



## CHAPTER 2

# Installing and Upgrading the PMC Application

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This chapter describes how to install, upgrade, maintain, and uninstall the PMC application. It also explains how to revert to an earlier compatible version of the PMC application after you perform an upgrade.

This chapter includes the following topics:

- [PMC-Server Interactions, page 2-1](#)
- [Installing the PMC Application, page 2-2](#)
- [Optimizing Your Audio on the PMC, page 2-7](#)
- [Launching the PMC Application, page 2-13](#)
- [Performing Additional PMC Tasks, page 2-15](#)
- [Maintaining and Upgrading the PMC Application, page 2-16](#)
- [Reverting to a Previous Version of the PMC Application, page 2-26](#)
- [Uninstalling the PMC Application, page 2-27](#)

## PMC-Server Interactions

The Cisco IPICS server manages the PMC application. When you install, update, or upgrade the PMC application, the PMC interacts with the server in the following ways:

- The server manages the PMC software, user data and privileges, and configuration information.
  - The server manages the PMC installation-related tasks, such as installation, upgrade, and PMC update activities.
  - The PMC downloads the installation file and other necessary user files from the server. These files include the Cisco IPICS server information along with skin and user configuration data; it may also include alert tones. (The skin information specifies the “look and feel” of the PMC end-user interface.) For more information about the PMC skin, see the [“Configuring the PMC End-User Interface” section on page 5-1](#).
  - Upon login, the Cisco IPICS server provides information to the PMC about available versions; the PMC then performs a check for version compatibility and determines whether the PMC must be upgraded. See the [“Managing PMC Version Numbers” section on page 2-18](#) for more information about version management.
- PMC upgrades can be optional or required. For more information, see the [“Managing PMC Upgrades” section on page 2-21](#).

#### Related Topics

- [System Interactions, page 1-25](#)
- [Configuring the PMC Skins, page 5-2](#)

## Installing the PMC Application

You install the PMC application on a client machine on which the required Windows operating system is already installed. See the [“System Requirements for the PMC Application” section on page 1-23](#) for information about hardware and software requirements.

This section includes the following topics:

- [Installation Caveats, page 2-3](#)
- [Downloading and Installing the PMC Application, page 2-4](#)

## Installation Caveats

The following information pertains to the PMC application installation on your client machine:

- The PMC installation involves downloading the self-extracting PMC installation program, which includes the PMC installation and configuration files along with the PMC skins, from the Cisco IPICS server. If you are authorized to use alert tones, the PMC installation program may also include alert tones (or they may be downloaded separately).
- The PMC installation program automatically installs the PMC software on your client machine.
- The PMC installation does not require connectivity to the server.
- The installation automatically adds an entry to the Windows Start menu for “Cisco IPICS PMC” along with a desktop shortcut.
- The PMC performs preinstallation version checks to ensure compatibility. For more information, see the [“Managing PMC Upgrades” section on page 2-21](#).
- The PMC retrieves your configuration data from the Cisco IPICS server, which maintains the most current information.
- The system may retain copies of previous versions of the PMC software so that you can easily revert to an earlier compatible version, if necessary. See the [“Managing PMC Version Numbers” section on page 2-18](#) for information about the number of versions that may be retained.
- In this release, you do not need the fully executable file to completely update the PMC. The PMC automatic upgrade feature can update the PMC.dll file, PMC skins (if necessary), alert tones (optional), and/or online help depending on the contents of the update package. For more information about the automatic update process, see the [“Managing PMC Version Numbers” section on page 2-18](#) and the [“Support for Automatic Updates” section on page 2-20](#).

## Downloading and Installing the PMC Application

The PMC application uses Hypertext Transfer Protocol over Secure Sockets Layer (HTTPS) to ensure secure communications between the PMC client machine and the Cisco IPICS server. HTTPS ensures that the user login password transports securely via the web.

Cisco IPICS uses HTTPS with supported versions of Internet Explorer. See the [“About the PMC Application” section on page 1-8](#) for more information about supported browser versions.

To install the PMC application on your client machine, perform the following procedure.

**Note**

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Before you perform this procedure, check with your system administrator to make sure that the Cisco IPICS server application has been installed and configured on the server.

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**Procedure**

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- Step 1** On your client machine, open a supported version of the Internet Explorer browser.
- Step 2** In the Location or Address field, enter the following URL, replacing *IP address* with the IP address of the Cisco IPICS server:

`https://<IP address>`

**Note**

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Contact your system administrator if you do not know the IP address of the Cisco IPICS server to which you must connect.

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- Step 3** Log in to the Cisco IPICS server by using your user name and password.

**Tip**

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Be aware that user names are case-insensitive; that is, you can enter either upper case or lower case characters for your PMC user name. However, passwords are case-sensitive.

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The Cisco IPICS Administration Console displays.

**Step 4** From the Server tab, click the **Home** drawer; then click the **Download PMC** link that displays on the **Home > Download PMC** window.

The Download PMC pane displays.

**Step 5** Click the **Download PMC** button to download the latest version of the PMC installation program (pmcsetup.exe).

The file download dialog box displays.

**Step 6** Click **Save** to save the PMC installation program to a temporary directory on your hard drive.



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**Note** Be sure to save the PMC installation file to a clean, temporary directory and make a note of the directory where you saved the file.

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**Step 7** After you see the Download Complete dialog box, which indicates that the download has completed, click **Close**.

**Step 8** Navigate to the directory where you saved the PMC installation program and double-click **pmcsetup.exe** to extract the PMC installation file and the PMC configuration file, and to automatically run the installation executable to install the PMC on your client machine.



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**Tip** If you encounter a problem running the pmcsetup.exe file, you can generate an installation log file to help you identify and resolve the problem. For more information, see the [“Generating a PMC Installation Log File”](#) section on page 8-3.

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The Cisco IPICS PMC InstallShield Wizard displays.

**Step 9** Click **Next** to continue.

The End User License Agreement displays.

**Step 10** Read and accept the terms of the license agreement by clicking the “I accept the terms in the license agreement” radio button; then, click **Next**.

The destination folder window displays.

**Step 11** Click **Next** to install the PMC application to the default folder.

Alternatively, you can click **Change** to install the PMC application to a different folder.

If you already have the same version of the PMC software installed on your client machine as that which you downloaded from the Cisco IPICS server, a Program Maintenance window displays. You can choose among the options that display in this window to modify, repair, or remove the PMC software from your client machine. This window displays only if you have the same version of the PMC already installed on your client machine.

The ready to install window displays.

**Step 12** Click **Install** to begin the installation.



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**Note** If you have Cisco Security Agent (CSA) installed on your PMC client machine and you are prompted with an access permission dialog box, make sure that you click **Yes** to grant permission to the PMC installation. If the “Don’t ask me again” check box displays as an option, you may check it to instruct CSA not to prompt you again in the future. For information about using CSA, refer to the Cisco Security Agent documentation at the following URL:  
[http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd_products_support_series_home.html)

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**Step 13** Click **Finish** to exit the Cisco IPICS PMC InstallShield Wizard.

To immediately launch the PMC application, check the **Launch Cisco IPICS PMC** check box.



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**Note** By default, Cisco IPICS installs the PMC software in the following directory on your PMC client machine hard drive:  
**C:\Program Files\Cisco Systems\Cisco IPICS\PMC.**

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**Tip** The installation process places a shortcut to Cisco IPICS on the Start menu and a shortcut on your desktop. You can access the Start menu shortcut by navigating to **Start > Programs > Cisco IPICS > PMC.**

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# Optimizing Your Audio on the PMC

After you have installed the PMC application, check the current settings for the playback and recording audio devices on your client machine to ensure that you are using the preferred or default sound devices with the PMC. This section guides you through the audio configuration and it includes information about properly using a USB DSP headset and microphone for record and playback capability in the following topics:

- [Configuring the Audio Settings, page 2-7](#)
- [Using a USB DSP Headset with the PMC, page 2-8](#)
- [Using the Microphone with the PMC, page 2-9](#)
- [Voice Quality Tips, page 2-11](#)

## Configuring the Audio Settings



### Note

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It is very important that you choose the preferred or default sound device option in the Windows audio settings in order to limit echo that can be caused by multiple microphones picking up traffic on the same machine.

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To configure your audio settings for use with the PMC, perform the following procedure:

### Procedure

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- Step 1** Navigate to **Start > Control Panel > Sounds and Audio Devices**.  
The Sounds and Audio Devices Properties window displays.
  - Step 2** Click the **Audio** tab.
  - Step 3** Check the **Use only default devices** check box.
  - Step 4** Click **Apply**.
  - Step 5** Click the **Volume** button for the selected recording device to view the volume control settings.

- Step 6** If it is not already checked, check the **Select** check box that displays for the Microphone Balance settings in the Recording Control window to make sure that the PMC uses the correct subdevice. Then, exit this window.
- Step 7** Click **OK**.
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**Note**

The capability for the PMC application to coexist with other Cisco voice applications depends on the operating system that you use. For example, Windows XP allows multiple applications to run concurrently and open and use the microphone at the same time. Other operating systems, however, do not provide support for this same capability; that is, only one voice application, such as the PMC or another voice application, may be active at the same time on a client machine. See the [“PMC Coexistence with Other Voice Applications” section on page 8-10](#) for more information.

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**Note**

Be aware that if the microphone on the PMC client machine is busy or if it cannot be opened by the PMC for other reasons, you will be able to listen to active conversations but you will not be able to talk.

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## Using a USB DSP Headset with the PMC

When you use a USB DSP headset (that is, a headset that includes its own sound card) with the Windows operating system, Windows may configure the USB DSP headset as the default speaker and microphone. Therefore, make sure that you connect the USB DSP headset to the PMC client machine before you launch the PMC. If you launch the PMC after you plug the headset into your PMC client machine, the PMC may not automatically remember the audio setting for the USB DSP headset; instead, the PMC reverts to the default Windows operating system audio settings.

**Tip**

If you change your audio settings while you are running the PMC, you may need to restart the PMC for the changes to become effective.

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To resolve this situation and use the USB DSP headset with the PMC, follow this procedure:

### Procedure

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- Step 1** Close the PMC by clicking **Exit** from the PMC menu or by clicking the “X” that is located at the top right corner of the PMC application window.
- Step 2** Navigate to **Start > Settings > Control Panel > Sounds and Multimedia**; then click the **Audio** tab to check the Windows audio settings.
- Configure the Windows audio settings to set the USB DSP headset as the default device by choosing the device from the drop-down list box.
  - Click **OK** to save your changes.
- Step 3** Double-click the PMC icon on your desktop to start the PMC.
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### Note

If you use the microphone on a USB headset for an extended period of time, your voice may become unintelligible. If this problem occurs, close the PMC and unplug the USB headset from the PMC client machine. Then, plug the USB headset back into the PMC client machine and restart the PMC.

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## Using the Microphone with the PMC

This section includes the following topics about operating the microphone and checking the settings to ensure proper use with the PMC:

- [Important Information about Using the Microphone, page 2-10](#)
- [Checking the Microphone, page 2-10](#)



### Tip

If you encounter a situation where you can hear other users but they cannot hear you, check to make sure that your microphone is not set to mute.

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## Important Information about Using the Microphone

Cisco IPICS might be configured to use voice activity detection to squelch (silence) transmissions that contain undetectable speech. To avoid issues that may arise from these incomplete transmissions, be sure to use a high-quality microphone and check the placement and settings of your microphone before you begin using the PMC.

Be aware of the following tips when you use the microphone:

- Make sure that you use a high-quality microphone with the PMC; otherwise, the Cisco IPICS system may not be able to accurately detect your voice and properly register transmit traffic.
- If the Cisco IPICS system cannot detect your voice when you transmit, the system may squelch the transmission; in this situation, another Cisco IPICS user may start speaking over your transmission because your voice cannot be heard and the PMC receive indicator of the listener may not display any indication of the transmission.

## Checking the Microphone

To check the audio recording and playback capability of the microphone on your PMC client machine, access the Windows Sound Recorder to record your voice and then listen to the recording. (Make sure that you have an audio input device connected to your machine.)

To access the Sound Recorder on the PMC client machine, follow this procedure:

### Procedure

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- Step 1** Navigate to **Start > Programs > Accessories > Entertainment > Sound Recorder**.
- The Sound Recorder dialog box displays.
- Step 2** Click **File > New**.
- Step 3** To begin recording, click the **Record** button; this button displays in the lower right corner on the Sound Recorder dialog box.
- Step 4** Speak into the microphone to record your voice.

- Step 5** To stop recording, click the **Stop** button; this button displays to the left of the Record button.
- Step 6** To listen to your recording, click the **Play** button; this button displays to the left of the Stop button.
- You should hear your voice as it was recorded.
- Alternatively, you can choose **File > Save as** and then enter a file name to save your recording file. Recorded sounds are saved as waveform (.wav) files. To play the file, choose **File > Open**, locate the sound file that you want to play; then, double-click the file.
- Step 7** To stop playing the recording, click the **Stop** button.
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## Voice Quality Tips

Be aware of the following tips, which can help to ensure enhanced voice quality, when you use the PMC:

- Make sure that you use a high-quality headset and microphone, and check the placement and settings of both components, when you use the PMC. A high-quality and properly-configured headset can greatly enhance voice quality for both receive and transmit activity.



### Note

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The use of a PC analog sound card and/or the use of the analog ports on most laptop computers typically results in lower quality voice transmissions. Therefore, Cisco recommends that you do not use your PC sound card and/or analog ports, as an alternative to a high-quality headset and microphone, for PMC communications.

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- For enhanced voice quality, make sure that you plug your USB headset or audio device into a dedicated USB port instead of a USB hub. The use of USB hubs, which multiplex data from USB devices into one data stream, can result in timing issues and impact voice quality.

- If other Cisco IPICS users tell you that they hear a persistent or intermittent noise, such as an audible hum when you talk, the problem may be due to defective headset hardware. In this situation, Cisco recommends that you isolate the source of the audio quality issue by replacing the defective headset with a new, high-quality headset.
- Check your audio settings to make sure that the volume is not set too low. If the volume is set low, increase the input gain on your microphone by sliding the bar up on the volume controls to increase the volume.
- For optimum connectivity, use the most appropriate location for your connection type when you log in to the PMC. For example, if you are using a wireless connection, choose the location that correlates to wireless connectivity for your organization. You can ensure higher quality audio by choosing the appropriate connection type.
- Make sure that you always use the most recent version of the PMC. Newer versions of software often contain voice quality updates that enhance functionality.
- Be aware that a slow-speed connection, such as a digital subscriber line (DSL) connection or any slow wired link, may affect voice quality. If possible, try to use a high-speed connection when you use the PMC.
- Try to limit the use of applications that consume high-CPU and high-network bandwidth on the PMC client machine at the same time that you use the PMC. If your CPU is overburdened by other programs that are running at the same time, there may insufficient CPU cycles for the PMC to run properly. Check the CPU activity on your PMC client machine and close any programs that do not need to be open.
- To ensure quality of service (QoS), the PMC installer attempts to install the Microsoft QoS Packet Scheduler service on each PMC client machine. The QoS Packet Scheduler ensures voice traffic priority across the network by marking each IP packet in the Differentiated Service Code Point (DSCP) with the highest value (expedited forwarding) during transmission between end points. However, this installation may not succeed if the PMC user does not have local administrative rights; in this situation, the network and the PMC client machine may drop or lose packets that are not marked by the QoS Packet Scheduler, which results in degraded voice quality. Therefore, you should check to make sure that the QoS Packet Scheduler has been installed on each PMC client machine.

For additional details and information about how to check for and install the Microsoft QoS Packet Scheduler, go to <http://support.microsoft.com> and search for “QoS Packet Scheduler.”

For information about troubleshooting issues that you may encounter with the QoS Packet Scheduler, see the “[Resolving Issues with the Microsoft QoS Packet Scheduler](#)” section on page 8-20. For more information about voice quality issues and tips, see [Chapter 8, “Troubleshooting Tips for the PMC Application.”](#)

## Launching the PMC Application

To launch the PMC application, perform the following procedure:

### Procedure

- Step 1** To launch the PMC application, choose one of the following options:
- Double-click the **PMC** icon that appears on your desktop.
  - Navigate to **Start > Programs > Cisco IPICS > PMC**; then, click the **PMC** icon.



### Tip

If you have network security software, such as CSA, installed on your PMC client machine and you are prompted with an access permission dialog box, be sure to click **Yes** to grant permission to allow the PMC to monitor the media device (microphone). If the “Don’t ask me again” check box displays as an option, you may check it to instruct CSA not to prompt you again in the future.



### Note

Be aware that if you allow CSA to time-out based on its default value of No, the PMC may not be able to receive or send traffic. For example you may be able to receive traffic but you may not be able to send traffic; that is, you will still be able to listen to any active conversations but you will not be able to transmit.

The Cisco IPICS login dialog box displays.

- Step 2** To log in to the PMC, enter the following information:
- Your **server IP address** or **server host name** (or choose your server IP address from the drop-down list box)
  - Your **user name**
  - Your **password**
  - Click **OK**

**Tip**

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Be aware that login user names and server host names are case-insensitive; that is, you can enter either upper case or lower case characters for these names. However, passwords are case-sensitive.

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The location selection dialog box displays.

- Step 3** Choose the location that is applicable for your connection and your PMC version from the drop-down list boxes; then, click **OK**.

**Note**

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The PMC version drop-down list box includes the PMC versions that are installed on your client machine and compatible with the server.

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The location information that displays in the drop-down list box is configured in the Cisco IPICS server. Contact your system administrator if your location information does not display as an option or if you are not sure which location you should choose.

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The PMC application opens on your desktop.

For detailed information about logging in to the PMC application, see the [“PMC Login Procedure” section on page 4-8](#).

For more information about using the PMC application, see [Chapter 4, “Using the PMC Application.”](#)

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**Note**

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If you use a docking station with your PMC client machine, make sure that you close the PMC application before you undock your PC; otherwise, your PC may become unresponsive and require you to reboot.

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**Related Topics**

- [About the PMC Application, page 1-8](#)
- [System Requirements for the PMC Application, page 1-23](#)
- [Location Support, page 3-20](#)
- [Using the PMC Application, page 4-12](#)

## Performing Additional PMC Tasks

After you install the PMC application, you can perform the tasks that are described in [Table 2-1](#).

**Table 2-1**      **Additional PMC Tasks**

Task	Description	Reference
Download the PMC application	This task lets you download the PMC update files when you choose to download an operational or recommended update at a later time.	<a href="#">Downloading the PMC Update, page 2-23</a>
Upgrade the PMC application	This task upgrades the PMC application when you choose to perform an upgrade to a recommended version of software at a later time.	<a href="#">Upgrading the PMC Application, page 2-23</a>
Revert to a previous compatible version of the PMC application	This task allows you to revert to a previous compatible version of the PMC application.	<a href="#">Reverting to a Previous Version of the PMC Application, page 2-26</a>

**Related Topics**

- [Downloading the PMC Update, page 2-23](#)
- [Upgrading the PMC Application, page 2-23](#)
- [Reverting to a Previous Version of the PMC Application, page 2-26](#)

# Maintaining and Upgrading the PMC Application

This section describes how the PMC maintains compatibility with the server and the process that is used to upgrade the PMC application in the following topics:

- [Maintaining PMC Version Compatibility, page 2-17](#)
- [Managing PMC Upgrades, page 2-21](#)
- [Managing Alert Tone Upgrades, page 2-25](#)



## Note

- Cisco IPICS does not support the use of previous PMC releases with a Cisco IPICS release 2.1(1) server. That is, you must use PMC release 2.1(1) with a Cisco IPICS server that also has release 2.1(1) installed.
- If you try to use a pre-2.1(1) version of the PMC with a server that has release 2.1(1) installed, the PMC pops up a message to alert you of the version mismatch. In this situation, you must access the Cisco IPICS server via your browser to download and then install the 2.1(1) version of the PMC.
- Be aware that you will not be able to connect to your server by using the PMC until you upgrade your PMC. For information about accessing the server via your browser, see [Step 2](#) in the “[Downloading and Installing the PMC Application](#)” section on page 2-4.
- Support for full PMC upgrades (including PMC online help and skin files) between major releases, such as 2.0 and 2.1, requires that you uninstall the 2.0 PMC and then install the 2.1 PMC by accessing the server via your browser. This action allows for the installation of the latest PMC online help and skin files.



## Tip

Make sure that you close the PMC application before you install a new version of the PMC software. If you run the PMC at the same time that you install a new version, the system will prompt you to restart your machine after the installation has completed.

## Maintaining PMC Version Compatibility

The Cisco IPICS server maintains information about version compatibility to ensure version control. This functionality also supports the ability to perform version upgrades to the next release of software, so that PMC users have the latest features and functionality, and the ability to revert to an earlier compatible version, if necessary. This version control extends to alert tone upgrades and skin downloads.

This section includes information about version compatibility and includes the following topics:

- [Locating the PMC Version Information, page 2-17](#)
- [Managing PMC Version Numbers, page 2-18](#)
- [Support for Automatic Updates, page 2-20](#)
- [Managing PMC Upgrades, page 2-21](#)
- [Managing Alert Tone Upgrades, page 2-25](#)

### Locating the PMC Version Information

To locate the PMC application version information on your system, perform the following procedure:

#### Procedure

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- Step 1** If the PMC application is not already open, double-click the **PMC** icon on your desktop or navigate to **Start > Programs > Cisco IPICS > PMC** to launch the PMC application.
- Step 2** To see the version information, click the **Menu** button or right-click in the PMC interface to see a list of options; then, click **About**.
- The version information for your PMC application displays.
- Alternatively, you can access the **Settings > Status** menu to see version information for the PMC. For more information, see the [“Using the Status Menu” section on page 5-7](#).
- Step 3** Click **OK** to exit.
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## Managing PMC Version Numbers

This section describes the various PMC versions that may be applicable to your installation.



### Note

Be aware that a Cisco IPICS server that runs version 2.1(1) provides support only for a PMC that also runs version 2.1(1). When a PMC that is running version 2.0(2) or earlier logs in to a 2.1(1) server, Cisco IPICS forces the PMC to upgrade to the 2.1(1) supported version. For more information, see the [“Maintaining and Upgrading the PMC Application”](#) section on page 2-16.

The PMC client system can maintain multiple versions, current and previous, of the PMC application. (The system may retain the previous versions, depending on the configuration, in the event that you need to revert to an earlier installed version.)

When the PMC initially starts up, the server communicates the PMC versions that are configured in the server and available to be run. See [Table 2-2](#) for descriptive information about the range of PMC version states that Cisco IPICS supports.

**Table 2-2** Cisco IPICS Server–PMC Version Information

PMC Version State Information	Description
Recommended	This state represents the recommended software version that should be run on the PMC. The server notifies the PMC of this recommended version and displays a message to inform you. The server then sends this version to the PMC and the PMC installs it after you respond positively to the message prompt or if other installed versions are not supported.

Table 2-2 Cisco IPICS Server–PMC Version Information (continued)

PMC Version State Information	Description
Staged	<p>This state represents the software version that the PMC downloads according to the discretion of the administrator.</p> <p>The server sends this version to the PMC for download but the PMC does not install it until the administrator changes the state of this version to recommended or operational. At that time, the PMC may install the new version after you respond positively to the message prompt or if other installed versions are not supported.</p>
Operational	<p>The operational state represents a version of PMC software that is operational. This version is supported for use with the server but there may be a later version that is also supported.</p> <p><b>Note</b> The server always extends priority to the PMC versions that it marks as recommended.</p>
Not supported	<p>This version represents an unsupported PMC software version. The server does not send this version to the PMC so that you cannot choose an unsupported version from the drop-down list box in the location dialog box.</p> <p><b>Note</b> The server forces an upgrade on any PMC that is currently running an unsupported version of software.</p>

By using the version information that is provided by the server, the PMC can take the following actions:

- Force a download and installation of a new PMC version if the version that is currently running is not supported.
- Allow you to continue to use a PMC version that is marked as operational.

- Prompt you to download the recommended version (the current version may be marked as operational).
  - You have the option to continue to use the earlier version or download and install the later version.
  - If you choose to download the recommended version, the PMC downloads and installs this version. Then, the PMC prompts you to log in again and choose the latest version from the location selection dialog box. For more information, see the [“Support for Automatic Updates” section on page 2-20](#).
  - If the current version is not supported, the PMC forces an upgrade to the recommended version.
  - If the PMC is running the recommended version, no action is taken.
- Download the staged version without installing it. The PMC may download this version but does not install it until the server configuration has been updated to reflect this version as recommended or operational.
- Delete the versions that are not supported.

## Support for Automatic Updates

This section contains information about the automatic PMC update process. It also includes information about managing skin downloads, as part of the PMC update process, in the [“Managing Skin Downloads” section on page 2-21](#).

If your PMC client machine does not have the recommended version of the PMC software, a pop-up message displays to inform you that your version is not the recommended version and prompts you to download the recommended version.

- When you click **Yes** to this prompt, the PMC package for the recommended version downloads to the PMC client machine.

The PMC package may include the PMC.dll file, PMC skins, alert tones, and online help, or a combination of components, depending on the specific configuration of the package.

After the PMC package downloads, the PMC version installs and the PMC prompts you to run the recommended version.

- When you click **Yes** to this prompt, the PMC login dialog box displays so that you can log in to the system again and choose the latest version from the location selection dialog box.

**Note**

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The PMC automatic update process may install only the PMC.dll file and the PMC skins, or it may install other components as well, depending on the contents of the package. The contents of the update package determine whether the PMC skins, alert tones, and online help are also updated as part of the automatic update process.

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## Managing Skin Downloads

Cisco IPICS manages downloads of PMC skins, including customized skins, that are included in the PMC package as part of the automatic update process. To minimize any impact to performance, Cisco IPICS downloads the skin files when the PMC starts up. Upon download, the skin files become available to all PMC users who connect to any Cisco IPICS server.

The server downloads the skins in a compressed .zip file format and then automatically uncompresses the file on the PMC client machine. If the server downloads a new version of the skin that you currently use, you must reselect the skin from the **Settings > Skin** menu to use the most updated version.

**Note**

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- When you upgrade the PMC from one version to the next, the PMC provides support for only the most current version of the skins, as displayed in the **Settings > Skin** menu. However, the PMC does not remove the obsolete skins from the Skins directory that resides on the PMC client machine hard drive.
  - Be aware that when you download skin names that match existing skin names, the PMC overwrites these names in the Skins directory on the PMC client machine hard drive.
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## Managing PMC Upgrades

This section includes information about the types of PMC upgrades that are available. It includes the following topics:

- [Checking for PMC Updates, page 2-22](#)
- [Performing an Optional Upgrade, page 2-23](#)
- [Performing a Required Upgrade, page 2-24](#)

## Checking for PMC Updates

To ensure version compatibility, the PMC regularly polls the Cisco IPICS server to determine if PMC upgrades are available. When updates become available, the server automatically notifies the PMC and a pop-up message displays to alert you.

When the PMC receives a message from the server that indicates that new upgrades are available, the PMC may be forced to download and upgrade a new version immediately if the system detects version incompatibility (this situation occurs when the PMC is currently running a version that is not supported).

Alternatively, an option may be provided to download and upgrade a recommended version of software at a later time (this situation occurs when the PMC is currently running an operational version). The current version of the PMC application continues to operate when a new version becomes available as long as the current version is marked as operational or recommended.

[Table 2-3](#) describes the types of upgrades that Cisco IPICS supports.

**Table 2-3** *Types of Cisco IPICS Upgrades*

Type of Upgrade	Description	Reference
Optional Upgrade	This upgrade is optional if the current PMC version is operational or recommended. In this case, you may choose not to download the update. After a preconfigured period of time, the PMC will prompt you to download the update and perform the upgrade; you can choose to download now or at a later time.	For more information, see the <a href="#">“Performing an Optional Upgrade” section on page 2-23</a> .
Forced Upgrades	This upgrade is required when the system detects a version incompatibility because the current PMC version is not supported. In this case, the PMC application must be upgraded immediately; a warning message displays to alert you of the necessity to upgrade your software. The download and upgrade procedures then run automatically.	For more information, see the <a href="#">“Performing a Required Upgrade” section on page 2-24</a> .

**Tip**

The PMC logs all update and upgrade activities to a log file. Be aware that the system may reset your debug log settings after you perform installation activities (such as install, upgrade, or repair) on the PMC. Check your debug log settings to make sure that the options that you need are enabled. For more information about how to identify, access, and use these logs, see [Chapter 7, “Using the PMC Application Logs.”](#)

## Performing an Optional Upgrade

This section describes the process that you need to follow to perform an optional upgrade of the PMC.

### Downloading the PMC Update

When an optional update becomes available for the PMC, you may choose to perform the upgrade now or at a later time. In this situation, a message displays the next time that the PMC connects to the Cisco IPICS server to alert you that an update is available for download.

When you see this message, choose one of the following options to continue:

- **Yes**—Choose this option to instruct the PMC application to download the new version of the PMC application from the Cisco IPICS server.



**Note** The PMC manages the download and upgrade tasks in the background, so that you do not need to take any action.

- **No**—Choose this option to instruct the PMC application to not download the new version now and to prompt you later.



**Note** The PMC prompts you to download the update each time that you log in to the system.

### Upgrading the PMC Application

When a PMC upgrade is outstanding, a message displays to inform you and asks if you want to upgrade the PMC now; this message displays the next time that you log in to the PMC application.

When you see this message, choose one of the following options to continue:

- **Yes**—Choose this option to instruct the PMC application to upgrade.
- **No**—Choose this option to instruct the PMC application to not upgrade now and to prompt you at a later time.

If you choose **Yes**, the PMC is upgraded to the recommended version.

**Note**

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The PMC prompts you to perform the upgrade every time that you log in. Be aware that network performance may be impacted during the upgrade process.

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**Tip**

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If you have CSA installed on your PMC client machine and you are prompted with an access permission dialog box, make sure that you click **Yes** to grant permission to the PMC upgrade. If the “Don’t ask me again” check box displays as an option, you may check it to instruct CSA not to prompt you again in the future.

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After the upgrade has been completed, choose your location and the upgraded PMC version from the location selection dialog box drop-down list box; then, click **OK**.

**Note**

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The PMC version drop-down list box includes the PMC versions that are installed on the PMC client machine and compatible with the server. The location information that displays in the drop-down list box is configured in the Cisco IPICS server. Contact your system administrator if your location information does not display as an option.

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## Performing a Required Upgrade

The system typically requires an immediate upgrade of the PMC application when the Cisco IPICS server has been upgraded to a version that is not compatible with the PMC application (this situation occurs when the PMC is running a version that is not supported).

If an immediate upgrade of the PMC is required, a message alerts you. The required update downloads and the system performs the upgrade in the background, so you do not need to take any action. After the entire process

completes, the previous PMC version exits. You can then log in to the system by choosing your location and the upgraded PMC version from the location selection dialog box.

**Note**

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When a PMC upgrade must be installed because the current version is not supported, the system automatically downloads the updated version and upgrades the software in the background; you do not need to take any action. Be aware that audio quality might be impacted during this time.

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**Related Topics**

- [Identifying the PMC Logs, page 7-1](#)
- [Using the PMC Logs, page 7-5](#)

## Managing Alert Tone Upgrades

Cisco IPICS stores alert tones in a set on the server. An alert tone set is associated with an ops view; therefore, each PMC user can see only one tone set based on the ops view association. (For more information about ops views, refer to the *Cisco IPICS Server Administration Guide, Release 2.1(1)*.)

If you are authorized to use alert tones, the PMC downloads the defined tone set from the server. To ensure that you have the appropriate tones, and to minimize impact to voice quality, Cisco IPICS downloads the alert tone set when the PMC starts up.

If the association between a tone set is modified in the ops view to which you belong and after the PMC has started up, a pop-up message displays to inform you that a tone set is available for download. You may choose to proceed with the download or cancel the operation.

- If you click **Yes** to the download prompt, the tone set downloads and the PMC refreshes to display the new alert tones.
- If you click **No**, the PMC cancels the operation and prompts you the next time that you log in to Cisco IPICS.

The server manages the alert tone download process in a similar manner to the automatic update process such that the server can force the download or prompt you to download the new alert tone set. Cisco IPICS supports the following alert tone version control categorizations:

- **Required**—When the server determines that the alert tone download is required, the file is automatically downloaded to the PMC.
- **Recommended**—If the download is recommended, Cisco IPICS prompts you to download the alert tone file now or at a later time. (If you choose to download at a later time, the system prompts you the next time that you log in to the server.)

**Note**

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Be aware that voice quality may be affected when you download alert tone sets.

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**Related Topics**

- [Playing out Alert Tones, page 4-26](#)

## Reverting to a Previous Version of the PMC Application

When you upgrade the PMC application, the PMC may maintain copies of the previous versions of the application. If necessary, and if an earlier version is compatible with the current version of the Cisco IPICS application, you can revert to any previous compatible version of the PMC application.

**Note**

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The system does not allow you to use a previous PMC version that is not compatible with the Cisco IPICS server.

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To revert to any previous, compatible version of the PMC application, perform the following procedure:

**Procedure**

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- Step 1** Launch the PMC application, as described in the [“Launching the PMC Application” section on page 2-13](#).
- Step 2** From the drop-down list box in the location selection dialog box, choose the PMC version that you want to revert to.

The drop-down list box contains a list of the PMC versions that are compatible with the server.

**Step 3** Click **OK**.

The PMC version that you choose becomes available for your use.

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**Note**

When you downgrade the PMC between major releases, such as 2.0 and 2.1, the PMC online help and skin files may not reflect the most current version. Specifically, the PMC online help may continue to reflect the later release functionality and the PMC skins from the later release may no longer be visible or user-selectable.

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**Related Topics**

- [Launching the PMC Application, page 2-13](#)

## Uninstalling the PMC Application

To uninstall the PMC application from your client machine, perform the following procedure:

**Procedure**

**Step 1** Navigate to **Start > Programs > Cisco IPICS > PMC > Uninstall PMC**.

**Tip**

If you have CSA installed on your PMC client machine and you are prompted with an access permission dialog box, be sure to click **Yes** to grant permission to the PMC uninstallation process.

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A dialog box displays to ask if you are sure that you want to uninstall this product.

**Step 2** Click **Yes**.

The PMC application is uninstalled from your client machine.

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**Where to Find More Information**

- *Cisco IPICS Server Administration Guide, Release 2.1(1)*