

# Unity Express Upgrade from 1.1 to 2.0 or 2.1 Releases

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## Introduction

This document explains the procedure to upgrade Cisco Unity Express system software from release 1.1.x to release 2.0 or 2.1. The important highlights discussed in this document are:

- A Cisco Unity Express software upgrade erases the existing configuration and data. Perform a back-up on the current configuration and data in Cisco Unity Express if existing data needs to be restored after the upgrade.
- In Cisco Unity Express Release 2.0 and 2.1, separate licenses are required for Cisco CallManager and Cisco CallManager Express.
- You can upgrade from Cisco Unity Express Release 2.0 to 2.1 (or from Cisco Unity Express Release 2.0/2.1 to a later version). However, the software supports a new method which allows the download to take place while the system still operates.
- An upgrade from Cisco Unity Express Release 1.0.2 directly to release 2.0 has been tested. The instructions are the same, except that the boot loader image first needs to be upgraded to 1.0.17. Refer to Unity Express Software Upgrade from Release 1.0.2 to 1.1.1 for more information.

## Prerequisites

### Requirements

An FTP and TFTP server must be available and reachable by Cisco Unity Express. The FTP server must support Passive FTP (PASV). The TFTP server must support file sizes greater than 16 MB (some older TFTP servers only support file sizes up to 16 MB).

Although any FTP server that meets these requirements is expected to operate correctly, there are a few specific products that Cisco has successfully used:

- For the Microsoft Windows Operating system:
  - ◆ FileZilla FTP Server
  - ◆ GuildFTPd

- ◆ Serv-U FTP server
- ◆ Microsoft IIS FTP server
- For the Linux Operating System:
  - ◆ ProFTPD Server
  - ◆ PureFTPd
  - ◆ WU-FTPd

**Note:** Cisco does not endorse or support any of these FTP server products. This is only a list of some of the software Cisco has used in the past that has proven successful.

The Cisco Unity Express module needs to be at release 1.1.1 or 1.1.2. Specifically, the boot loader version must be at release 1.0.17 (from the **show version** output of Cisco Unity Express).

If you receive this error when you enter the **software download clean pkgfilename** command in order to upgrade Cisco Unity Express, it is because the version does not support a software download or install:

```
NameError: global name 'nativeSysdbException' is not defined[15261 refs]
```

In this scenario, you need to use **bootloader** in order to upgrade.

## Components Used

The information in this document is based on the Cisco Unity Express product that is upgraded.

The information in this document was created from the devices in a specific lab environment with Cisco Unity Express 2.0. For Cisco Unity Express 2.1 (once released), the version numbers on the installer and system changes. However, the process remains the same. 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.

## Setup for the Upgrade

- The FTP and TFTP servers must be set up for the software download. Make sure you note the IP address of each of these servers. The FTP server must support Passive FTP (PASV). The TFTP server must support file sizes greater than 16 MB (some older TFTP servers only support file sizes up to 16 MB).
- 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.

## Cisco Unity Express Upgrade Procedures

The software upgrade of 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 2.0 software and the appropriate license from Cisco.com.

**Note:** Cisco CallManager and Cisco CallManager Express require different licenses.

2. Place the cue-installer.2.0.1 (or cue-installer.2.1.1) installation file in the TFTP server.

3. Place these files in the FTP server:

- ◆ cue-vm.2.0.1.pkg (the main application file)
- ◆ cue-vm-full.2.0.1.prt1
- ◆ cue-vm-lang-pack.2.0.1.pkg
- ◆ One of these language files (based on which language you want to have as the system language):
  - ◇ cue-vm-en\_US-lang-pack.2.0.1.prt1 (US English)
  - ◇ cue-vm-de\_DE-lang-pack.2.0.1.prt1 (German)
  - ◇ cue-vm-es\_ES-lang-pack.2.0.1.prt1 (European Spanish)
  - ◇ cue-vm-fr\_FR-lang-pack.2.0.1.prt1 (European French)
- ◆ (Optional) cue-vm-installer.2.0.1.prt1 – This file is the online installer which can be used to upgrade license files and download images once the 2.0 software is loaded. You do not need this file in order to upgrade Cisco Unity Express to release 2.0/2.1. However, it can be helpful for future upgrades. If you plan to use this same FTP server, put it on the server.
- ◆ (Optional) Store the appropriate license file on the FTP server. If the system already has the correct license file in the previous version, it does not need to be applied again. If the license is upgraded, then the new file needs to be placed on the FTP server so it can be upgraded later. It is always a good practice to have the correct license file on the FTP server for backup purposes. This is in case the entire Cisco Unity Express module needs to be replaced at some point in time. The possible license files are:

**Note:** Not all of these files are appropriate for every Cisco Unity Express hardware platform.

- ◇ cue-vm-license\_100mbx\_ccm\_2.0.1.pkg
- ◇ cue-vm-license\_100mbx\_cme\_2.0.1.pkg
- ◇ cue-vm-license\_12mbx\_ccm\_2.0.1.pkg
- ◇ cue-vm-license\_12mbx\_cme\_2.0.1.pkg
- ◇ cue-vm-license\_25mbx\_ccm\_2.0.1.pkg
- ◇ cue-vm-license\_25mbx\_cme\_2.0.1.pkg
- ◇ cue-vm-license\_50mbx\_ccm\_2.0.1.pkg
- ◇ cue-vm-license\_50mbx\_cme\_2.0.1.pkg

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.

Use the Microsoft Windows TFTP client command-line tool in order to test the TFTP server. For example:

```
C:\WINNT\system32\cmd.exe
C:\temp>tftp -i 14.80.227.128 GET cue-installer.2.0.1
Transfer successful: 8692059 bytes in 12 seconds, 724338 bytes/s
C:\temp>_
```

The FTP server can be tested similarly. In a browser that supports FTP (Internet Explorer, Firefox, and so forth), put in the URL that you plan to use along with the username and password. For example, ftp://user:password@14.80.227.128/2.0.1/. This means that you are attempting to access host 14.80.227.128 in the 2.0.1 directory using the username "user" with password "password". All the files necessary in the directory listing can be viewed and you can download each one. This does not test all aspects of the FTP process, but it tests for the most common problems.

5. Establish a connection (via Telnet or directly via the console) to the Cisco IOS router that contains the Cisco Unity Express module. From there, connect to the Cisco Unity Express module by issuing the **service-module service-engine <slot/0> session** command. For the Cisco Unity Express AIM, the slot number is 0. For example:

```
[user1-mac:~] root% telnet 14.80.227.140
Trying 14.80.227.140...
Connected to 14.80.227.140.
Escape character is '^]'.

vnt-3660-41c>enable
Password:
vnt-3660-41c#show ip interface brief
Interface IP-Address OK? Method Status Protocol
FastEthernet0/0 14.80.227.140 YES NVRAM up up
Service-Engine5/0 14.80.227.140 YES TFTP up up
vnt-3660-41c#service-module service-Engine 5/0 session
Trying 14.80.227.140, 2161 ...
% Connection refused by remote host

vnt-3660-41c#clear line 161
[confirm]
[OK]
vnt-3660-41c#service-module service-Engine 5/0 session
Trying 14.80.227.140, 2161 ...

cue-3660-41c>
```

6. Make sure you note the IP address, subnet mask, and default gateway of the Cisco Unity Express. Obtain this from the CLI with the **show interfaces** and **show ip route** commands.

```
cue-3660-41c>show interfaces
FastEthernet 1 is up, line protocol is up
Internet address is 14.80.227.141 mask 255.255.255.0

!--- Configured on router.

Broadcast address is 14.255.255.255
 176 input, 18507 bytes
 0 input errors
 172 output, 16756 bytes
 0 output errors
IDE hd0 is up, line protocol is up
 3385 reads, 39324672 bytes
 0 read errors
 2393 write, 23195648 bytes
 0 write errors
cue-3660-41c>show ip route

```

DEST	GATE	MASK	IFACE
14.80.227.0	0.0.0.0	255.255.255.0	eth1
127.0.0.0	0.0.0.0	255.0.0.0	lo
0.0.0.0	14.80.227.140	0.0.0.0	eth1

7. Back-up your data.

Refer to Perform Backup and Restore of Cisco Unity Express with Microsoft FTP Server for more information about backup and restore. You can also refer to the backup and restore guides in the regular Cisco Unity Express documentation, such as Backing Up and Restoring Data.

8. After the backup has successfully completed, reload the Cisco Unity Express NM by issuing the **reload** command.
9. When you are prompted to Please enter '\*\*\*' to change boot configuration, enter \*\*\*.

This allows Cisco Unity Express to go into boot loader mode.

10. Enter **config** at the ServicesEngine boot loader> prompt.
11. Enter these details for the various prompts shown in the **config** output.

- ◆ The Cisco Unity Express IP address
- ◆ The Cisco Unity Express subnet mask
- ◆ TFTP server address
- ◆ The Cisco Unity Express default gateway

The Ethernet interface is internal. For the default helper image, enter **cue-installer.2.0.1**. Ensure that the default boot is always **disk**, the default boot loader is always **primary**, and the Ethernet interface is always set to **internal**.

```
ServicesEngine boot-loader>config
IP Address [14.80.227.141] > 14.80.227.141
Subnet mask [255.255.255.0] > 255.255.255.0
TFTP server [14.80.227.128] > 14.80.227.128
Gateway [14.80.227.140] > 14.80.227.140
Default Helper-file [cue-installer.2.0.1] > cue-installer.2.0.1
Ethernet interface [internal] > internal
Default Boot [disk] > disk
Default bootloader [primary|secondary] [primary] > primary
```

Updating flash with bootloader configuration

12. The system writes the information onto the Flash, and the ServicesEngine boot loader> prompt appears again.

## Load New Cisco Unity Express Software

Complete these steps:

1. Enter **boot helper** from the ServicesEngine boot loader> prompt.

Cisco Unity Express boots the helper image from the TFTP server.

2. The system now loads the installer package from the TFTP server and boots from it.

At the end of the boot process, this menu is presented:

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

3. Enter **1** in order to install the new software.
4. The package name, server URL, and FTP username/password are required followed by a confirmation:

```
Package name: cue-vm.2.0.1.pkg

Server url: ftp://14.80.227.128/2.0.1

Username: jdoe

Password:
```

```
WARNING:: Software installation will clear disk contents
```

```
Continue [n]? y
Downloading cue-vm.2.0.1.pkg
Bytes downloaded : 1448
Validating package signature ... done
Downloading cue-vm-lang-pack.2.0.1.pkg
Bytes downloaded : 147456
Validating package signature ... done
```

**Note:** In this example output, the system FTPs to 14.80.227.128, logs in as the user "jdoe" with the password specified, maneuvers to the 2.0.1 directory, and retrieves the file "cue-vm.2.0.1.pkg". From this same directory, the file "cue-vm-lang-pack.2.0.1.pkg" is also retrieved. If this step fails for any reason, make sure that these files both exist in the path specified and that the specified FTP user has the correct permissions to download those files.

5. A language menu is presented. In this example, **4** (US English) is selected. Only one language is possible. After the language is selected (noted by the \* next to it), press **x** in order to finish.

```
Language Selection Menu:
```

#	Selected	SKU	Language Name
1		FRA	CUE Voicemail European French (2.0.1)
2		ESP	CUE Voicemail European Spanish (2.0.1)
3		DEU	CUE Voicemail German (2.0.1)
4		ENG	CUE Voicemail US English (2.0.1)

```
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
```

```
> 4
```

```
Language Selection Menu:
```

#	Selected	SKU	Language Name
1		FRA	CUE Voicemail European French (2.0.1)
2		ESP	CUE Voicemail European Spanish (2.0.1)
3		DEU	CUE Voicemail German (2.0.1)
4	*	ENG	CUE Voicemail US English (2.0.1)

```
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
```

**Note:** From the same FTP directory and path, the files called cue-vm-full.2.0.1.prt1, and cue-vm-en\_US-lang-pack.2.0.1.prt1 are now downloaded. The cue-vm-en\_US-lang-pack.2.0.1.prt1 is only downloaded if US English is selected in this step. Other languages have different language packs.

6. The system finishes the installation, reboots (do not press the \*\*\* combination at this time), and the post installation script runs.

```
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
```

## 7. Choose whether or not to restore the existing configuration.

This is not an option if a configuration was never saved on the system. In most cases, when an upgrade is done, the goal is to have the configuration and data the same as it was before the upgrade. In this case, it is slightly faster to restore the saved configuration. This saved configuration is only the running configuration (visible from the **show run** command) on a system. It does not include any greetings, spoken names, messages, and so forth. Those still have to be restored. However, it does contain the DNS server, NTP server, and time zone information which otherwise needs to be entered manually.

```
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) y
```

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

## 8. If "n" is selected in step 7, you are prompted for the DNS server, NTP server, and time zone. Once completed, the system finishes the post install by starting up all of its applications. This can take several minutes. At the end, the user is prompted to create an administrator user ID and password:

```
Configuring the system. Please wait...
Changing owners and file permissions.
Change owners and permissions complete.
INIT: Switching to runlevel: 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
STARTED: probe
STARTED: dwnldr_startup.sh
```

```
waiting 160 ...
```

```
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): administrator  
Enter password for administrator:  
  (password):  
Confirm password for administrator by reentering it:  
  (password):
```

```
cue-3660-41c>
```

9. **Important:** For systems that are integrated with Cisco CallManager, the system now attempts to register with the Cisco CallManager.

With Cisco Unity Express 2.0 and later, if during the registration process Cisco Unity Express detects a JTAPI version other than what it is currently running, it installs compatible JTAPI libraries and reboots. For example, Cisco Unity Express Release 2.1 ships with JTAPI libraries compatible with Cisco CallManager 4.1. The first time a Cisco Unity Express 2.1 system registers with a Cisco CallManager other than the 4.1 that it supports (such as 4.0 or 3.3), it loads the new libraries and reboots automatically. If the Cisco CallManager is upgraded from one version to the other, the same thing happens. This is normal. Review the release notes to ensure proper Cisco Unity Express and Cisco CallManager compatibility. Cisco Unity Express 2.0 (for example) does not support Cisco CallManager 4.1. Therefore, it does not work.

10. Enter the **show software versions** command in order to verify the system software:

```
cue-3660-41c>show software versions  
Installed Packages:  
  - Bootloader (Primary)  1.0.17  
  - Global  2.0.1  
  - Voice Mail  2.0.1  
  - Bootloader (Secondary)  2.0.1  
  - Core  2.0.1  
  - Installer  2.0.1  
  - Auto Attendant  2.0.1  
Installed Languages:  
  - US English  2.0.1
```

**Note:** You do not have to be concerned about the difference in the primary and secondary boot loader versions. This is normal.

11. Verify the software license applied. Specifically, the integration type (Cisco CallManager Express or Cisco CallManager) and the number of ports and mailboxes:

```
cue-3660-41c>show software licenses  
Core:  
  - application mode: CCME  
  - total usable system ports: 4  
Voicemail/Auto Attendant:  
  - max system mailbox capacity time: 6000  
  - max general delivery mailboxes: 5  
  - max personal mailboxes: 12  
Languages:  
  - max installed languages: 1  
  - max enabled languages: 1
```

```
cue-3660-41c>
```

12. Perform the restore. If you did not restore the previous configuration (or something changed) then you possibly need to change the backup server information. For example:

```
cue-3660-41c>offline
!!!WARNING!!!: Putting the system offline will terminate all active calls.
Do you wish to continue[n]? : y
cue-3660-41c(offline)>restore id 1 category all
Restore progress: 417227 bytes
Restore Complete.
Check Restore history for detailed information.
cue-3660-41c(offline)>show backup history
#Start Operation
Category:      Configuration
Backup Server: ftp://172.18.106.10/cue/41c
Operation:     Restore
Backupid:      1
Restoreid:     1
Date:          Mon Jan 10 15:01:02 EST 2005
Result:        Success
Reason:
#End Operation
#Start Operation
Category:      Data
Backup Server: ftp://172.18.106.10/cue/41c
Operation:     Restore
Backupid:      1
Restoreid:     1
Date:          Mon Jan 10 15:01:04 EST 2005
Result:        Success
Reason:
#End Operationcue-3660-41c(offline)>reload
cue-3660-41c(offline)>
MONITOR SHUTDOWN...
```

**Note:** The actual restore ID (1 in this example) is specific to your backup set. Examine the history.log file in order to get the most recent ID.

Refer to Perform Backup and Restore of Cisco Unity Express with Microsoft FTP Server for more information about backup and restore. You can also refer to the backup and restore guides in the regular documentation, such as Backing Up and Restoring Data.

13. Point your web browser to **http://<ip address of the CUE>/** in order to log into the Cisco Unity Express web page. Log in with the administrator account created in step 8. If a restore was previously done, you do not need to change any information. At the end of the wizard, you are logged out.

## Full Sample Upgrade

This is the full output to upgrade a Cisco Unity Express network module from Cisco Unity Express Release 1.1.2 to Cisco Unity Express Release 2.0.1:

```
cue-3660-41c>reload
Are you sure you want to reload?
Doing a reload will cause any unsaved configuration data to be lost.

Continue[y]? : y
cue-3660-41c>
MONITOR SHUTDOWN...
EXITED: probe exit status 0
EXITED: LDAP_startup.sh exit status 0
EXITED: HTTP_startup.sh exit status 0

MONITOR EXIT...
```

INIT: Sending processes the TERM signal  
Remounting device 03:01 ... OK  
Done.  
Restarting system.

Initializing memory. Please wait. 256 MB SDRAM detected  
BIOS Version: SM 02.00  
BIOS Build date: 09/17/02  
System Now Booting ...

Booting from flash..., please wait.

[BOOT-ASM]  
7Found Intel 82371AB at 0x00000000 ROM address 0x00000000

Please enter '\*\*\*' to change boot configuration: \*\*\*Probing...[EEPROM]Found Intel EtherExpressPro100 at 0x00000000 ROM address 0x00000000  
Found Intel EtherExpressPro100 at 0x00000000 ROM address 0x00000000  
Ethernet addr: 00:11:20:F2:04:AF  
equalizer val: 16

ServicesEngine Bootloader Version : 1.0.17

ServicesEngine boot-loader>**config**

IP Address [14.80.227.141] >

Subnet mask [255.255.255.0] >

TFTP server [14.80.227.128] >

Gateway [14.80.227.140] >

Default Helper-file [cue-installer.2.0.1] >

Ethernet interface [internal] >

Default Boot [disk] >

Default bootloader [primary|secondary] [primary] >

ServicesEngine boot-loader>

ServicesEngine boot-loader> boot helper

Probing...[EEPROM]Found Intel EtherExpressPro100 at 0x00000000 ROM address 0x00000000

Found Intel EtherExpressPro100 at 0x00000000 ROM address 0x00000000

Ethernet addr: 00:11:20:F2:04:AF

equalizer val: 16

Me: 14.80.227.141, Server: 14.80.227.128, Gateway: 14.80.227.140

Loading cue-installer.2.0.1

Dbg: Final image size: 8692059

Debug: bl\_sz: 115296

reading key: 0

reading key: 1

reading key: 2

reading key: 3

reading key: 4

reading key: 5

in verifysignature\_md5, MD5 hash generated now, str format:hexmd5:a133f91b2adf8818ce5f26ad0cf49594

Verifying signature now...  
calling RSA decrypt now

mem ptr: 0 704 832 968 1040 1172 1184 1196 1208 1220 1228 1244 1268 1284 1300 1  
316 1332 1344 1360 1384 1400 1664 1804 2080 2224 2364 2880 3396 3660 3924 4188  
RSA decrypt returned:33  
verifysignature\_md5, Orig MD5 hash generated during encryption:a133f91b2adf8818  
ce5f26ad0cf49594

Image signature verified successfully  
Aesop Helper: system image header: v=2, b=942206, i=7747337  
Network boot: moving 3072 code bytes to 0x90000

....  
Network boot: invoking kernel now  
[BOOT-PHASE2]: booting kernel  
Linux version 2.4.24 (bld\_adm@bld-system) (gcc version 2.95.3 20010315  
(release)) #1 Wed Dec 1 10:15:11 PST 2004  
Platform: nm

setup.c: handling flash window at [15MB..16MB]  
setup.c: handling kernel log buf at [245.5MB]  
setup.c: handling trace buf at [246MB]

BIOS-provided physical RAM map:  
BIOS-e820: 0000000000000000 - 000000000009f400 (usable)  
BIOS-e820: 000000000009f400 - 00000000000a0000 (reserved)  
BIOS-e820: 00000000000e0800 - 0000000000100000 (reserved)  
BIOS-e820: 0000000000100000 - 0000000000f00000 (usable)  
BIOS-e820: 0000000000f00000 - 0000000001000000 (reserved)  
BIOS-e820: 0000000001000000 - 000000000f580000 (usable)  
BIOS-e820: 000000000f580000 - 000000000f600000 (reserved)  
BIOS-e820: 000000000f600000 - 0000000010000000 (reserved)  
BIOS-e820: 00000000fff00000 - 0000000100000000 (reserved)

245MB LOWMEM available.

On node 0 totalpages: 62848

zone(0): 4096 pages.

zone(1): 58752 pages.

zone(2): 0 pages.

DMI not present.

Kernel command line: root=/dev/ram ramdisk\_size=200000 ramdisk\_start=0x6000000  
console=ttyS0,9600n8 plat=nm

Initializing CPU#0

Detected 498.680 MHz processor.

Calibrating delay loop... 996.14 BogoMIPS

Memory: 237488k/251392k available (1207k kernel code, 12492k reserved,  
690k data, 92k init, 0k highmem)

kdb version 4.3 by Keith Owens, Scott Lurndal. Copyright SGI, All Rights Reserved  
in atrace\_init

log\_head: h: 0, t: 10069583, l: 0, w: 0, s: 10484672

Using existing trace log

log\_head: h: 0, t: 10069583, l: 0, w: 0, s: 10484672

Dentry cache hash table entries: 32768 (order: 6, 262144 bytes)

Inode cache hash table entries: 16384 (order: 5, 131072 bytes)

Mount cache hash table entries: 512 (order: 0, 4096 bytes)

Buffer cache hash table entries: 16384 (order: 4, 65536 bytes)

Page-cache hash table entries: 65536 (order: 6, 262144 bytes)

CPU: L1 I cache: 16K, L1 D cache: 16K

CPU: L2 cache: 256K

CPU serial number disabled.

CPU: Intel Pentium III (Coppermine) stepping 0a

Enabling fast FPU save and restore... done.

Enabling unmasked SIMD FPU exception support... done.

Checking 'hlt' instruction... OK.

POSIX conformance testing by UNIFIX

PCI: PCI BIOS revision 2.10 entry at 0xeab9c, last bus=0

PCI: Using configuration type 1

PCI: Probing PCI hardware

PCI: Probing PCI hardware (bus 00)

Limiting direct PCI/PCI transfers.

```
Linux NET4.0 for Linux 2.4
Based upon Swansea University Computer Society NET3.039
Initializing RT netlink socket
Starting kswapd
kinoded started
VFS: Disk quotas vdfquot_6.5.1
devfs: vl.12c (20020818) Richard Gooch (rgooch@atnf.csiro.au)
devfs: devfs_debug: 0x0
devfs: boot_options: 0x1
Serial driver version 5.05c (2001-07-08) with MANY_PORTS SHARE_IRQ
SERIAL_PCI enabled
ttyS00 at 0x03f8 (irq = 4) is a 16550A
ttyS01 at 0x02f8 (irq = 3) is a 16550A
Cisco ContentEngine Flash Driver Version 0.02
RAMDISK driver initialized: 16 RAM disks of 200000K size 1024 blocksize
eepro100.c:v1.09j-t 9/29/99 Donald Becker
http://www.scyld.com/network/eepro100.html
eepro100.c: $Revision: 1.36 $ 2000/11/17
Modified by Andrey V. Savochkin and others
eth0: PCI device 8086:1229, 00:11:20:F2:04:AE, IRQ 9.
  Receiver lock-up bug exists -- enabling work-around.
  Board assembly 668081-002, Physical connectors present: RJ45
  Primary interface chip i82555 PHY #1.
  General self-test: passed.
  Serial sub-system self-test: passed.
  Internal registers self-test: passed.
  ROM checksum self-test: passed (0x04f4518b).
  Receiver lock-up workaround activated.
eth1: PCI device 8086:1229, 00:11:20:F2:04:AF, IRQ 10.
  Receiver lock-up bug exists -- enabling work-around.
  Board assembly 668081-002, Physical connectors present: RJ45
  Primary interface chip i82555 PHY #1.
  General self-test: passed.
  Serial sub-system self-test: passed.
  Internal registers self-test: passed.
  ROM checksum self-test: passed (0x04f4518b).
  Receiver lock-up workaround activated.
Uniform Multi-Platform E-IDE driver Revision: 7.00beta4-2.4
ide: Assuming 33MHz system bus speed for PIO modes; override with idebus=xx
PIIX4: IDE controller at PCI slot 00:07.1
PIIX4: chipset revision 1
PIIX4: not 100% native mode: will probe irqs later
  ide0: BM-DMA at 0xfc00-0xfc07, BIOS settings: hda:prio, hdb:prio
  ide1: BM-DMA at 0xfc08-0xfc0f, BIOS settings: hdc:prio, hdd:prio
hda: C/H/S=50127/232/176 from BIOS ignored
hdb: C/H/S=0/0/0 from BIOS ignored
hda: IC25N020ATMR04-0, ATA DISK drive
blk: queue c031e040, I/O limit 4095Mb (mask 0xffffffff)
ide0 at 0x1f0-0x1f7,0x3f6 on irq 14
hda: attached ide-disk driver.
hda: host protected area => 1
hda: 39070080 sectors (20004 MB) w/1740KiB Cache, CHS=2432/255/63, UDMA(33)
init unit number == 0
Partition check:
  /dev/ide/host0/bus0/target0/lun0: p1
device capacity not supported
Flash capacity == 39070080
init unit number == 1
IEEE 802.2 LLC for Linux 2.1 (c) 1996 Tim Alpaerts
NET4: Linux TCP/IP 1.0 for NET4.0
IP Protocols: ICMP, UDP, TCP, IGMP
IP: routing cache hash table of 2048 buckets, 16Kbytes
TCP: Hash tables configured (established 16384 bind 16384)
NET4: Unix domain sockets 1.0/SMP for Linux NET4.0.
RAMDISK: Compressed image found at block 100663296
Freeing initrd memory: 7565k freed
```

```
VFS: Mounted root (ext2 filesystem) readonly.
Mounted devfs on /dev
Init drive control
Freeing unused kernel memory: 92k freed
INIT: version 2.84 booting
Started device management daemon v1.3.25 for /dev

/dev/root: clean, 924/5984 files, 21644/28248 blocks
```

```
FILESYSTEM CLEAN
Remounting the root filesystem read-write...
```

```
kernel.sem = 28672 32000 32 128
```

Welcome to Cisco Service Engine

```
Wed Jan 1 00:00:00 UTC 2003
```

```
***** rc.aesop *****
==> eth1 exists, we must be running on a Network Module
==> eth1 exists, we must be running on a Network Module
```

```
Router communications servers initializing...complete.
IOS IP Address Registration complete.
```

```
Kernel IP routing table
```

Destination	Gateway	Genmask	Flags	MSS Window	irtt	Iface
14.80.227.0	*	255.255.255.0	U	0 0	0	eth1
127.0.0.0	*	255.0.0.0	U	0 0	0	lo
default	14.80.227.140	0.0.0.0	UG	0 0	0	eth1

```
Size of buff is: 65536
```

```
65536 bytes written
```

```
Reading License... /tmp/license/voicemail_lic.sig
done
```

```
[13311 refs]
```

```
Reading Limits... Processing: /lib/python2.3/startup/limits.xml
done
```

```
[9662 refs]
```

```
ModuleType = nm
```

```
INIT: Entering runlevel: 2
```

```
***** rc.post_install *****
```

```
Changing owners and file permissions.
```

```
Change owners and permissions complete.
```

```
INIT: Switching to runlevel: 4
```

```
INIT: Sending processes the TERM signal
```

```
STARTED: dwnldr_startup.sh
```

```
    Welcome to Cisco Systems Service Engine Helper Software
```

```
Please select from the following
```

```
1      Install software
```

```
2      Reload module
```

```
(Type '?' at any time for help)
```

```
Choice: 1
```

```
Package name: cue-vm.2.0.1.pkg
```

```
Server url: ftp://14.80.227.128/2.0.1
```

```
Username: cse
```

```
Password:
```

```
WARNING:: Software installation will clear disk contents
```

```
Continue [n]? y
```

```
Downloading cue-vm.2.0.1.pkg
```

```
Bytes downloaded : 1448
```

```
Validating package signature ... done
```

Downloading cue-vm-lang-pack.2.0.1.pkg  
Bytes downloaded : 147456

Validating package signature ... done  
Language Selection Menu:

#	Selected	SKU	Language Name
1		FRA	CUE Voicemail European French (2.0.1)
2		ESP	CUE Voicemail European Spanish (2.0.1)
3		DEU	CUE Voicemail German (2.0.1)
4		ENG	CUE Voicemail US English (2.0.1)

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

> 4

Language Selection Menu:

#	Selected	SKU	Language Name
1		FRA	CUE Voicemail European French (2.0.1)
2		ESP	CUE Voicemail European Spanish (2.0.1)
3		DEU	CUE Voicemail German (2.0.1)
4	*	ENG	CUE Voicemail US English (2.0.1)

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

type: bootloader  
cleaning fs  
prepfs.sh: nm reiser /mnt clean  
umount: /dev/hda1: not mounted  
check\_partition\_count: 0  
check\_partition\_flag: 1

The number of cylinders for this disk is set to 2432.  
There is nothing wrong with that, but this is larger than 1024,  
and could in certain setups cause problems with:  
1) software that runs at boot time (e.g., old versions of LILO)  
2) booting and partitioning software from other OSs  
(e.g., DOS FDISK, OS/2 FDISK)

Command (m for help): Partition number (1-4):

Command (m for help): Command action

e extended

p primary partition (1-4)

Partition number (1-4): First cylinder (1-2432, default 1):

Using default value 1

Last cylinder or +size or +sizeM or +sizeK (1-2432, default 2432):

Using default value 2432

Command (m for help): The partition table has been altered!

Calling ioctl() to re-read partition table.

Syncing disks.

<-----mkreiserfs, 2003----->  
reiserfsprogs 3.6.8

mkreiserfs: Guessing about desired format..  
mkreiserfs: Kernel 2.4.24 is running.  
Initializing journal - 0%...20%...40%...60%...80%...100%  
Starting payload download  
File : cue-vm-en\_US-lang-pack.2.0.1.prt1 Bytes : 18612224

Validating payloads match registered checksums...  
- cue-vm-full.2.0.1.prt1 .....verified  
- cue-vm-en\_US-lang-pack.2.0.1.prt1 .....verified

No installed manifests found.

Clearing previous downgrade files ... complete.

Performing Hot install ...starting\_phase:

install-files.sh /mnt/dwnld/.hot\_work\_order

install\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1

0 \_\_CUE\_PRIMARY\_BOOTLOADER\_\_ gz

add\_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 2

/mnt/sw/installed/manifest/bootloader\_prim\_manifest.sig none

install\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1

1 \_\_CUE\_SECONDARY\_BOOTLOADER\_\_ gz

add\_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 3 /mnt

sw/installed/manifest/bootloader\_sec\_manifest.sig none

complete.

wo\_path /mnt/dwnld/.work\_order

sc /bin/installer\_shutdown.sh /mnt/dwnld/.work\_order

Shutting down processes ... Please wait

.

.

[20219 refs]

Process shutdown complete.

starting\_phase:

install-files.sh /mnt/dwnld/.work\_order

Fri Dec 3 19:40:02 UTC 2004

Remove /mnt//

root directory

removing install\_tmp

removing sw

add\_file /mnt/dwnld/pkgdata/cue-vm-en\_US-lang-pack.2.0.1.prt1 1 /mnt tgz

add\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1 5 /mnt tgz

add\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1 7 /mnt tgz

add\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1 9 /mnt tgz

add\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1 11 /mnt tgz

extract\_mv\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1 3 /mnt lib tgz

extract\_mv\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1 3 /mnt bin tgz

extract\_mv\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1 3 /mnt etc tgz

extract\_mv\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1 3 /mnt sbin tgz

install\_file Plx9waI0kGGBGZbTCw/mKEgwSbrtCv1AKujkzbIOKj6Xfsvb5HfXn9LHJe8uQU

nZXAWch= \_\_BZ\_SIGNATURE\_\_

bzsig ldbl -m nm -t bzsig Plx9waI0kGGBGZbTCw/mKEgwSbrtCv1AKujkzbIOKj6XLdvHK+

7PdNpMNYD8w=

add\_file /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1 3 /mnt bzImage tgz

add\_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 2 /mnt

sw/installed/manifest/bootloader\_prim\_manifest.sig none

add\_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 6 /mnt

sw/installed/manifest/infrastructure\_manifest.sig none

add\_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 1 /mnt

sw/installed/manifest/global\_manifest.sig none

add\_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 7 /mnt

sw/installed/manifest/telephony\_infrastructure\_manifest.sig none

add\_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 8 /mnt

sw/installed/manifest/voicemail\_manifest.sig none

add\_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 3 /mnt

sw/installed/manifest/bootloader\_sec\_manifest.sig none

add\_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 9 /mnt

```
sw/installed/manifest/installer_manifest.sig none
add_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 4 /mnt
sw/installed/manifest/oscore_manifest.sig none
add_file /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg 5 /mnt
sw/installed/manifest/gpl_infrastructure_manifest.sig none
add_file /mnt/dwnld/pkgdata/cue-vm-lang-pack.2.0.1.pkg 1
/mnt sw/installed/manifest/en_US_lang_manifest.sig none
Remove /mnt/dwnld/pkgdata/cue-vm.2.0.1.pkg
Remove /mnt/dwnld/pkgdata/cue-vm-lang-pack.2.0.1.pkg
Remove /mnt/dwnld/pkgdata/cue-vm-full.2.0.1.prt1
Remove /mnt/dwnld/pkgdata/cue-vm-en_US-lang-pack.2.0.1.prt1
Performing final moves mnt_dir: /mnt
INIT: Sending processes the TERM signal
Remounting device 03:01 ... OK
Remounting device 01:00 ... OK
Done.
Restarting system.
```

```
Initializing memory. Please wait. 256 MB SDRAM detected
BIOS Version: SM 02.00
BIOS Build date: 09/17/02
System Now Booting ...
```

Booting from flash..., please wait.

[BOOT-ASM]

7Found Intel 82371AB at 0x00000000 ROM address 0x00000000

Please enter '\*\*\*' to change boot configuration: Filesystem type is reiserfs,  
partition type 0x83

kf: a1 : (hd0,0)/bzImage root=/dev/hda1 ro plat=nm

kf: a2 : (hd0,0)/bzImage root=/dev/hda1 ro plat=nm

in grub\_open: (hd0,0)/bzImage root=/dev/hda1 ro plat=nm

in grub\_open1: /bzImage root=/dev/hda1 ro plat=nm

in grub\_open2: /bzImage root=/dev/hda1 ro plat=nm

in grub\_open3: /bzImage root=/dev/hda1 ro plat=nm 1

in grub\_open: (hd0,0)/bzImage root=/dev/hda1 ro plat=nm

in grub\_open1: /bzImage root=/dev/hda1 ro plat=nm

in grub\_open2: /bzImage root=/dev/hda1 ro plat=nm

in grub\_open3: /bzImage root=/dev/hda1 ro plat=nm 1

In verify\_kernel\_sig

Chksum: final image size: 910364

plat: 1

Debug: bl\_sz: 115296

After: buf\_len: 2048

After KEY\_InitMem

reading key: 0

reading key: 1

reading key: 2

reading key: 3

reading key: 4

reading key: 5

After karr

After 2: buf\_len: 2048

sig len : 172

in verifysignature\_md5, MD5 hash generated now, str format:hexmd5:ba809dd8cdb3d  
54429a98c2b5b2f7c7e

Verifying signature now...

calling RSA decrypt now

mem ptr: 0 704 832 968 1040 1172 1184 1196 1208 1220 1228 1244 1268 1284 1300 1  
316 1332 1344 1360 1384 1400 1664 1804 2080 2224 2364 2880 3396 3660 3924 4188

RSA decrypt returned:33

verifysignature\_md5, Orig MD5 hash generated during encryption:ba809dd8cdb3d544

29a98c2b5b2f7c7e  
Kernel signature verified successfully  
In load\_imageal  
In load\_imagea2  
Dbg \*\*\*\*\* filemax/data\_len/SECSIZ: 910364/2560/512  
[Linux-bzImage, setup=0xa00, size=0xdd81c]  
kernel\_func: kt: 3  
in boot func: kt: 3  
Linux version 2.4.24 (bld\_adm@bld-system)  
(gcc version 2.95.3 20010315 (release)) #1  
Tue Nov 30 23:07:21 PST 2004  
Platform: nm  
setup.c: handling flash window at [15MB..16MB]  
setup.c: handling kernel log buf at [245.5MB]  
setup.c: handling trace buf at [246MB]  
BIOS-provided physical RAM map:  
BIOS-e820: 0000000000000000 - 000000000009f400 (usable)  
BIOS-e820: 000000000009f400 - 00000000000a0000 (reserved)  
BIOS-e820: 00000000000e0800 - 0000000000100000 (reserved)  
BIOS-e820: 0000000000100000 - 0000000000f00000 (usable)  
BIOS-e820: 0000000000f00000 - 0000000001000000 (reserved)  
BIOS-e820: 0000000001000000 - 000000000f580000 (usable)  
BIOS-e820: 000000000f580000 - 000000000f600000 (reserved)  
BIOS-e820: 000000000f600000 - 0000000010000000 (reserved)  
BIOS-e820: 00000000ffff0000 - 0000000100000000 (reserved)  
245MB LOWMEM available.  
On node 0 totalpages: 62848  
zone(0): 4096 pages.  
zone(1): 58752 pages.  
zone(2): 0 pages.  
DMI not present.  
Kernel command line: root=/dev/hda1 ro plat=nm  
Initializing CPU#0  
Detected 498.675 MHz processor.  
Calibrating delay loop... 996.14 BogoMIPS  
Memory: 245128k/251392k available (1164k kernel code,  
4852k reserved, 667k data, 88k init, 0k highmem)  
kdb version 4.3 by Keith Owens, Scott Lurndal. Copyright SGI, All Rights Reserved  
in atrace\_init  
log\_head: h: 0, t: 10069583, l: 0, w: 0, s: 10484672  
Using existing trace log  
log\_head: h: 0, t: 10069583, l: 0, w: 0, s: 10484672  
Dentry cache hash table entries: 32768 (order: 6, 262144 bytes)  
Inode cache hash table entries: 16384 (order: 5, 131072 bytes)  
Mount cache hash table entries: 512 (order: 0, 4096 bytes)  
Buffer cache hash table entries: 16384 (order: 4, 65536 bytes)  
Page-cache hash table entries: 65536 (order: 6, 262144 bytes)  
CPU: L1 I cache: 16K, L1 D cache: 16K  
CPU: L2 cache: 256K  
CPU serial number disabled.  
CPU: Intel Pentium III (Coppermine) stepping 0a  
Enabling fast FPU save and restore... done.  
Enabling unmasked SIMD FPU exception support... done.  
Checking 'hlt' instruction... OK.  
POSIX conformance testing by UNIFIX  
PCI: PCI BIOS revision 2.10 entry at 0xeab9c, last bus=0  
PCI: Using configuration type 1  
PCI: Probing PCI hardware  
PCI: Probing PCI hardware (bus 00)  
Limiting direct PCI/PCI transfers.  
Linux NET4.0 for Linux 2.4  
Based upon Swansea University Computer Society NET3.039  
Initializing RT netlink socket  
Starting kswapd  
kinoded started  
VFS: Disk quotas vdfquot\_6.5.1

```
devfs: vl.12c (20020818) Richard Gooch (rgooch@atnf.csiro.au)
devfs: devfs_debug: 0x0
devfs: boot_options: 0x1
Serial driver version 5.05c (2001-07-08) with
MANY_PORTS SHARE_IRQ SERIAL_PCI enabled
ttyS00 at 0x03f8 (irq = 4) is a 16550A
ttyS01 at 0x02f8 (irq = 3) is a 16550A
Cisco ContentEngine Flash Driver Version 0.02
eepro100.c:vl.09j-t 9/29/99 Donald Becker
http://www.scyld.com/network/eepro100.html
eepro100.c: $Revision: 1.36 $ 2000/11/17 Modified by
Andrey V. Savochkin and others
eth0: PCI device 8086:1229, 00:11:20:F2:04:AE, IRQ 9.
Receiver lock-up bug exists -- enabling work-around.
Board assembly 668081-002, Physical connectors present: RJ45
Primary interface chip i82555 PHY #1.
General self-test: passed.
Serial sub-system self-test: passed.
Internal registers self-test: passed.
ROM checksum self-test: passed (0x04f4518b).
Receiver lock-up workaround activated.
eth1: PCI device 8086:1229, 00:11:20:F2:04:AF, IRQ 10.
Receiver lock-up bug exists -- enabling work-around.
Board assembly 668081-002, Physical connectors present: RJ45
Primary interface chip i82555 PHY #1.
General self-test: passed.
Serial sub-system self-test: passed.
Internal registers self-test: passed.
ROM checksum self-test: passed (0x04f4518b).
Receiver lock-up workaround activated.
Uniform Multi-Platform E-IDE driver Revision: 7.00beta4-2.4
ide: Assuming 33MHz system bus speed for PIO modes; override with idebus=xx
PIIX4: IDE controller at PCI slot 00:07.1
PIIX4: chipset revision 1
PIIX4: not 100% native mode: will probe irqs later
ide0: BM-DMA at 0xfc00-0xfc07, BIOS settings: hda:pio, hdb:pio
ide1: BM-DMA at 0xfc08-0xfc0f, BIOS settings: hdc:pio, hdd:pio
hda: C/H/S=50127/232/176 from BIOS ignored
hdb: C/H/S=0/0/0 from BIOS ignored
hda: IC25N020ATMR04-0, ATA DISK drive
blk: queue c030c160, I/O limit 4095Mb (mask 0xffffffff)
ide0 at 0x1f0-0x1f7,0x3f6 on irq 14
hda: attached ide-disk driver.
hda: host protected area => 1
hda: 39070080 sectors (20004 MB) w/1740KiB Cache, CHS=2432/255/63, UDMA(33)
init unit number == 0
Partition check:
/dev/ide/host0/bus0/target0/lun0: p1
device capacity not supported
Flash capacity == 39070080
init unit number == 1
IEEE 802.2 LLC for Linux 2.1 (c) 1996 Tim Alpaerts
NET4: Linux TCP/IP 1.0 for NET4.0
IP Protocols: ICMP, UDP, TCP, IGMP
IP: routing cache hash table of 2048 buckets, 16Kbytes
TCP: Hash tables configured (established 16384 bind 16384)
NET4: Unix domain sockets 1.0/SMP for Linux NET4.0.
reiserfs: found format "3.6" with standard journal
reiserfs: using ordered data mode
reiserfs: checking transaction log (device ide0(3,1)) ...
for (ide0(3,1))
ide0(3,1):Using r5 hash to sort names
VFS: Mounted root (reiserfs filesystem) readonly.
Mounted devfs on /dev
Init drive control
Freeing unused kernel memory: 88k freed
```

INIT: version 2.84 booting  
Started device management daemon v1.3.25 for /dev  
reiser root fs ...

Reiserfs super block in block 16 on 0x301 of format 3.6 with standard journal  
Blocks (total/free): 4883752/4837151 by 4096 bytes  
Filesystem is cleanly umounted  
Filesystem seems mounted read-only. Skipping journal replay.  
Checking internal tree..finished

FILESYSTEM CLEAN  
Remounting the root filesystem read-write...

kernel.sem = 28672 32000 32 128

Welcome to Cisco Service Engine

Fri Dec 3 19:40:51 UTC 2004

\*\*\*\*\* rc.aesop \*\*\*\*\*  
==> eth1 exists, we must be running on a Network Module  
==> eth1 exists, we must be running on a Network Module

Router communications servers initializing...complete.  
IOS IP Address Registration complete.

Kernel IP routing table

Destination	Gateway	Genmask	Flags	MSS Window	irtt	Iface
14.80.227.0	*	255.255.255.0	U	0 0	0	eth1
127.0.0.0	*	255.0.0.0	U	0 0	0	lo
default	14.80.227.140	0.0.0.0	UG	0 0	0	eth1

Size of buff is: 65536

65536 bytes written

Reading License... /tmp/license/voicemail\_lic.sig  
done

[13311 refs]

Processing: /sw/installed/manifest/gpl\_infrastructure\_manifest.sig  
Processing: /sw/installed/manifest/installer\_manifest.sig  
Processing: /sw/installed/manifest/en\_US\_lang\_manifest.sig  
Processing: /sw/installed/manifest/oscore\_manifest.sig  
Processing: /sw/installed/manifest/telephony\_infrastructure\_manifest.sig  
Processing: /sw/installed/manifest/bootloader\_prim\_manifest.sig  
Processing: /sw/installed/manifest/bootloader\_sec\_manifest.sig  
Processing: /sw/installed/manifest/global\_manifest.sig  
Processing: /sw/installed/manifest/infrastructure\_manifest.sig  
Processing: /sw/installed/manifest/voicemail\_manifest.sig  
Populating internal database ..... complete.

[16589 refs]

Reading Limits... Processing: /lib/python2.3/startup/limits.xml  
done

[9662 refs]

ModuleType = nm

INIT: Entering runlevel: 2

\*\*\*\*\* rc.post\_install \*\*\*\*\*

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

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

Configuring the system. Please wait...  
Changing owners and file permissions.  
Change owners and permissions complete.  
INIT: Switching to runlevel: 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  
STARTED: probe  
STARTED: dnwldr\_startup.sh

waiting 160 ...

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): administrator  
Enter password for administrator:  
(password):  
Confirm password for administrator by reentering it:  
(password):

cue-3660-41c>

# NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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