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Software Upgrade Procedures on the iDCS Product

Depending on the KSU type, software version, and/or any potential database issues the upgrade procedure for the iDCS system can vary. The purpose of this Technical Bulletin is to clarify the different upgrade procedures for the iDCS 100 and iDCS 500 systems.

Using the table below, find the procedure to be performed, place your mouse or cursor over the selection, and press 'CTRL + Right Click'. This will take you directly to the beginning section of the document containing the step-by-step procedure.

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Section 1: iDCS 500 Release 1 Upgrade Procedure

Step	Action
1	If software version is 1.25 or higher go to Step 2. If software version is below 1.25 insert the new Smart Media card into the MCP, Default the KSU, and then reprogram from scratch.
2	Acquire an upgraded version of Smart Media Card from Technical Support.
3	Copy the iDCS 500's Database onto the existing Smart Media Card using MMC 815; Copy SRAM to SMDB (for back up just in case).
4	Insert the new Smart Media card into MCP and recycle power. No defaulting is required.
5	Upgrade SCP, LCP, and TEPRI cards if applicable.
6	If this does not fix a particular issue go to Section 2 .

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Section 2: iDCS 500 Release 1 Upgrade Procedures Part II (If database corruption is a possible issue)

Step	Action
1	If software version is 1.25 or higher go to Step 2. If software version is below 1.25 insert the new Smart Media card into the MCP, Default the KSU, and then reprogram from scratch.
2	Acquire an upgraded version of Smart Media Card from Technical Support.
3	Using OfficeServ Manager download the existing iDCS 500 R1 database onto a PC.
4	Copy the iDCS 500 R1 database onto the existing Smart Media Card using MMC 815; Copy SRAM to SMDB (for back up just in case).
5	Power down the iDCS 500 R1 KSU and remove the MCP from cabinet.
6	Turn Memory switch off (bottom right hand side of MCP) for 60 seconds.
7	Insert new Smart Media card into MCP and restart.
8	Upgrade SCP, LCP, and TEPRI cards if applicable.
9	Using OfficeServ Manager upload the database.
10	Test KSU.

Section 3: iDCS 100 Release 1 Upgrade Procedures

Step	Action
1	If software version is 1.25 or higher go to Step 2. If software version is below 1.25 please do the following: <ul style="list-style-type: none"> A. MEM 3: Insert new software chips onto the motherboard, default KSU, and reprogram from scratch. B. MEM 4: Obtain the upgrade file from the Technical Support Department, upload upgrade using OfficeServ Manager, default KSU, and reprogram from scratch.
2	Acquire the appropriate upgraded version of software from Technical Support: <ul style="list-style-type: none"> A. MEM 3: Chips via mail. B. MEM 4: File via email.
3	Recycle power. No defaulting required.
4	Test KSU.

Section 4: iDCS 100 Release 2 Upgrade Procedures

Step	Action
1	Acquire an upgraded version of software for the SMCP1 from the Technical Support via email.
2	Upload new software via OfficeServ Manager.
3	Recycle power.
4	Test KSU.

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Section 5: iDCS 100 Release 1 to Release 2 Upgrade Procedures

Step	Action
1	Make sure the iDCS 100 R1 KSU is on the very latest R1 software (Check our website or call Technical Support to verify the information).
2	Download the iDCS 100 R1 database using OfficeServ Manager.
3	Disconnect from iDCS 100 R1 OfficeServ Manager.
4	Launch OfficeServ Manager iDCS 100 R2.
5	Select Option/Database Conversion.
6	Navigate to the iDCS 100 R1 database that is to be converted (for this function click on the source button).
7	Double click on the database that needs to be converted.
8	Enter the password that exists on the database, then click OK.
9	In Target field put in new file name for iDCS 100 R2 database and click Start.
10	Click OK.
11	When "Completed Database Conversion" is displayed click OK.
12	Power down iDCS R1 and remove Release 1 components. Install iDCS 100 R2 components.
13	Power up iDCS 100 R2 and set Country.
14	Upload converted iDCS 100 R2 database.
15	Test KSU.

Section 6: iDCS 500 Release 1 to Release 2 Upgrade Procedures

Step	Action
1	Make sure the iDCS 500 R1 KSU is on the very latest R1 software (Check our website or call Technical Support to verify the information).
2	Download the iDCS 500 R1 database using OfficeServ Manager.
3	Disconnect from iDCS 500 R1 OfficeServ Manager.
4	Launch OfficeServ Manager iDCS 500 R2.
5	Select Option/Database Conversion.
6	Navigate to the iDCS 500 R1 database that is to be converted (for this function click on the source button).
7	Double click on the database that needs to be converted.
8	Enter the password that exists on the database, then click OK.
9	Click on the Target button.
10	In the 'Look In' field put the file where you want it and then name the new file for iDCS 500 R2 database and click Start.
11	When "Completed Database Conversion" is displayed, click OK.
12	When conversion is finished all database changes will be displayed. Please print for your records.
13	Power down iDCS 500 R1 and remove Release 1 components. Install iDCS 500 R2 components.
14	Power up iDCS 500 R2 and upgrade SCP2, LCP2, and TEPRI cards. if applicable.
15	Upload converted iDCS 500 R2 database to iDCS 500 R2 KSU.
16	Test KSU.

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Section 7: iDCS 500 Release 2 Upgrade Procedures

Step	Action
1	Acquire an upgraded version of Smart Media Card from Technical Support.
2	Copy the iDCS 500 database onto the existing Smart Media Card using MMC 815; Copy SRAM to SMDB (for back up just in case).
3	Insert the new Smart Media card into MCP2 and recycle power. No defaulting is required.
4	Upgrade SCP2, LCP2, and TEPRI cards, if applicable.
5	If this does not fix issue go to Section 8 .

Section 8: iDCS 500 Release 2 Upgrade Procedures Part II (If database corruption is a possible issue)

Step	Action
1	Acquire an upgraded version of Smart Media Card from Technical Support.
2	Using OSM download the existing iDCS 500 R2 database onto a PC.
3	Copy the iDCS 500 R2 database onto the existing Smart Media Card using MMC 815; Copy SRAM to SMDB (for back up just in case).
4	Power down the iDCS 500 R2 KSU and remove the MCP2 from cabinet.
5	Turn Memory switch off (bottom right hand side of MCP2) for 60 seconds.
6	Insert new Smart Media card into MCP2 and restart.
7	Upgrade SCP2, LCP2, and TEPRI cards, if applicable.
8	Using OSM upload the database.
9	Test KSU.

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Section 9: iDCS 500 Release 2 'M' Upgrade to Release 2 'L'

Step	Action
1	Acquire an iDCS 500 Release 2 'L' version of Smart Media Card.
2	Using OfficeServ Manager download the existing iDCS 500 R2 'M' database onto a PC.
3	Copy the iDCS 500 R2 'M' database onto the existing Smart Media Card using MMC 815; Copy SRAM to SMDB (for back up just in case).
4	Launch OfficeServ Manager iDCS 500 R2 again.
5	Select Option/Database Conversion.
6	Navigate to the iDCS 500 R2 'M' database that is to be converted to version 'L' (for this function click on the source button).
7	Double click on the database that needs to be converted.
8	Enter the password that exists on the database, then click OK.
9	Click on the Target button.
10	In the 'Look In' field put the file where you want it and then name the new file for iDCS 500 R2 'L' database and click Start.
11	When "Completed Database Conversion" is displayed click OK.
12	When conversion is finished all database changes will be displayed. Please print for your records.
13	Power down iDCS 500 R2 'M' and install any 'L' components (SCP2, LCP2, ESM daughterboard).
14	Power up iDCS 500 R2 and upgrade the SCP2, LCP2, and TEPRI cards, if applicable.
15	Upload converted iDCS 500 R2 'L' database to iDCS 500 R2 KSU.
16	Test KSU.

NOTE: It is not possible to go from an 'L' version to an 'M' version using the Conversion Utility on either the Release 1 or Release 2 platforms.

If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com