

# OfficeServ™ 500 V2.75b Upgrade Procedure

## Upgrade Procedure Method 1:

Using Spare Media Card (requires a Media Card Reader/Writer device)

STEPS	PROCEDURE
1	<p>Before beginning this upgrade, access GSBN website and download the file associated with the V2.75b upgrade. You will get the OSM file and the files to be put on the media pack. This can be found on GSBN under Communications→Technical Support→Downloads→Software→OfficeServ 500 2.75b Upgrade.</p>
2	<p>Unzip these files on your PC in a separate folder and launch the OSM file to upgrade your OfficeServ program with this file. The file is version 3.75 (03/21/2008) to support the V2.75b software. To launch the OSM file, run the setup.exe program to install the latest OSM patch. The version should show V3.75 after the upgrade.</p>
3	<p>The following files should be downloaded from the GSBN and uploaded onto the media pack for the V2.75b installation.</p> <p><b>M software pack</b> should include the following files to support single cabinet software. Use the media writer to upload the files to the media card. Delete the existing files on the card but DO NOT FORMAT these media cards.</p> <ul style="list-style-type: none"> <li>a. MPPM27B.ZPG                      This file is the main operating system software.</li> <li>b. STARTUP.PRE                      This file is required to boot into service the switch.</li> <li>c. PRI_V107.PGM                      The T1 load is to support the TEPRI card.</li> <li>d. PR2_0327.V423.PGM              The T1 load is to support the TEPRIa card.</li> </ul> <p><b>L software pack</b> should include the following files to support multi-cabinet software. Use the media writer to upload these files to the media card. Delete the existing files on the media card but do not Format these media cards.</p> <ul style="list-style-type: none"> <li>a. MPPL275B.ZPG                      This file is the main operating system software.</li> <li>b. STARTUP.PRE                      The file is required to boot into service the switch.</li> <li>c. SPP2V220.PGM                      This file is to upgrade the SCP2/LCP2 card if needed.</li> <li>d. PRI_V107.PGM                      This file is to support the TEPRI card.</li> <li>e. PR2_0327_423.PGM                This file is to support the TEPRIa card.</li> </ul>

STEPS	PROCEDURE
4	Connect to the switch to be upgraded with the New OSM file and download the existing database to the PC. The message stating Converting the database to 3.17 will show on the PC screen. Disconnect the OSM program after the download is completed.
5	Access KMMC programming and access MMC 815 and download the database to the current running media card. This is to be used to restore the current software if any problems arise.
6	Remove the existing media card and insert the spare media card that has the download files in step 3. Make sure they match the information on step 3.
7	Power cycle the switch and wait until the switch restores to service. Access MMC 727 and verify that the date code is 08.04.04 with M or L and 2.75b for the software version. If all correct continue. Access MMC 830 and verify the IP address is the same has before the upgrade. This will verify the OSM will be able to access the switch.
8	Launch OSM and connect to the switch. Upload the database that was downloaded in step 4 back to the switch. You will see a message stating Converting to 3.75 on the screen showing the database was converted to the V2.75b format. This will help make sure all the data is correct after the conversion.
9	Access KMMC programming and access MMC 815 and download the database to the new media card. This is to backup the current operating system and data. Make several test calls and verify switch is running correctly. The upgrade process is complete.

## **Upgrade Procedure Method 2:**

**This Method uses the OSM File Upload Process to Upgrade the Switch.**

We suggest you use a spare media card for this upgrade if possible.

<b>STEPS</b>	<b>PROCEDURE</b>
<b>1</b>	Before beginning this upgrade, access GSBN website and download the file associated with the V2.75b upgrade. You will get the OSM file and the files to be put on the media pack. This can be found on GSBN under Communications→Technical Support→Downloads→Software→OfficeServ 500 2.75b Upgrade.
<b>2</b>	Unzip these files on your PC in a separate folder and launch the OSM file to upgrade your OfficeServ program with this file. The file is version 3.75 (03/21/2008) to support the V2.75b software. To launch the OSM file, run the setup.exe program to install the latest OSM patch. The version should show V3.75 after the upgrade.
<b>3</b>	<p>The following files should be downloaded from the GSBN and put into a file to be uploaded in the next step to the media card.</p> <p><b>M software pack</b> should include the following files to support single cabinet software.</p> <ul style="list-style-type: none"><li>a. MPPM27B.ZPG            This file is the main operating system software.</li><li>b. STARTUP.PRE            This file is required to boot into service the switch.</li><li>c. PRI_V107.PGM            The T1 load is to support the TEPRI card.</li><li>d. PR2_0327.V423.PGM    The T1 load is to support the TEPRIa card.</li></ul> <p><b>L software pack</b> should include the following files to support multi-cabinet software.</p> <ul style="list-style-type: none"><li>a. MPPL275B.ZPG            This file is the main operating system software.</li><li>b. STARTUP.PRE            The file is required to boot into service the switch.</li><li>c. SPP2V220.PGM            This file is to upgrade the SCP2/LCP2 card if needed.</li><li>d. PRI_V107.PGM            This file is to support the TEPRI card.</li><li>e. PR2_0327_423.PGM      This file is to support the TEPRIa card.</li></ul>

STEPS	PROCEDURE
4	Access the switch using the new OSM program to download a backup of the current database to your PC. Also access KMMC programming and use MMC 815 to backup a copy of the database to the current media card. Replace the current media card with a backup for the upgrade if possible. If no spare is available, use the current one for the upgrade.
5	If using a spare media pack, with OSM access the Option tab and select the File Upload program. The switch will respond with a list of all items on the current media card. Select each item and right click the mouse to delete each item. The only item not able to delete is the last operating system. Leave it until a later time to remove.
6	Select the Open tab and browse to the files in step 3 to be uploaded. Select each one and select the upload tab to write them to the media card. After the last ones are uploaded, select the operating system file that would not delete in step 5 and delete this file. The system will not delete the last operating system but at this time, there are multiple ones with the new upload.
7	Reboot the switch at this time to install the new operating system. When the switch restores to service, access MMC 727 and verify the software is correct. Select the Option tab and then the File Upload tab to upload the database that was downloaded in step 4. Select the file that you named in step 4 and upload it back to the switch. This will restore the database and put it into the correct format.
8	If using the existing Media card for the upgrade, make sure you have a backup of the database to you PC. You will use this backup to restore the data has part of the upgrade.
9	Using OSM, select the Option section and the File Upload tab. Select the open tab and browse to the files to be restored. The files to be restored are in step 3. After the File Upload tab has been selected, the existing files on the media card are listed.  Delete the ones that are to be replaced from the list on step 3 and upload the ones needed to match the list. Make sure you have the startup and operating system to restore the system.
10	Power cycle the switch and then access MMC 727 when the switch recovers to verify the new software version V2.75b. Access the link tab and then the Upload to system to restore the database. Select the backup done in step 2 to restore.  After the restore is complete, make test calls to verify the database and system.