NORTEL

Frequently Asked Questions
Nortel Business Communications Manager (BCM) 4.0

This document answers the most frequently asked questions regarding the Nortel Business Communications Manager Release 4.0. This document is intended for use by Nortel and its authorized channel partners.

Note: For more information on BCM 4.0, please refer to the relevant Knowledge Transfer Kit (KTK) documents on PIC.

1. When will BCM 4.0 be "generally available"?

BCM 4.0 became "generally available" on September 18, 2006.

2. What new features are on BCM 4.0?

Release 4.0 has many new features, including:

> Linux Operating System
> Element Manager
> Telset administration
> SIP trunking with MCDN features
> Support for the Nortel IP Phone 1120, 1140, 2007 and 2033 IP sets
> Security enhancements
> 40-port ad-hoc conferencing
> CallPilot enhancements

Visit: http://products.nortel.com/go/product_content.jsp?parId=0&segId=0&catId=-9217&prod_id=43959 for further details.

3. Are more digital or IP stations available via Release 4.0?

BCM 4.0 supports the same number of digital and IP stations as Release 3.7. With the BCM400 Expansion Gateway Kit, users can grow the total telephony user capacity of a BCM400 to beyond 200 stations.

4. What is required to upgrade to BCM 4.0?

If your customer is starting from Release 3.6 or 3.7, only a software upgrade is required – no additional hardware is needed. To perform the update the 4.0 upgrade CD and the appropriate upgrade authorization code are needed. Both are included in the 4.0 upgrade kit.

If your customer is starting from Release 3.0 or 3.5, a software upgrade to 3.6 or 3.7 must be completed first.

If your customer is starting from Release 2.0 or 2.5, the hard drive will have to be replaced by a BCM 4.0 hard drive.

For more information on upgrading, "BCM 4.0 Upgrade Tips" is available at the Partner Information Center.

5. How long does it take to perform the upgrade?

The amount of time it takes to upgrade varies depending on the release currently being used. When upgrading from 3.6 or 3.7, it should take approximately 60 to 90 minutes. When upgrading from 3.0 or 3.5, it should take 90 minutes to two hours.

6. Do I require a Keycode if I upgrade using a BCM 4.0 hard drive?

Installing the new 4.0 hard drive will remove any existing Keycodes. To reactivate Keycoded features, customers will have to visit the Keycode Retrieval System site and validate their 4.0 upgrade Keycode. When the upgrade Keycode is uploaded, the BCM will once again have all of its Keycode features.

7. Why do some Keycodes disappear after upgrading to 4.0?

Only the Keycodes that are officially on the Keycode Retrieval System (KRS) are loaded onto the keycode file and uploaded to the BCM. If your customers experience this problem, ask them to locate proof of purchase of the missing Keycodes.

8. Can the BCM Image Tool (BIT) be used on BCM 4.0?

Yes, but a 4.0 upgrade Keycode will be required to retrieve the Keycode from KRS.
Visit: http://www.nortel.com/servsup/krs/ for further details.

9. Is it true that support for BCM ends on December 31, 2006?

No, that is not correct. Nortel will continue to support BCM 3.x and SRG 1.0 releases of software according to standard support policies in place at the time. Please refer to Technical Bulletin #021328-01 for additional information. Nortel would encourage customers to upgrade their BCM 3.x and SRG 1.0 releases to BCM 4.0/SRG 1.5 to benefit from a broad range of new functionality delivered with these current release levels. These software releases use the Microsoft Windows NT operating system; BCM 4.0, BCM 5.0 and SRG 1.5 use the Linux operating system.

However, Microsoft will no longer provide Windows NT support after December 31, 2006. This is due to Microsoft's end of support policy. Remind customers that BCM uses a special version of Windows NT Embedded, which has proven to be very effective against security exposures over the past several years. In fact, only a very small number of past Microsoft vulnerability exposures have required the creation of security patches for the BCM. If good security practices are observed, the risk of a system being vulnerable to an attack can be reduced. Alternatively, the overall problem can be avoided by upgrading to the new Linux-based BCM 4.0.

10. How are BCM1000 Keycodes migrated to BCM 4.0?

When migrating from a BCM1000 platform to BCM200/400 running BCM 4.0 software, BCM Keycodes can not be transferred from one platform to another.

However, to upgrade a BCM1000 from its current software release to BCM 4.0, the upgrade authorization code is applied to the Keycode Retrieval System (KRS) for the system. The keycodes will be preserved.

Make your customers aware of the Marketing Program (BCM1000 TO BCM MIGRATION NORTEL REBATES) that offers them a rebate when upgrading from a BCM1000 with voice mail to a new BCM. It runs through to December 31, 2006. Check the site often for new rebates and offers.

11. If a customer who is upgrading has BCM 3.X authorization codes that they have not loaded, can they be used on BCM 4.0?

Most of them can be used. Exceptions include the Basic and Professional Call Center Keycodes. They should be installed on the BCM before upgrading to 4.0. Also, 3.x Call Center Agent Keycodes can be reused on BCM 4.0. Please see the Product Description and Sales Engineering KTKs for more details.

12. What will customers who want to upgrade to 4.0 and add Intelligent Contact Center need to purchase?

Select the Intelligent Contact Center Starter Bundle Authorization Code (NTBU1019) that comes with 2 agents and 1 skillset. They can add more agents and skill sets as required. Remind them that they can also add Intelligent Contact Center reporting if desired.

13. I ordered BCM 3.7. Will my customer receive BCM 4.0?

Customers who ordered 3.7 will receive 3.7.

In line with product supply and published availability dates, customer orders will be fulfilled as ordered. Once BCM 3.7 is no longer available, customers will need to order the equivalent BCM 4.0 product codes. The Order Manager will contact the partner and makes the appropriate changes to the order.

14. Does the 2050 V2 work with 4.0?

The IP Softphone 2050 Version 2 is not officially supported on BCM 4.0 at this time.

15. Will the sidecard for 1140 work with 4.0?

The expansion module for the Nortel IP Phone 1100 series is not supported by BCM 4.0 at this time.

16. Where are the start-up wizards on 4.0?

BCM 4.0 utilizes the start-up profile format and no longer supports start-up wizards.

17. How many users does the new conference bridge support? Is it a meet me bridge?

The BCM 4.0 conference bridge supports up to 40 conferees in any combination (10 4-party calls, 8 5-party calls, etc.). It is an ad-hoc or add-on bridge – not a meet me conference bridge.

18. Where are the new DID and 8X16 MBMs?

The new Analog DID MBMs and the new 8x16 MBM are supported on BCM 4.0. They are scheduled to be "generally available" in late 2006, in conjunction with the release of BCM50 2.0.

19. Does BCM 4.0 support Norstar phones?

Yes, all M7XXX and T7XXX series telephones are supported on BCM 4.0.

20. How does a customer verify that their system is ready for a BCM 4.0 upgrade?

Before a 4.0 upgrade takes place, it is important to make sure the hardware is in proper operating condition. All available technical bulletins on the technical support site should be reviewed.

Then the BCM hard drive should be checked to make sure the partitions are able to accept the upgrade.
A hard drive upgrade test tool is available on the Nortel support web site. Go to the PIC site, then
Tech support/BCM/Software Downloads and click on BCM v4.0.02.03a.
Or go directly to https://app33.nortelnetworks.com/go/main.jsp?cscat=SWDETAIL&SoftwareOID=463894&poid=8236.

After entering some identifying information, you will see BCM 4.0 Upgrade Precheck Tool. Download it and use it to check the hard drive of the BCM.

21. What should be done if the BCM fails the precheck test?

Use the BCM Image Tool to restore the BCM hard drive to factory parameters. This should correct the issue and the BCM will be ready for the 4.0 upgrade.

22. Will BCM 4.0 support older equipment? How can I check?

All Nortel capabilities delivered on earlier versions of BCM are supported on BCM 4.0.

23. How does SIP fit in my network, and is their a compatibility list?

BCM 4.0 supports SIP trunking with interoperability to other BCM200/400 4.0, BCM50 2.0, CS1000 (version 4.0 and 4.5) and MCS5100 (version 3.0). For more information, see the interoperability information available on PIC.

24. Do I need to upgrade my Business Element Manager application?

Business Element Manager is inherent to the BCM 200/400 4.0 and BCM50 Release 1.0/2.0 platforms. Therefore, no upgrade of the management software is required. By upgrading to BCM 4.0, BCM200/400 users receive Business Element Manager—Unified Manager does not carry forward. Since BCM50 already comes with Business Element Manager, upgrades are automatic with BCM50 Release 2.0.

25. Where can the desktop application be accessed?

All of the user and administrative applications, including Business Element Manager, are downloaded from the BCM hard drive through a standard browser. The IP address of the BCM, plus the user ID and password will be needed. A startup profile is introduced for hands-free application of initial system settings for basic parameters programming.

26. Why is there a request to change the password during the first log in?

This "change password" prompt is an additional security feature.

27. Can a Media Bay Module from a BCM 4.0 system be used on a BCM 3.7 system? Will 4.0 firmware downloads cause any problems?

The BCM core will check to see if the firmware matches. If it is not a match, it will load the firmware it needs to run that MBM, even if the firmware is older then what is presently on the MBM. Moving MBM from BCM 3.7 to BCM 4.0 and then back to BCM 3.7 should not cause any problems.

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