



ROM Monitor Download Procedures for Cisco VG224 Voice Gateways

This document contains procedures for downloading ROM monitor (ROMMON) software image upgrades. When you attempt to upgrade Cisco IOS images to Cisco IOS Release 12.3(4)XD or later releases on Cisco VG224 voice gateways, you must first ensure that ROMMON image version 123-4r or a later image is installed on the router.



Caution

Failure to upgrade the ROMMON image to version 123-4r or a later image before upgrading the Cisco IOS image causes the router to operate improperly and enter into an unrecoverable state.

This ROMMON image upgrade is required only if you are upgrading Cisco IOS images to Cisco IOS Release 12.3(4)XD or later releases. If you have received a Cisco VG224 voice gateways with a Cisco IOS Release 12.3(4)XD or later image already installed, you do not need to upgrade the ROMMON image.

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Supported Platforms

ROMMON image upgrades are supported on the following devices:

- Cisco IAD2430 integrated access device
- Cisco VG224 voice gateways



Corporate Headquarters:

Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Important Notes

The Cisco IOS images available on Cisco IOS Release 12.3(4)XD and later releases require the use of the ROMMON image version 123-4r. Attempting to run Cisco IOS Release 12.3(4)XD or later Cisco IOS releases without first ensuring that a newer ROMMON image is installed causes the router to operate improperly and enter into an unrecoverable state. To prevent this from occurring, and to ensure a smooth transition to Cisco IOS Release 12.3(4)XD and later IOS releases on the Cisco VG224 voice gateways, you must ensure that a 123-4r or later ROMMON image is downloaded from the Cisco.com website onto a TFTP server and then is loaded onto the router before running the new Cisco IOS images. These ROMMON images are backward compatible with all Cisco IOS images released for Cisco VG224 voice gateways.

Downloading Images

Two procedures are provided for copying ROMMON images to Cisco VG224 voice gateways: copy tftp to the external compact flash using the **upgrade** command, and another, using the **upgrade** command with the tftp path in the `<file url>` argument. You may use either procedure. The examples below use the 123-4r ROMMON image. As required for Cisco VG224 voice gateways, the ROMMON image string has a name specific to these routers with the version number appended: CIAD2430.srec.122-8r.T2. Later versions of ROMMON upgrade files will be named following a similar pattern.

Updating the ROMMON Image in EXEC Mode

To upgrade the ROMMON image from privileged EXEC, complete these steps:



Note

In the event of a power outage, the ROM monitor download will not be successful.

Step 1

Check if you are running read-only ROMMON, or upgrade ROMMON, and your ROMMON version by entering the command **show rom-monitor** as shown in the following example:

```
Router#> show rom-monitor

ReadOnly ROMMON version:

System Bootstrap, Version 12.3(4)XD, RELEASE SOFTWARE (fc1)
TAC Support: http://www.cisco.com/tac
Copyright (c) 2003 by Cisco Systems, Inc.

Upgrade ROMMON version:

System Bootstrap, Version 12.3(4)XD, RELEASE SOFTWARE (fc1)
TAC Support: http://www.cisco.com/tac
Copyright (c) 2003 by Cisco Systems, Inc.

Currently running ROMMON from Upgrade region
ROMMON from Upgrade region is selected for next boot

Router#
```

- Step 2** Download the ROMMON file from Cisco.com and place it on your TFTP server.
- Step 3** Upgrade the new ROMMON image by entering the command **upgrade rom-monitor**, as shown in the following example:

```
Router# upgrade rom-monitor file tftp://223.255.254.254/C2400_RM2.123-4r.XD.srec
Loading C2400_RM2.123-4r.XD.srec from 223.255.254.254 (via FastEthernet0/0):
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
[OK - 641719/1283072 bytes]
```

This command will reload the router. Continue? [yes/no]:y

- Step 4** Press **Enter** to continue. The router begins downloading the ROMMON image. The router automatically reboots.

```
Erasing boot flash eeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeee
Programming boot flash pppp
```

```
Now Reloading
System Bootstrap, Version 12.3(4r)XD, RELEASE SOFTWARE (fc1)
TAC Support:http://www.cisco.com/tac
Copyright (c) 2003 by cisco Systems, Inc.
```

Running new upgrade for first time

```
System Bootstrap, Version 12.3(4r)XD, RELEASE SOFTWARE (fc1)
TAC Support:http://www.cisco.com/tac
Copyright (c) 2003 by cisco Systems, Inc.
c2400 processor with 196608 Kbytes of main memory
Main memory is configured to 64 bit mode with parity disabled
```

```
Upgrade ROMMON initialized
rommon 1 >
```

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Click Subscriptions & Promotional Materials in the left navigation bar.

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

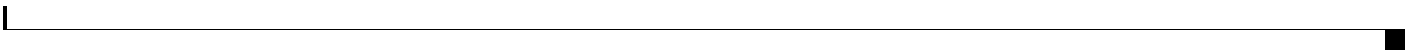
Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Information

Information about Cisco products, services, technologies, and networking solutions is available from various online sources.

- Sign up for Cisco e-mail newsletters and other communications at the Cisco Subscription Center at:
<http://www.cisco.com/offer/subscribe>
- Learn about modifications to or updates about Cisco products. Go to the Product Alert Tool to create a profile, and then choose those products for which you want to receive information. Go to:
<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>
- Order the Cisco Product Quick Reference Guide, a reference tool that includes product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through partners. Go to:
<http://www.cisco.com/go/guide>
- Visit the Cisco Services website to learn the latest technical, advanced, and remote services available to increase the operational reliability of your network. Go to:
<http://www.cisco.com/go/services>
- Visit Cisco Marketplace, the company store, for a variety of books, reference guides, documentation, and logo merchandise at:
<http://www.cisco.com/go/marketplace/>
- Purchase a copy of Cisco technical documentation on a DVD, (Cisco Product Documentation DVD) from the product documentation store at:
<http://www.cisco.com/go/marketplace/docstore>
- Obtain general networking, training, and certification titles from Cisco Press publishers at:
<http://www.ciscopress.com>
- Read the Internet Protocol Journal, a quarterly journal published by Cisco for engineering professionals who design, develop, and operate internets and intranets. Go to:
<http://www.cisco.com/ipj>
- *What's New in Cisco Product Documentation* is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category:
<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>
- Access international Cisco websites at:
http://www.cisco.com/public/countries_languages.shtml



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