

Unity Express Software Upgrade from Release 1.0.2, 1.1.1 to 2.3.x

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Introduction

This document explains step-by-step how to upgrade Cisco Unity Express software from Release 1.0.2 to Release 1.1.1, and 1.x.x. to Release 2.3.x. These are the important highlights discussed in this document:

- Cisco Unity Express Release 1.1.1 requires a new boot loader. The new boot loader has the ping and verify features.
- The upgrade of the Cisco Unity Express software erases the configuration and data that already exist. Perform a back-up on the current configuration and data in Cisco Unity Express if such data is to be restored after upgrade.
- In Cisco Unity Express Release 1.1.1, separate licenses are required for Cisco CallManager and CallManager Express.

Prerequisites

Requirements

The only specific requirements for the upgrade procedures are FTP or TFTP server availability on the same network that the Cisco Unity Express product resides.

Components Used

The only component used in this system is the Cisco Unity Express product that is being upgraded.

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 the Cisco Technical Tips Conventions for more information on document conventions.

Upgrade Procedures for Cisco Unity Express

This section details the necessary set-up conditions and procedures how to upgrade from Cisco Unity Express Release 1.0.2 to Release 1.1.1.

Setup for the Upgrade

- The FTP and TFTP servers must be set up for the software download.
- Ensure that it is possible to ping the Cisco Unity Express module from the TFTP and FTP servers.
- A Domain Name System (DNS) server is optional for initialization. If DNS is desired, install and activate a DNS server on the PC or server before you proceed.

Procedures

The software upgrade to Cisco Unity Express Release 1.1.1 involves three software loading activities:

- Load the new boot loader
- Load the appropriate new license
- Load the Cisco Unity Express software

Preparation

Complete these steps:

1. Download the Cisco Unity Express Release 1.1.1 software and the appropriate license from Cisco.com.

Note: Cisco CallManager and CallManager Express require different licenses. Refer to Cisco Unity Express – Network Module (registered customers only) in order to download the Cisco Unity Express 1.1.1 software.

2. Place the cue-installer.1.1.1 installation file in the TFTP server.
3. Place these files in the FTP server:

- ◆ cue-boot loader.1.0.17.pkg
- ◆ cue-vm.1.1.1.pkg
- ◆ cue-vm.1.1.1.ptl
- ◆ cue-vm.1.1.1.manifest
- ◆ cue-vm-YY-ZZZ.pkg

Note: The variable YY represents the number of voice mail users, and ZZZ represents either Cisco CallManager or CallManager Express.

4. Ensure the TFTP and FTP servers are up and running. In the case of a PC, ensure the TFTP and FTP programs on the PC are activated.
5. Issue the **service-module service-engine <slot/0> session** command in order to session to the Cisco Unity Express Network Module (NM) with Cisco IOS® software.
6. At the **se-x-x-x-x** prompt, issue the **reload** command in order to reload the the Cisco Unity Express NM.

Note: There is no need to reload the module in each step until the very end.

7. Enter ******* when you are prompted to Please enter '***' to change boot configuration.

This allows the NM to go into boot loader mode.

8. Enter **config** at the ServicesEngine boot loader> prompt.

9. Enter these details for these various prompts.

- ◆ NM IP address
- ◆ Subnet mask
- ◆ TFTP server address
- ◆ Gateway router address

The Ethernet interface is internal. For the default helper image, enter **cue-installer.x.x.x**, where *x* represents the latest revision number. Enter **disk** for the default boot.

```
IP Address [192.168.2.3] >
Subnet mask [255.255.255.0] >
TFTP server [192.168.1.2] >
Gateway [192.168.2.2] >
Default Helper-file [cue-installer.1.1.1] >
Ethernet interface [internal] >
Default Boot [disk] >
```

10. The system writes the information onto the Flash, and the ServicesEngine boot loader> prompt appears again. Enter **boot helper**.

The NM boots the helper image from the TFTP server.

Load New Boot Loader

Complete these steps:

Note: Cisco Unity Express Release 1.1.1 uses a different boot loader than Release 1.0.2.

Note: The system only reloads when the user presses y. You can essentially get through all three different loads (software, license and boot loader) without the need to reload in between.

1. At the ServicesEngineinstaller#> prompt, enter **so i p u ftp://<ftp_ip_addr>/cue-boot loader.1.0.17.pkg**, where <ftp_ip_addr> represents the IP address of the FTP server such as the laptop or server.
2. Enter **p** for primary when you are asked Which boot loader would you like to update primary or secondary (p,s) [p]? Use the other prompts on the window.
3. When the system boots up, it prompts you to Please enter '***' to change boot configuration again. Enter *** in order to go into boot loader mode.

Note: At the top of the window it says ServiceEngine boot loader Version: 1.0.17 if the NM now runs the new boot loader.

4. At the ServicesEngine boot loader> prompt, enter **help** in order to show the new boot loader features.
5. Issue the **ping** <ftp_ip_addr> command where <ftp_ip_addr> is the IP address of the FTP server. The system should be able to ping to that address. This demonstrates the new ping feature and that the FTP server is reachable.

Load the Cisco Unity Express License

Complete these steps:

1. Enter **boot helper** in order to boot the helper image from the TFTP server at the ServicesEngine boot loader> prompt.

Note: In Cisco Unity Express Release 1.1.1, there are separate licenses for Cisco CallManager and CallManager Express. Choose the desirable license.

2. At the `ServicesEngineinstaller#>` prompt, enter **so i p u ftp://<ftp_ip_addr>/cue-vm-YY-ZZZ.pkg** where `<ftp_ip_addr>` represents the IP address of the FTP server, `YY` represents the number of voice email users, and `ZZZ` represents either Cisco CallManager or CallManager Express.
3. Enter `y` when prompted for anything. The system should load the Cisco Unity Express image.

Load New Cisco Unity Express Software

Complete these steps:

1. At the `ServicesEngine boot loader>` prompt, enter **boot helper** in order to boot the helper image from the TFTP server.
2. At the `ServicesEngineinstaller#>` prompt, enter **so i p u ftp://<ftp_ip_addr>cue-vm.1.1.1.pkg** command where `<ftp_ip_addr>` represents the IP address of the FTP server.
3. Enter `y` when prompted for anything.

Some verbiage appears, but let the system run and the Cisco Unity Express image is loaded.

Note: The system only reloads when the user presses `y`. You can essentially get through all three different loads (software, license and boot loader) without having to reload in between.

CLI Setup

Complete these steps:

1. Let the system run, and when prompted for anything enter `y`.
2. The system asks some set-up questions. Enter `n` when asked `Would you like to use DNS for CUE (y,n)?`. The DNS server address can be entered later.
3. Press the **Enter** key when you receive these lines.

```
Enter IP Address of the Primary NTP Server
(IP address, or enter for x.x.x.x)
```

4. The questions that remain ask you to set the continent, country, and timezone. Enter the information accordingly.

The NM continues with the boot-up sequence. The `waiting xx...` line appears, where `xx` indicates the seconds to complete boot up. For the NM, it typically takes from 130 to 160 seconds in order to complete boot up. For the advanced integration module (AIM), it typically takes up to 500 seconds in order to complete boot up.

5. When you see the `se-a-b-c-d` prompt, where `a-b-c-d` is the IP address of the NM, the software installation process is completed and you are at the Cisco Unity Express CLI.
6. At the Cisco Unity Express prompt, issue the **show software version** command in order to verify that the proper software is installed.

This is a sample output of the **show software version** command.

```
se-10-10-9-221>show software versions
```

```
Installed Packages:
```

```
- Core 1.1.1
- Auto Attendant 1.1.1
- Voice Mail 1.1.1
```

- Boot Loader 1.0.17

Installed Languages:

- US English 1.1.1

7. Issue the **show software license** command in order to verify that the proper license is installed.

Note: The licenses for Cisco CallManager and CallManager Express are different.

This is an example of the Cisco CallManager license:

```
se-10-10-9-221> show software licenses
```

Core:

- application mode: CCM
- total usable system ports: 8

Voicemail/Auto Attendant:

- max system mailbox capacity time: 6000
- max general delivery mailboxes: 15
- max personal mailboxes: 50

Languages:

- max installed languages: unlimited
- max enabled languages: 1

This is an example of the Cisco CallManager Express license:

```
se-10-10-9-123>show software licenses
```

Core:

- application mode: CCME
- total usable system ports: 8

Voicemail/Auto Attendant:

- max system mailbox capacity time: 6000
- max general delivery mailboxes: 15
- max personal mailboxes: 50

Languages:

- max installed languages: 1
- max enabled languages: 1

Sample Initial Setup

This is a sample setup example of how to upgrade the Cisco Unity Express software release from Release 1.0.2 to Release 1.1.1:

```
IMPORTANT::

IMPORTANT:: Welcome to Cisco Systems Service Engine

IMPORTANT:: post installation configuration tool.

IMPORTANT::

IMPORTANT:: This is a one time process which will guide

IMPORTANT:: you through initial setup of your Service Engine.

IMPORTANT:: Once run, this process will have configured

IMPORTANT:: the system for your location.

IMPORTANT::

IMPORTANT:: If you do not wish to continue, the system will be halted

IMPORTANT:: so it can be safely removed from the router.

IMPORTANT::

Do you wish to start configuration now (y,n)? y

Are you sure (y,n)? y

A valid configuration has been found in flash.

Would you like to use it and bypass configuration? (y,n) n

Erasing old configuration...done.

IMPORTANT:: DNS Configuration:

IMPORTANT::

IMPORTANT:: This allows the entry of hostnames, for example foo.cisco.com, instead

IMPORTANT:: of IP addresses like 1.100.10.205 for servers used by CUE. In order

IMPORTANT:: to configure DNS you must know the IP address of at least one of your

IMPORTANT:: DNS Servers.

Would you like to use DNS for CUE (y,n)?n
```

WARNING: If DNS is not used CUE will require the use

WARNING: IP addresses.

Are you sure (y,n)? **y**

Enter IP Address of the Primary NTP Server

(IP address, or enter for 1.3.231.12):

Enter IP Address of the Secondary NTP Server

(IP address, or enter to bypass):

Please identify a location so that time zone rules can be set correctly.

Please select a continent or ocean.

- | | | | |
|---------------|-------------------|-----------------|-------------------|
| 1) Africa | 4) Arctic Ocean | 7) Australia | 10) Pacific Ocean |
| 2) Americas | 5) Asia | 8) Europe | |
| 3) Antarctica | 6) Atlantic Ocean | 9) Indian Ocean | |

#? **2**

Please select a country.

- | | | |
|------------------------|--------------------------|--------------------------|
| 1) Anguilla | 18) Ecuador | 35) Paraguay |
| 2) Antigua & Barbuda | 19) El Salvador | 36) Peru |
| 3) Argentina | 20) French Guiana | 37) Puerto Rico |
| 4) Aruba | 21) Greenland | 38) St Kitts & Nevis |
| 5) Bahamas | 22) Grenada | 39) St Lucia |
| 6) Barbados | 23) Guadeloupe | 40) St Pierre & Miquelon |
| 7) Belize | 24) Guatemala | 41) St Vincent |
| 8) Bolivia | 25) Guyana | 42) Suriname |
| 9) Brazil | 26) Haiti | 43) Trinidad & Tobago |
| 10) Canada | 27) Honduras | 44) Turks & Caicos Is |
| 11) Cayman Islands | 28) Jamaica | 45) United States |
| 12) Chile | 29) Martinique | 46) Uruguay |
| 13) Colombia | 30) Mexico | 47) Venezuela |
| 14) Costa Rica | 31) Montserrat | 48) Virgin Islands (UK) |
| 15) Cuba | 32) Netherlands Antilles | 49) Virgin Islands (US) |
| 16) Dominica | 33) Nicaragua | |
| 17) Dominican Republic | 34) Panama | |

#? 45

Please select one of the following time zone regions.

- 1) Eastern Time
- 2) Eastern Time - Michigan - most locations
- 3) Eastern Time - Kentucky - Louisville area
- 4) Eastern Time - Kentucky - Wayne County
- 5) Eastern Standard Time - Indiana - most locations
- 6) Eastern Standard Time - Indiana - Crawford County
- 7) Eastern Standard Time - Indiana - Starke County
- 8) Eastern Standard Time - Indiana - Switzerland County
- 9) Central Time
- 10) Central Time - Michigan - Wisconsin border
- 11) Central Time - North Dakota - Oliver County
- 12) Mountain Time
- 13) Mountain Time - south Idaho & east Oregon
- 14) Mountain Time - Navajo
- 15) Mountain Standard Time - Arizona
- 16) Pacific Time
- 17) Alaska Time
- 18) Alaska Time - Alaska panhandle
- 19) Alaska Time - Alaska panhandle neck
- 20) Alaska Time - west Alaska
- 21) Aleutian Islands
- 22) Hawaii

#? 161

The following information has been given:

United States

Pacific Time

Therefore TZ='America/Los_Angeles' will be used.

Local time is now: Thu Nov 6 03:43:07 PST 2003.

Universal Time is now: Thu Nov 6 11:43:07 UTC 2003.

Is the above information OK?

1) Yes

2) No

#?

Changing owners and file permissions.

Change owners and permissions complete.

INIT: Switching to run level: 4

INIT: Sending processes the TERM signal

STARTED: cli_server.sh

STARTED: ntp_startup.sh

STARTED: LDAP_startup.sh

STARTED: superthread_startup.sh

STARTED: SQL_startup.sh

STARTED: HTTP_startup.sh

STARTED: \${ROOT}/usr/wfavvid/run

waiting 174 ...

IMPORTANT::

IMPORTANT:: Administrator Account Creation

IMPORTANT::

IMPORTANT:: Create an administrator account. With this account,

IMPORTANT:: you can log in to the Cisco Unity Express GUI and

IMPORTANT:: run the initialization wizard.

IMPORTANT::

Enter administrator user ID:

(user ID): **admin**

Enter password for admin:

(password):

Confirm password for admin by reentering it:

(password):

se-10-10-21-2>

Preparation Software Upgrade to Cisco Unity Express Release 2.3.x

Complete these steps:

1. Download the Cisco Unity Express Release 2.3.x software and the appropriate license from Cisco.com.

Note: Cisco CallManager and CallManager Express require different licenses. Refer to Cisco Unity Express – Network Module (registered customers only) in order to download the Cisco Unity Express 2.3.x software.

2. Place the cue-installer.2.3.x installation file in the TFTP server.
3. Place these files in the FTP server:

- ◆ cue-installer.2.3.x
- ◆ cue-vm-installer.2.3.x.ptr1
- ◆ cue-vm.2.3.x.pkg
- ◆ cue-vm-full.2.3.x.ptr1
- ◆ cue-vm-lang-pack.2.3.x.pkg
- ◆ cue-vm-en_US-lang-pack.2.3.x.ptr1
- ◆ CUEEditor2.3.1.exe

4. Ensure the TFTP and FTP servers are up and running. In the case of a PC, ensure the TFTP and FTP programs on the PC are activated.
5. With Cisco IOS® software, Issue the **service-module service-engine <slot/0> session** command in order to session to the Cisco Unity Express Network Module (NM).
6. At the `se-x-x-x-x` prompt, issue the **reload** command in order to reload the the Cisco Unity Express NM.

Note: There is no need to reload the module in each step until the very end.

7. Enter ******* when you are prompted to Please enter '***' to change boot configuration.

This allows the NM to go into boot loader mode.

8. Enter **config** at the ServicesEngine boot loader> prompt.
9. Enter these details for the various prompts shown.

- ◆ NM IP address
- ◆ Subnet mask
- ◆ TFTP server address
- ◆ Gateway router address

The Ethernet interface is internal. For the default helper image, enter **cue-installer.x.x.x** , where *x* represents the latest revision number. Enter **disk** for the default boot.

```
IP Address [192.168.2.3] >
Subnet mask [255.255.255.0] >
TFTP server [192.168.1.2] >
Gateway [192.168.2.2] >
Default Helper-file [cue-installer.2.3.1] >
Ethernet interface [internal] >
Default Boot [disk] >
```

10. The system writes the information onto the Flash, and the ServicesEngine boot loader> prompt appears again. Enter **boot helper**.

The NM boots the helper image from the TFTP server.

Load New Cisco Unity Express Software

Complete these steps:

1. Choose the first choice, **Install software**, from the install menu:

```
                Welcome to Cisco Systems Service Engine Helper Software
Please select from the following
1      Install software
2      Reload module
3      Disk cleanup
(Type '?' at any time for help)
Choice: 1
```

2. Enter the package name, FTP server address, username and password:

```
Package name: cue-vm.2.3.1.pkg
Server url: ftp://192.168.2.2
Username: admin
Password:*****
Validating package signature ... done
Downloading cue-vm-lang-pack.2.3.1.pkg
Bytes downloaded : 387252
type: application
WARNING:: Software installation will clear disk contents
Continue [n]? y
```

3. Choose the language version from the language selection menu:

Language Selection Menu:

#	Selected	SKU	Language Name
1		PTB	CUE Voicemail Brazilian Portuguese (2.3.0)
2		ENG	CUE Voicemail British English (2.3.0)
3		DAN	CUE Voicemail Danish (2.3.0)
4		FRA	CUE Voicemail European French (2.3.0)
5		ESP	CUE Voicemail European Spanish (2.3.0)
6		DEU	CUE Voicemail German (2.3.0)
7		ITA	CUE Voicemail Italian (2.3.0)
8		ESO	CUE Voicemail Latin American Spanish (2.3.0)
9		ENU	CUE Voicemail US English (2.3.0)

Available commands are:

```
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
x - Done with language selection
```

>9

4. Your choice appears as a "*" in the language selection menu. Use the menu in order to add, remove, or get information about languages. Enter **x** when finished.

Language Selection Menu:

#	Selected	SKU	Language Name
1	*	PTB	CUE Voicemail Brazilian Portuguese (2.3.0)
2		ENG	CUE Voicemail British English (2.3.0)
3		DAN	CUE Voicemail Danish (2.3.0)
4		FRA	CUE Voicemail European French (2.3.0)
5		ESP	CUE Voicemail European Spanish (2.3.0)
6		DEU	CUE Voicemail German (2.3.0)
7		ITA	CUE Voicemail Italian (2.3.0)

```
8          ESO  CUE Voicemail Latin American Spanish (2.3.0)
9          *   ENU  CUE Voicemail US English (2.3.0)
```

Available commands are:

```
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
x - Done with language selection
```

>x

The System installs the software. After the installation is complete, the system reloads:
5. Enter y in order to begin the initial configuration:

```
IMPORTANT::
```

```
IMPORTANT:: Welcome to Cisco Systems Service Engine
```

```
IMPORTANT:: post installation configuration tool.
```

```
IMPORTANT::
```

```
IMPORTANT:: This is a one time process which will guide
```

```
IMPORTANT:: you through initial setup of your Service Engine.
```

```
IMPORTANT:: Once run, this process will have configured
```

```
IMPORTANT:: the system for your location.
```

```
IMPORTANT::
```

```
IMPORTANT:: If you do not wish to continue, the system will be halted
```

```
IMPORTANT:: so it can be safely removed from the router.
```

```
IMPORTANT::
```

```
Do you wish to start configuration now (y,n)? y
```

6. Enter the appropriate response y or n. See the output in order to determine your configuration needs.

```
IMPORTANT::
```

```
IMPORTANT:: A Cisco Unity Express configuration has been found in flash.
```

```
IMPORTANT:: You can choose to restore this configuration into the
```

```
IMPORTANT:: current image.
```

```
IMPORTANT::
```

```
IMPORTANT:: A stored configuration contains some of the data from a
```

```
IMPORTANT:: previous installation, but not as much as a backup. For
```

```
IMPORTANT:: example: voice messages, user passwords, user PINs, and
```

```
IMPORTANT:: auto attendant scripts are included in a backup, but are
```

```
IMPORTANT:: not saved with the configuration.
```

```
IMPORTANT::
```

IMPORTANT:: If you are recovering from a disaster and do not have a

IMPORTANT:: backup, you can restore the saved configuration.

IMPORTANT::

IMPORTANT:: If you are going to restore a backup from a previous

IMPORTANT:: installation, you should not restore the saved configuration.

IMPORTANT::

IMPORTANT:: If you choose not to restore the saved configuration, it

IMPORTANT:: will be erased from flash.

IMPORTANT::

Would you like to restore the saved configuration? (y,n)

7. Enter the Cisco Unity Express administrator ID. This is the username to log in to the Cisco Unity Express GUI.

IMPORTANT::

IMPORTANT:: Administrator Account Creation

IMPORTANT::

IMPORTANT:: Create an administrator account. With this account,

IMPORTANT:: you can log in to the Cisco Unity Express GUI and

IMPORTANT:: run the initialization wizard.

IMPORTANT::

Enter administrator user ID:

(user ID): Admin

Enter password for admin:

(password): *****

Confirm password for admin by reentering it:

(password): *****

se-x-x-x-x>

Related Information

- [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Cisco Unity Express 2.3 Installation and Upgrade Guide](#)
 - [Cisco Unity Install and Upgrade Guides](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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