How to Determine Which Service Pack is Installed on Microsoft Windows NT 4.0 and Windows 2000

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This document explains how to ascertain which Microsoft Windows Operating System and Service Pack is installed on your Cisco Intelligent Contact Management (ICM) computer.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

• How to troubleshoot Microsoft Windows

Components Used

The information in this document is based on these software and hardware versions:

• Microsoft Windows NT 4.0 and Windows 2000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Microsoft Service Packs

Service packs are the means by which Microsoft Windows product updates are distributed. Service packs keep the product current, and extend and update the functionality of your computer. Service packs include updates, system administration tools, drivers, and additional components. All are conveniently bundled so that you can

easily download them. Service packs are cumulative. This means that each new service pack contains all the fixes in previous service packs, and any new fixes.

Determine the Service Pack Installed

There are two methods to determine which Microsoft Windows Service Pack is installed on an individual Cisco ICM system. Choose the method that best suits you.

Method One

Complete these steps:

1. From a command prompt or from the Run dialog box, type winver, and press ENTER.

Figure 1 The winver Command

Run	? ×		
<u> </u>	Type the name of a program, folder, or document, and Windows will open it for you.		
<u>O</u> pen:	winver		
	Run in Separate Memory Space		
	OK Cancel <u>B</u> rowse		

2. Based on the version of Microsoft Windows installed, either the About Windows NT dialog box (Figure 2) or the About Windows dialog box (Figure 3) appears. The dialog box shows the version, build, and Service Pack installed.

Figure 2 Microsoft Windows NT

About Windows NT (R)				
MICROSOFT. WINDOWS NI	Microsoft (R) Windows NT (R) Version 4.0 (Build 1381: Service Pack 5) Copyright (C) 1981-1996 Microsoft Corp.			
	This product is licensed to: Engineerging Computing Services Cisco Systems, Inc			
	Memory Available to Windows NT: 261,492 KB			
	(OK)			

Figure 3 Microsoft Windows 2000

About Windows	×
Microsoft	Microsoft
Windows 20	00
Microsoft (R) Windows	
Version 5.0 (Build 2195: Service Pack 3)	
Copyright (C) 1981-1999 Microsoft Corp.	
This product is licensed to:	
Cisco Personal	
Cisco Systems Inc.	
Physical memory available to Windows: 589,7	292 KB
	OK

Method Two

Complete these steps:

1. In a command prompt or in the Run dialog box, type winmsd, and press ENTER.

Figure 4 The winmsd Command

Run	? ×
2	Type the name of a program, folder, or document, and Windows will open it for you.
<u>O</u> pen:	winmsd
	Run in Separate Memory Space
	OK Cancel <u>B</u> rowse

For Microsoft Windows NT, the Diagnostics dialog box appears:

Figure 5 Windows NT Diagnostics Dialog Box

👢 Windows NT Diagnostics · 💦 📃 🗖					×
<u>File H</u> elp					
Services	Besources	s Ì Env	vironment	Network	1
Version	System	Display	Drives	Memory	
	1				
i cente					
N: 000	11.2 1 NIT (TLA)				
Microsoft (H) Windows NT (TM) (0.00iid 1201. Com	ioo Pook 5)			
version 4 v86 Unio	rocessor Free	исе паск ој			
50370-11	11-1111111-22614				
Registered t	:o:				
Engineerging Computing Services					
Cisco Systems, Inc					
Current User=CISCO_MAIN\angelan					
<u></u>					
	Properties	Refresh	Print	ОК	

Click the **Version** tab. This tab displays information about the Service Pack version installed.

In the example in Figure 5, Service Pack 5 is installed.

2. For Microsoft Windows 2000, the System Information dialog box appears:

Figure 6 System Information Dialog Box

🛃 System Information 📃 🗖 🗙							
Action View Iools + -> 🗈 📧 🖆 🎒 🗗 🕄 😫 🕽 🎴							
Tree	Item	Value					
System Information System Summary Hardware Resources Components Software Environment Tree Software Environment Tree Software Environment Tree Software Environment	Item OS Name Version OS Manufacturer System Name System Manufacturer System Model System Type Processor BIOS Version Windows Directory Locale Time Zone Total Physical Memory Available Physical Memory Available Virtual Memory Page File Space	Value Microsoft Windows 2000 Server 5.0.2195 Service Pack 3 Build 2195 Microsoft Corporation GEOTXL2HD51 Hewlett Packard HP NetServer X86-based PC x86 Family 6 Model 8 Stepping 6 GenuineIntel ~798 08/07/00 F:\WINNT United States Central Standard Time 589,292 KB 336,924 KB 2,029,288 KB 1,543,320 KB 1,439,996 KB					
<u> </u>	L						
1							

The System Summary folder is the default folder that appears. See the Version item for the latest Service Pack version installed.

You must keep up with the latest Microsoft Windows NT Service Pack, but even more importantly, use the correct Service Pack with the version of Cisco ICM. In order to determine the correct Service Pack for your system, see the Bill of Materials.

When you have determined the correct Service Pack for your Cisco ICM node, you can obtain it from the Microsoft Service Pack Download Center \Box .

Related Information

- Bill of Materials
- Microsoft Service Pack Download Center
 [□]
- Technical Support & Documentation Cisco Systems

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