrade

Using Element Manager, you can schedule the stages of the upgrade to begin at a later time (Administration > Software Management > Software Updates > Scheduled Updates tab).

To schedule the stages of the upgrade, you must follow the same procedures described in this guide. Specifically, prior to scheduling an upgrade, you must back up the BCM50 1.0 (or SRG50 1.0) system, place the upgrade files in the appropriate location, obtain the keycode for the upgrade, and verify management computer requirements.

Scheduling recommendations

The table below describes the recommended scheduling upgrades.

Scheduling upgrade	Recommendations
Step 1	Not recommended as this step only takes 2 minutes to apply.
Step 2	As required.
Step 3	As required, but not recommended until step 2 is confirmed as passed. You must schedule this step at least 1 hour after step 2.

For more information about scheduling upgrades, see the *Administration Guide* or the online Help within Element Manager.

Installing Element Manager for BCM50 2.0

You must use the BCM50 2.0 version of Element Manager to perform the upgrade. The BCM50 2.0 version of Element Manager is distributed with the upgrade files.

You can use the latest version of Element Manager (for BCM50 2.0) to manage all previous BCM systems that use Element Manager (BCM50 1.0 and BCM 4.0). You need only one instance of Element Manager on your computer.



Caution: Do not uninstall your current version of Element Manager if you want to preserve your network elements tree. To preserve the tree, install the BCM50 2.0 version of Element Manager over your current version. This installation detects your existing application files and preserves your network elements.

To install Element Manager for BCM50 2.0

- 1 Uninstall the BCM50 1.0 version of Element Manager (Do not complete this step if you want to preserve your network elements tree).
- 2 Go to the location where you placed the upgrade files or access the first upgrade CD (CD1).
- 3 Double-click the file **BusinessElementMgrInstaller.exe** to install the Element Manager for BCM50 2.0.
- 4 Follow the instructions on the screen.

Verifying the time zone

Before you attempt the upgrade, you must set the time zone to a valid entry. The upgrade does not proceed if the time zone is set to the default value for a new system.

To verify the time zone

- 1 Using Element Manager, connect to the BCM50 1.0 system.
- 2 Select **Configuration > System > Date and Time**.
- 3 Verify that the system time zone is set to the correct time zone for your region. Make sure it is not set to Factory Default.

Performing the first stage of the upgrade

The first stage of the upgrade contains upgrade preparation scripts. This stage of the upgrade takes approximately 5 minutes. The first stage of the upgrade does not affect system services. If required, you can undo this stage of the upgrade. If upgrading directly from the CDs, ensure the first CD (CD1) is in the CDROM drive of the management computer.

To perform the first stage of the upgrade, follow the procedure [“Performing the stages of the upgrade” on page 18](#). Be sure to select BCM50R1_to_R2_Upgrade_1 in step 6 of the procedure.

Applying the keycode file

After performing the first stage of the upgrade, you must apply the new keycode file that you generated for your BCM50 2.0 or SRG50 2.0 system. The keycode file must include all required features in addition to the upgrade feature. For SRG systems, you must also select the SRG feature in addition to the upgrade feature and all other required features.



Warning: An upgrade keycode must be applied after the first step of the upgrade. Applying the keycode before this step will cause the BCM50 system to malfunction and require a level 2 reset.

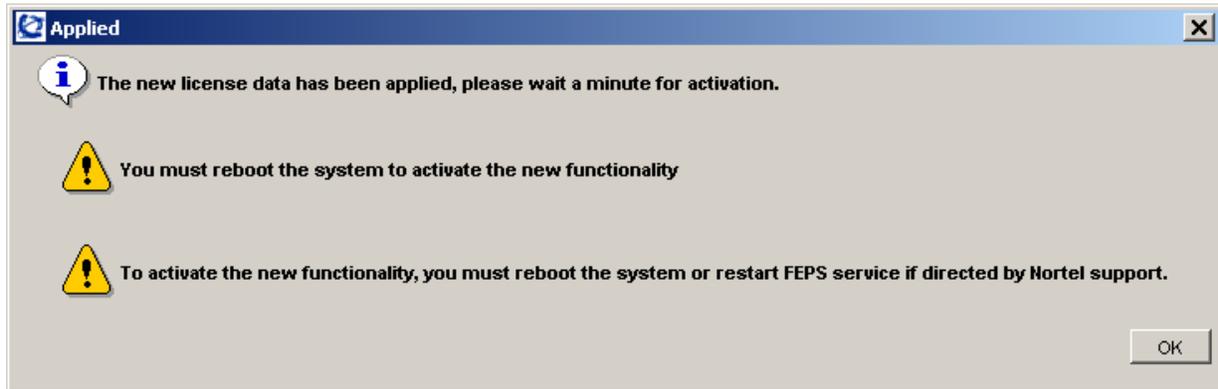
To apply the keycode file

- 1 Open Element Manager.
- 2 Select **Configuration > System > Keycodes**.
The Keycodes panel appears.
- 3 Click **Load File**.
The Open dialog box appears.
- 4 Select the keycode file for your system and click **Open**.

After the keycode is applied to the system, the Applied dialog box appears.



Warning: Do not reboot your BCM50 system at this time, even if you receive a message asking you to reboot. See the figure below.



5 Click **OK**.

Performing the second stage of the upgrade

The second stage of the upgrade contains the BCM50 2.0 software and client applications. This stage of the upgrade takes approximately 30 to 40 minutes depending on connection speed and the location of the upgrade files. The system automatically reboots after this stage is complete. If you are upgrading directly from the CDs, ensure that the first CD (CD1) is in the CD-ROM drive of the management computer.



Warning: After you start this stage of the upgrade, your system is out of service until this stage of the upgrade is complete.

To perform the second stage of the upgrade, follow the procedure [“Performing the stages of the upgrade”](#) on page 18. Be sure to select BCM50R1_to_R2_Upgrade_2 in step 6 of the procedure.

Performing the third stage of the upgrade (optional)

The optional third stage of the upgrade includes the voice mail prompt files and documentation. If you do not require updates to these components, then you do not need to perform this stage of the upgrade. Or, you can select only the items that you need to update. If you are upgrading directly from the CDs, ensure that the second CD (CD2) is in the CD-ROM drive of the management computer.

This stage of the upgrade takes approximately 15 to 30 minutes depending on connection speed, the components selected, and the location of the upgrade files. Your voice mail system is unavailable during this stage of the upgrade. The voice mail prompts require a restart of the voice mail component of the system.

To perform the third stage of the upgrade, follow the procedure [“Performing the stages of the upgrade” on page 18](#). Be sure to select BCM50R1_to_R2_Upgrade_3 in step 6 of the procedure.

Use the following questions to determine if the third stage of the upgrade is necessary for your system.

Why install new voice mail prompts?

If you require a set of default voice mail prompts in one of the new languages introduced in R2, you must add the voice mail prompts for this language. The new languages introduced in R2 are Czech, Polish, Turkish, Finnish, Korean, and International Standards (IS) English.

Why would you not install the new voice mail prompts?

If you do not use any of the new default prompts, you do not need to install any of the voice mail prompt files included on CD 2.

Is this language dependant?

Yes, the optional installations for voice mail prompts and documentation are language dependent.

Are custom prompts overwritten by the optional files?

No, installing additional languages does not affect any custom prompts.

Are custom prompts overwritten by the required portion of the upgrade

No, custom prompts are not affected by the upgrade.

What documentation upgrade is included in the non-optional files?

None.

What documentation is included in the optional files?

You can update any or all of the languages the documentation is distributed in. For example, if you are only interested in the Spanish version of the documentation, you can update only that language in the on box documentation.

Does a level 2 reset return the original R1 docs?

Yes, as well as all of the software. If you perform a level 2 reset after you upgrade the documentation, the original R1 documentation is restored.

Performing the stages of the upgrade

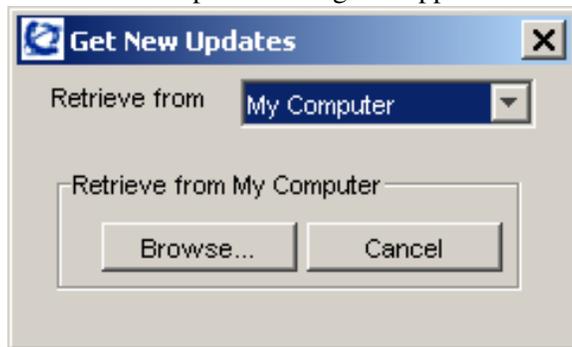
You can perform the three stages of the upgrade in the same manner using the BCM50 2.0 version of Element Manager.

If you are upgrading using the two CDs, you can perform the upgrade directly from the CDs—you do not need to copy the files to another location. The first CD (CD1) contains the licensing server update, the BCM50 2.0 software, and the client applications (the first and second stages). The second CD (CD2) contains the voice mail prompts and documentation (the optional third stage). If your system does not require updates to the voice mail prompts and documentation, you are not required to perform the third stage of the upgrade.

To perform the stages of the upgrade

- 1 Using Element Manager, connect to the BCM50 or SRG50 system you want to upgrade.
- 2 Select **Administration > Software Management > Software Updates**.
- 3 Click **Get New Updates**.

The Get New Updates dialog box appears. See the figure below.

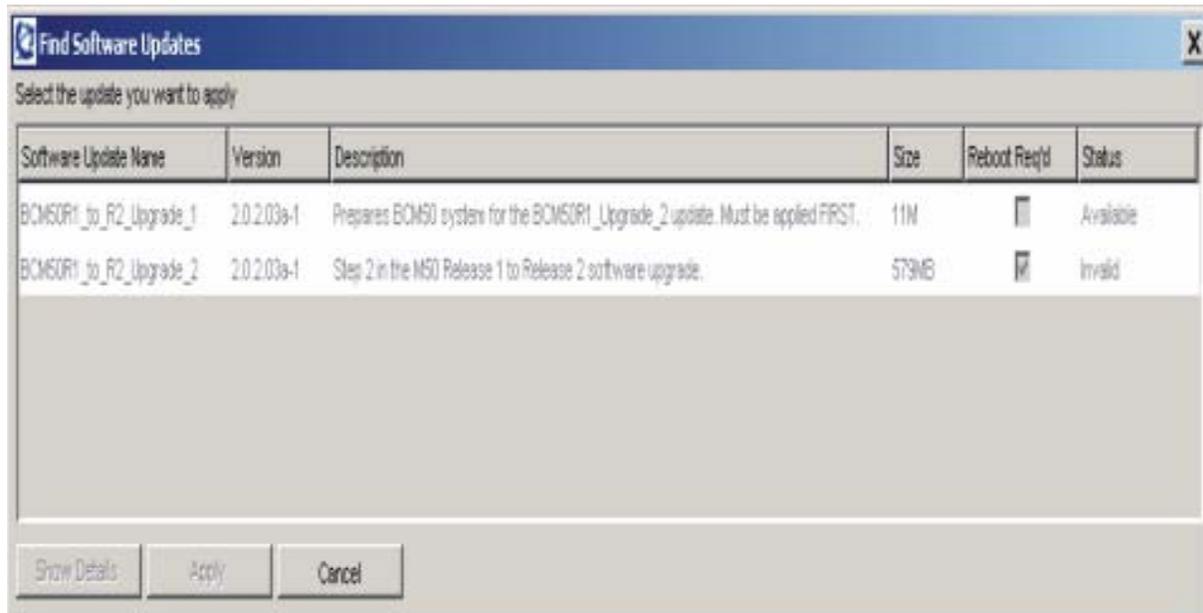


- 4 From the **Retrieve from** list, select the location of the upgrade files. If you are upgrading directly from the CDs, perform the following tasks:
 - a From the **Retrieve from** list, select **My Computer**, and then select the CD-ROM drive of the management computer.
 - b Ensure you have the correct CD in the CD-ROM drive of the management computer:
 - For the first and second stages, use the first upgrade CD (CD1).
 - For the optional third stage, use the second upgrade CD (CD2).
- 5 Enter the required information in the dialog box.

USB Storage Device:

 - a In the USB Storage Device dialog box, enter the required information about the location of the upgrade files. For more information, see the *Administration Guide* or Element Manager Help.
 - b Click **OK**.

The Find Software Updates window appears with a list of updates. See the figure below.



My Computer:

- a** In the My Computer dialog box, enter the required information about the location of the upgrade files. For more information, see the *Administration Guide* or Element Manager Help.
- b** Click **OK**.

The Find Software Updates window appears with a list of updates. See the figure in USB Storage Device.

Network Folder:

- a** In the Network folder dialog box, enter the required information about the location of the upgrade files. For more information, see the *Administration Guide* or Element Manager Help.
- b** Click **OK**.

The Find Software Updates window appears with a list of updates. See the figure in USB Storage Device.

FTP Server:

- a** In the FTP Server dialog box, enter the required information about the location of the upgrade files. For more information, see the *Administration Guide* or Element Manager Help.
- b** Click **OK**.

The Find Software Updates window appears with a list of updates. See the figure in USB Storage Device.

HTTP Server:

- a In the HTTP Server dialog box, enter the required information about the location of the upgrade files. For more information, see the *Administration Guide* or Element Manager Help.
- b Click **OK**.

The Find Software Updates window appears with a list of updates. See the figure in USB Storage Device.

- 6 In the Find Software Updates window, select the appropriate update:
 - For the first stage, select **BCM50R1_to_R2_Upgrade_1**.
 - For the second stage, select **BCM50R1_to_R2_Upgrade_2**.
 - For the optional third stage, select **BCM50R1_to_R2_Upgrade_3**.

Each step of the update that needs to be applied must have a status of Available. The other steps have a status of Invalid.

- 7 To view details about the update, click **Show Details**.

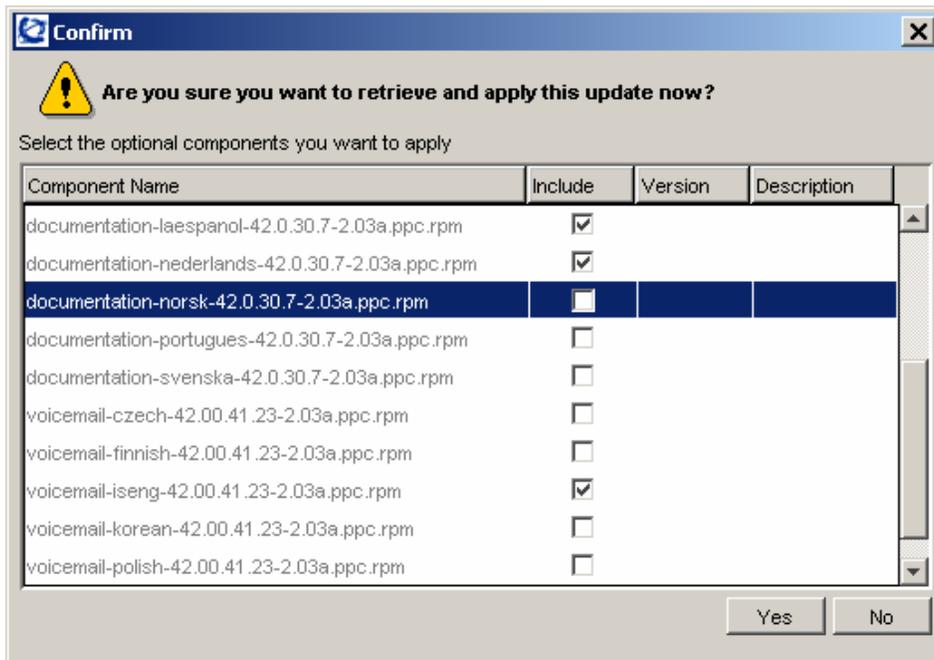
The Details for Update window appears with details about the update. Click **OK** to close the details window.

- 8 Click **Apply** to apply the update.

A confirmation dialog box appears.

- 9 For the optional third stage of the upgrade, select the optional components to install.

To minimize the time for this stage of the upgrade, select only the languages of documentation and voice mail prompts that you require on your system. See the figure below.



- 10 Click **Yes** to apply the upgrade.

The system automatically applies the upgrade. After each step of the upgrade is complete, the Software Update complete confirmation window appears. After Step 2, the system automatically reboots and a dialog box appears stating that the Element Manager is disconnected from the device. For information about the upgrade times for each stage, see [“Performing the BCM50 2.0 and SRG50 2.0 upgrade” on page 13](#).

11 Click Ok.

This stage of the upgrade is complete.

Confirming the upgrade

After you complete the first and second stages of the upgrade and the optional third stage (if applicable), you can confirm that your system is upgraded to BCM50 2.0.

To confirm the upgrade

- 1 In Element Manager, select **Administration > Software Management > Software Update History**.
- 2 In the Software Update History list, verify that the following upgrades are applied:
 - **BCM50R1_to_R2_Upgrade_1**
 - **BCM50R1_to_R2_Upgrade_2**
 - **BCM50R1_to_R2_Upgrade_3** (optional)

If an upgrade that you applied to the system is not listed, then that stage of the upgrade failed during the upgrade process. For more information, see [“Troubleshooting” on page 25](#).

Chapter 5

Post upgrade activities

The following section contains a list of activities that you must perform after the upgrade is complete. You may not need to perform all of these activities. Not all systems use all the functions listed.

You must manually configure the items that were not preserved during the upgrade from BCM50 1.0 (or SRG50 1.0) to BCM50 2.0 (or SRG50 2.0). For example, you must reconfigure all scheduled tasks.

Post upgrade tasks

After performing the upgrade to BCM50 2.0, perform the following tasks :

- **Verify data was correctly preserved:** Use Element Manager to verify that your system data was correctly preserved.
- **Test your upgraded BCM50 2.0 system:** You can perform several tests to confirm that your system is functioning properly. For more information about testing the system, see the *Installation and Maintenance Guide*.
- **Back up data:** As soon as you confirm that the system is operating as expected, perform a backup of all data, using Element Manager (Administration > Backup and Restore). This data is now your current backup.
- **Upgrade client applications:** After you upgrade your BCM50 system, you must upgrade the BCM50 client applications on each client computer (see [“Upgrading client applications” on page 23](#)). The BCM50 client applications must be compatible with the BCM50 software. The new versions of the client applications are available from the BCM50 Web page.

The IP Softphone 2050 software for BCM50 2.0 is not available on the BCM50 2.0 Web page. You can order the software from Nortel under the following codes:

- NTDW83BA/A0518031 IP Softphone 2050 v2 CD-ROM
- NTEX14MD/N0087247 IP Softphone 2050 v2 bundle with USB headset adapter

An IP Softphone 2050 version1 functions on a BCM50 2.0 system.

Upgrading client applications

You must uninstall previous versions of the client applications (if applicable) before you install the new version.

Perform the following procedures to upgrade BCM50 client applications on each client computer. You must download the applications from the BCM Web page.

To uninstall a client application



Warning: Call Detail Recording

Do not uninstall earlier versions of Call Detail Recording when you install new versions.

- 1 On the client computer, click the **Start** button, select **Settings**, and click **Control Panel**.
The Control Panel window appears.
- 2 Double-click the **Add/Remove Programs** icon.
The Add/Remove Programs Properties dialog box appears.
- 3 From the list of installed programs, select the program to uninstall.
- 4 Click the **Add/Remove** button.
- 5 Select the appropriate application from the list provided.
The program indicates when the uninstallation is complete.

To install the new version of the client application

- 1 Open a Web browser and enter the BCM50 system IP address in the address bar.
The Enter Network Password dialog box appears.
- 2 Enter the administrator user name and password:
Default user name: **nnadmin**
Default password: **PlsChgMe!**
For the client application download:
Default user name: **nnguest**
Default password: **nnguest**
- 3 Click **OK**.
The Welcome to BCM Web page appears.
- 4 From the **Welcome to BCM Web** page, click **Administrator Applications**.
The Administrator Applications page appears.
- 5 From the **Administrator Applications** page, select the application to install.
The panel for the selected application appears.
- 6 Download the application according to the instructions on the panel for the application.
- 7 Install the application by double-clicking on the downloaded file.
- 8 Configure the clients according to your system documentation.

Appendix A

Troubleshooting

This chapter provides information about troubleshooting the BCM50 2.0 (or SRG50 2.0) upgrade process.

If you are not certain about how to deal with specific conditions, contact technical support for assistance. For more information about getting help, see [This section explains how to get help for Nortel products and services.](#) on page 5. If you encounter an error, click the Show Details button for more information.

This chapter contains information about:

- [Software updates log file](#) on page 25
- [Common troubleshooting issues](#) on page 25

Software updates log file

After the upgrade is complete, specific issues and conditions are captured in the software updates log file (softwareupdates.log) that can assist in troubleshooting problems. The softwareupdates.log file is created as the upgrade begins and information is appended to this file during the upgrade process. When the upgrade is complete, you can access this log file by using Element Manager to retrieve the diagnostic logs (Log Management feature).

Common troubleshooting issues

The following sections describe general issues that prevent your BCM50 system from functioning properly.

If a stage of the BCM50 2.0 (or SRG50 2.0) upgrade fails

If a stage of the BCM50 2.0 (or SRG50 2.0) upgrade fails, contact technical support for assistance in identifying the severity of the failure.

Correct the issue that caused the stage of the upgrade to fail and attempt the upgrade again.

If your BCM50 2.0 (or SRG50 2.0) system does not function properly

If your BCM50 (or SRG50) system does not function after the upgrade and the problem cannot be corrected by other troubleshooting methods, then complete the following steps to revert your system back to its pre upgrade status and attempt the upgrade again.

- 1** Use the reset switch to reset your BCM50 (or SRG50) system to a factory BCM50 1.0 system. For more information about resetting your system, see the *Installation and Maintenance Guide*.
- 2** For SRG only, convert your BCM50 1.0 system to an SRG50 1.0 system. For more information about creating an SRG50 system, see the *Survivable Remote Gateway 50 Configuration Guide*.
- 3** Restore the BCM50 1.0 (or SRG50 1.0) data to your system from the backup you created during the pre upgrade stage.

The BCM50 (or SRG50) system is now back at the pre upgrade configuration. You can attempt the upgrade again.