

OfficeServ™ 100 V2.75b Upgrade Procedure

Here are the steps to complete the OS100 MCP1 card upgrade software version V2.75b. We suggest you upgrade a spare MCP1 processor card and replace the working card in your customers switch. If this is not possible, upgrade the customers' software by following this procedure.

STEPS	PROCEDURE
1	Please access GSBN website and download the files associated with the OS100 V2.75b upgrade. You will get the new OSM file and the files to be installed on the MCP1 processor card. These can be found on GSBN under Communications→Technical Support→Downloads-Software→OfficeServ 100 2.75b Upgrade.
2	Unzip these files on your PC in a separate folder and launch the OSM file to upgrade your OfficeServ program with this file. This file is called OSM100P_V2.75.ZIP dated (03.21.2008). Run the setup.exe program to install the latest OSM patch. The version should show V3.75 after the upgrade.
3	The following files should be downloaded from the GSBN website to your PC and uploaded on the MCP1 card by following the next steps. <ul style="list-style-type: none">a. OS10075B.ZPG Operating System for the MCP1 Card.b. SP100.PGM SCP file for the MCP1 card.c. STARTUP.100 Boot file for the MCP1 card.
4	Access the switch to be upgraded with OSM program and complete a backup to you PC for the upgrade. This backup is to be done on the switch to be upgraded.
5	Access with OSM the MCP1 card to be upgrade, either the spare MCP1 card or the in service MCP1 Card. You may want to use the current in service card if you have software licenses running. Select the option tab and select the file upload program. The files on the MCP1 card will show, select each one and right click the mouse to delete each file. The processor file will not allow you to delete it at this time. You will remove this one file at a later step.
6	Select the open tab and browse to the files you downloaded in step 3. Select each one and select the upload tab to upload the file to the MCP1 card. After the files have been uploaded, you can at this time remove the last file that would not allow you to delete in step 5.

STEPS	PROCEDURE
7	With all the new files restored, powercycle the switch to launch the new operating system. When the system restores to service, access MMC 727 and verify that V2.75b is running. Also access MMC 830 and verify that the IP address for the switch is correct. You will need this to access the switch with OSM after the upgrade.
8	After the verification is complete, access the link tab and then the upload to system to restore the database. Select the backup file done in step 4 to restore to the system. Select upload to complete the upload process. After the restore is completed, make several test calls and verify the switch is running correctly.
9	Access the switch with KMMC programming and access MMC 815 and complete a backup to you PC and to the MCP1 card.
10	The upgrade is now complete.