

Change the IP Address of a Cisco Unity Express Module

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Introduction

Cisco Unity Express is an entry-level auto-attendant (AA) and voicemail system that is integrated with a Cisco IOS® router for small-to-medium business or Enterprise branch offices that require up to 250 mailboxes. This document describes the procedures to change the IP address of Cisco Unity Express integrated with Cisco CallManager Express.

Cisco Unity Express is offered in two forms that can be added to the router in the office:

- a Network Module (NM)
- an Advanced Integration Module (AIM)

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Express
- Cisco Unity Express

Components Used

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

- Cisco 3725 Router that runs Cisco IOS Software Release 12.4(11)XJ
- Cisco CallManager Express 4.1
- Cisco Unity Express 2.3.4

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.

Cisco Unity Express IP Connectivity

The Cisco Unity Express module connects to its host router via a back-to-back Ethernet configuration that physically travels across the backplane of the router. The two IP addresses that can be configured on a Cisco Unity Express are one for the service-engine interface and the other for the internal IP address of the Cisco Unity Express module. For more information, refer to Network Infrastructure Considerations for Cisco Unity Express.

- **IP Unnumbered** The most common way to configure the Cisco Unity Express module is to use the unnumbered IP address method. An **ip unnumbered** command configuration allows the Cisco Unity Express module to consume an IP address in the subnet of the network associated with a particular router egress port, such as FastEthernet 0/0. The router interface with which the Cisco Unity Express interface is associated must be in an "up" state at all times for Cisco Unity Express to communicate.

Note: This method requires the configuration of a static route to the service-engine interface.

In this case, only the IP address of the Cisco Unity Express and the IP route towards the Cisco Unity Express module need to be changed.

- **Stub Network** The stub network configuration requires Cisco Unity Express to have its own IP subnet assigned, but does not require a static route. The recommended approach to configure Cisco Unity Express when you use a private address space is to use a stub network. When you implement a stub network configuration, the IP address must be routable so that the TFTP/FTP server used for software installation or backup-and-restore knows how to reach the Cisco Unity Express module.

In the case of a stub network, you need to change of IP address of both the service-engine interface and the internal Cisco Unity Express module.

- **VLAN** This configuration is required in a situation in which an Etherswitch module is present in the router for which a VLAN interface is most commonly used. A VLAN implementation also requires a static route.

Change the Cisco Unity Express Module IP Address

When the Cisco Unity Express IP address needs to be changed, the IP address that corresponds to the service-engine interface as well as the internal IP address of the Cisco Unity Express module should be changed.

Configuration Steps

Complete these steps:

1. Change the IP address of the service-engine interface.
2. Change the internal IP address of the Cisco Unity Express module. In order to do this, use the **service-module ip address** command.
3. Change the IP address of the default gateway of the Cisco Unity Express module (usually the IP address of the interface service-engine). In order to do this, use the **service-module ip default-gateway** command. Also change the IP routes and dial-peer session targets that point toward the Cisco Unity Express with the new IP address.
4. Issue the **shut** and **no shut** commands in the service-engine interface and reload the Cisco Unity

Express using the **service-module service-Engine x/x reload** command.

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Related Information

- [Cisco CallManager Express/Cisco Unity Express Configuration Example](#)
- [CallManager for Cisco Unity Express Configuration Example](#)
- [Configuration Example: Cisco Unity Express Networking](#)
- [Voice Technology Support](#)
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