



Upgrading from Cisco Unity Voice Mail Release 3.0(1) to Release 3.1(2x) on the Cisco ICS 7750

Use this document to prepare for and perform the upgrade of Cisco Unity Voice Mail Release 3.0(1) to Release 3.1(2x). The instructions are for upgrading the Cisco ICS 7750 system. These Unity publications provide more information about Cisco Unity Voice Mail:

- [Cisco Unity System Administration Guide, Release 3.1\(2\)](#)
- [Cisco Unity Troubleshooting Guide, Release 3.1\(2\)](#)
- [Networking in Cisco Unity, Release 3.1\(2\)](#)

You can locate these publications at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/index.htm

For a list of new features, corrected bugs, and enhancements in Cisco Unity Voice Mail, refer to the [Release Notes for Cisco Unity Release 3.1\(2\)](#). You can view this document at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/rel_note/index.htm

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- [Obtaining Technical Assistance](#)



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Introduction

For Cisco Unity Voice Mail 3.0(1) installations on the Cisco ICS 7750, upgrade directly to Cisco Unity Voice Mail, Release 3.1(2x) to take advantage of several improvements to the application.



Note Do not upgrade to Unity Release 3.0(3) before upgrading to Cisco Unity Voice Mail, Release 3.1(2x).

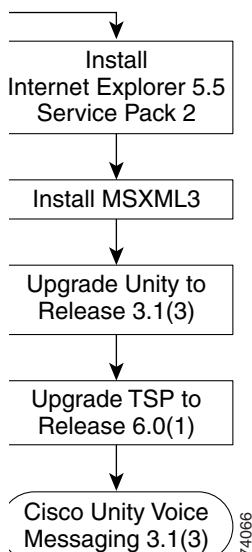
This upgrading involves modifying several applications on the Cisco Unity SPE. You must install hot fixes for Windows 2000 and a service pack for Microsoft Data Engine (MSDE). Cisco Unity Release 3.1(2) requires Microsoft Internet Explorer, version 5.5, and Microsoft XML Parser in order to function properly.

To obtain the software for the upgrade, you must download several large files from websites on the Internet. Download time can take up to several hours, depending on the speed of the data connection.

If you have installed and configured Audio Messaging Interchange Specification (AMIS) with Cisco Unity Voice Mail 3.0(1), you must remove the AMIS configuration completely and reconfigure it after you upgrade to Release 3.1(2). For information about removing and reinstalling AMIS, refer to the [Release Notes for Cisco Unity Release 3.1\(2\)](#).

[Figure 1](#) provides an overview of the major procedures involved in the upgrade. You can use this flowchart as a guide for upgrading your system.

Figure 1 *Process for Upgrading Cisco Unity Voice Mail 3.0(1) to Release 3.1(2)*



Before You Begin Upgrading the Cisco Unity Voice Mail

To prepare the voice-mail system for the upgrade, you must complete these tasks:

- Back up the Cisco Unity Voice Mail system and voice-mail store.
- Connect a keyboard, mouse, and monitor to the SPE running Cisco Unity.

- Connect the CD-ROM drive to the USB port on the SPE running Cisco Unity.
- Disable all antivirus services before you begin the upgrade. The upgrade can fail if antivirus services are running. Refer to the [Release Notes for Cisco Unity Release 3.1\(2\)](#) for more information.
- Save some voice messages in your voice mailbox. After each upgrade procedure, you can access your voice mailbox and listen to your messages to check whether the upgrade process is working successfully.

Software Components for the Upgrade Process

The upgrade process requires updating and installing several software components. You need to obtain these software components before you can begin the upgrade process:

- Cisco Unity 3.1(2x)—You can download the required software components from the Cisco Software Center. This software package includes these components:
 - Cisco Unity Release 3.1(2x) software
 - Microsoft XML Parser (MSXML3) software
 - Cisco Unity CallManager Telephony Service Provider (CM-TSP) software
- MSDE 2000—You need the Cisco Unity Data Store 2000 CD-ROM, which is part of your Cisco Unity Voice Mail 3.0 software package.
- MSDE 2000 Service Pack 1—You can download this file from the Microsoft website on the Internet.
- Windows 2000 Hotfix Q301625—You can download this file from the Microsoft website on the Internet.
- Microsoft Internet Explorer Version 5.5—You can download the required software components from the Cisco Software Center.

Obtaining Cisco Unity 3.1(2x) Software

For upgrading from version 3.0(1), you must download the entire Cisco Unity 3.1(2x) disc 1 (CD1) image from the Cisco Software Center website, and you must then install from that disc image. The disc image contains only Cisco Unity software and does not contain any third-party software.



Note

When newer maintenance versions of Cisco Unity 3.1(2x) are posted at the Cisco Software Center, they are identified with a letter, for example *Cisco Unity 3.1(2b)*. Make sure you download the latest version of Cisco Unity 3.1(2x) for upgrading your system.

For downloading the disc image, you need to have a PC with a LAN connection that has access to the Cisco ICS 7750 and to the Internet. If you plan to make a CD-ROM from which to install the upgrade software, use a computer with a read/write CD-ROM drive. Or you can copy the downloaded CD-ROM image directly to the SPE running Cisco Unity.

Follow these steps to download the Cisco Unity Release 3.1(2x) self-extracting CD-ROM image.

- Step 1** Before you download the image file, make sure that the computer has at least 385 MB of available hard disk space.
- Step 2** Open a browser, go to Cisco.com (www.cisco.com), and log in to the system.
- Step 3** Click this path to locate the download link:

Service and Support > Software Center > Voice Software

Step 4 Under IP Telephony and Unified Messaging, locate Cisco Unity Software. Click **Unity 3.1**.

Step 5 Click **Download Full CD Images of Unity 3.1**.

Step 6 Enter information in the form, if required, and click **Submit**.

Step 7 Click **CiscoUnity3.1.2x.CD1.exe** to download the required software image to your desktop.



Note Downloading this file can take several hours, depending on your line speed.

Step 8 Copy **CiscoUnity3.1.2x.CD1.exe** to the C: drive on the SPE running Cisco Unity.



Note You need approximately 1 GB of free disk space for the expanded Unity folders.

Step 9 On the SPE, double-click the **CiscoUnity3.1.2x.CD1.exe** file to open the Winzip Self-Extractor window.

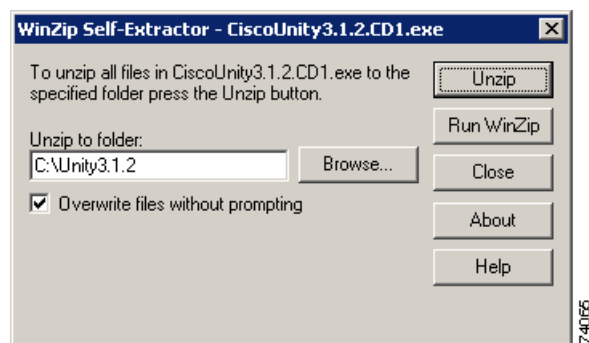


Note To copy these files to a CD-ROM, you need to extract the files to a directory on the PC hard disk by completing [Step 9](#) through [Step 13](#). Then you can copy the extracted folders to a CD-ROM.

Step 10 Enter **C:\Unity3.1.2** in the Unzip to folder field.

Step 11 Check **Overwrite files without prompting**, as shown in [Figure 2](#).

Figure 2 *Extracting the Cisco Unity 3.1.2 files*



Step 12 Click **Unzip**.

Step 13 When the unzip process is complete, a message states that 6,433 files were unzipped successfully. If you have fewer than 6,433 files, you need to download the CiscoUnity3.1.2CD1.exe file again.

Step 14 Click **OK** to close the WinZip Self-Extractor message box.

Step 15 Click **Close** to exit the WinZip Self-Extractor window.

Obtaining MSDE Service Pack 1 Software

You must download one of the Service Pack 1 files for Microsoft SQL from the Microsoft website. The service pack has three files for correcting problems with SQL. You need to download only the file for Microsoft Desktop Engine (sq2kdesksp1.exe).

Follow these steps to download the service pack file:

-
- Step 1** On the PC, open a browser, and enter this URL to locate the file:
<http://www.microsoft.com/sql/downloads/2000/ENGsp1.asp>
 - Step 2** Click **sq2kdesksp1.exe**, and download this file to your PC desktop. This file is 22.5 MB and takes from one to two hours to download.
 - Step 3** When the download is complete, check the size of the downloaded file. If the file is not 22.5 MB, it may be corrupted. Delete the downloaded file, and try again.
 - Step 4** Copy **sq2kdesksp1.exe** from the PC desktop to the desktop of the SPE.
-

Obtaining the Microsoft Windows 2000 Hotfix Software

You must download a hot fix for Windows 2000 from the Microsoft website. This hot fix corrects problems with Microsoft Internet Information Services (IIS) version 4 or 5. Follow these steps to download the file:

-
- Step 1** On the PC, open a browser, and enter this URL to locate the file:
<http://support.microsoft.com/default.aspx?scid=kb;en-us;Q301625>
 - Step 2** Click **Download Q301625 W2K SP3 x86 en.exe now**, and follow the directions for downloading this file to your PC desktop. This file is 2.13 MB.
 - Step 3** When the download is complete, check the size of the downloaded file. If the file is not 2.13 MB, it may be corrupted. Delete the downloaded file, and try again.
 - Step 4** Copy **Q301625 W2K SP3 x86 en.exe** from the PC desktop to the desktop of the SPE.
-

Obtaining the Microsoft Internet Explorer Version 5.5 Software

You must download the Microsoft Internet Explorer 5.5 with Service Pack 1 software from the Cisco Software Center. You need approximately 84 MB of disk space on your PC.

Follow these steps to download the software.

-
- Step 1** Open a browser on the PC, go to Cisco.com (www.cisco.com), and log in to the system.
 - Step 2** Click this path to locate the download link:
Service and Support > Software Center > Voice Applications
 - Step 3** Under IP Telephony and Unified Messaging, locate Cisco Unity Software. Click **Unity 3.1**.
 - Step 4** Under Select a File to Download, click the **CiscoUnityInternetExplorer5.5SP2.exe** file.
 - Step 5** Enter information in the form, if required, and click **Submit**.

Step 6 Click **CiscoUnityInternetExplorer5.5SP2.exe**, and download the required software image to your PC desktop.



Note Downloading this file can take several hours, depending on your line speed.

Step 7 Copy the **CiscoUnityInternetExplorer5.5SP2.exe** file to the C: drive on the SPE.



Note You need approximately 84 MB of free disk space for the files.

Step 8 On the SPE, browse to the C: drive and double-click the **CiscoUnityInternetExplorer5.5SP2.exe** file.



Note To copy these files to a CD-ROM, you need to extract the files to a directory on the PC hard disk by completing [Step 8](#) through [Step 12](#). Then, you can copy the extracted folders to a CD-ROM.

Step 9 In the Winzip Self-Extractor window, enter **C:\Internet Explorer5.5** in the Unzip to folder field.

Step 10 Check **Overwrite files without prompting**.

Step 11 Click **Unzip**.

Step 12 When the unzip process is complete, a message states that 90 files were unzipped successfully. If you have fewer than 90 files, you need to download the **CiscoUnityInternetExplorer5.5SP2.exe** file again.

Step 13 Click **OK** to close the WinZip Self-Extractor message box.

Step 14 Click **Close** to exit the WinZip Self-Extractor window.

Backing Up the Cisco Unity Voice-Mail System

Before performing the upgrade to Cisco Unity Voice Messaging, you should back up the entire voice-mail system. If your organization does not have a software package for performing scheduled backups, you can use Backup Exec, which is a data management program from VERITAS Software Corporation, to back up the entire system. For more information about backing up the Cisco Unity system, refer to the “[Maintaining Cisco Unity](#)” chapter in the *Cisco Unity Administrator Guide, Release 3.1(2)*.

Upgrading Cisco Unity Voice Mail to Release 3.1(2x)

This section describes how to perform the upgrade from Cisco Unity Voice Mail Release 3.0(1) to Release 3.1(2x).

Notify your users that the voice-mail services will be interrupted while the upgrade takes place. During the upgrading process, Cisco Unity services stop so the software can be upgraded. At the end of the process, the services restart. You should perform this upgrade after business hours or when the system has low usage.

To ensure a successful upgrade, use the procedures in this sequence. You must complete all the steps in these upgrade procedures:

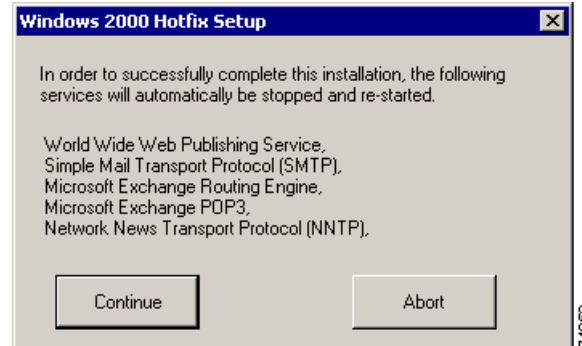
- [Installing the Microsoft Windows 2000 Hotfix](#)
- [Upgrading the MSDE 2000 to Service Pack 1](#)
- [Installing Microsoft Internet Explorer 5.5 Service Pack 2](#)
- [Installing Microsoft XML Parser](#)
- [Upgrading Cisco Unity to Release 3.1\(2x\)](#)
- [Upgrading the Cisco Unity–CallManager Telephony Service Provider \(CM-TSP\) to Release 3.1\(2\)](#)

Installing the Microsoft Windows 2000 Hotfix

To install the Microsoft Windows 2000 Hotfix, follow these steps:

-
- Step 1** Log in to Windows on the SPE running Cisco Unity by using the administrator account.
- Step 2** Stop the Cisco Unity server by right-clicking the **Cisco Unity** icon in the status bar. Choose **Stop Unity**.
- Step 3** On the desktop, double-click the **Q301625_W2K_SP3_x86_en.exe** file.
- Step 4** In the Windows 2000 Hotfix Setup dialog box, click **Continue**, as shown in [Figure 3](#).

Figure 3 Windows 2000 Hotfix Setup Instructions



- Step 5** The Hotfix Setup dialog box opens. Click **Continue** to reboot the system.
- Step 6** After the SPE has rebooted, continue with the [“Upgrading the MSDE 2000 to Service Pack 1”](#) section.
-

Upgrading the MSDE 2000 to Service Pack 1

To upgrade MSDE 2000 to Service Pack 1, follow these steps:

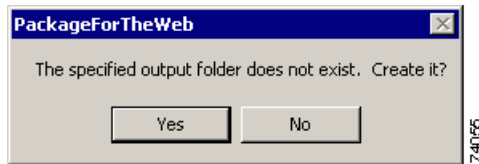
-
- Step 1** Log in to Windows on the SPE by using the administrator account.



Note Be sure to stop all virus-checking programs before proceeding with this upgrade.

- Step 2** To stop the Cisco Unity server, right-click the **Cisco Unity** icon on the status bar, and choose **Stop Unity**.
- Step 3** On the desktop, double-click the **sql2kdesksp1.exe** file.
- Step 4** To extract the file contents to the SQL2KSP1 folder on the C: drive of the SPE, click **Finish**.
- Step 5** If the SQL2KSP1 folder does not exist, click **Yes** to create it, as shown in [Figure 4](#).

Figure 4 Create the SQL2KSP1 Folder



- Step 6** A message states that the package has been delivered successfully. Click **OK** to close the Package For The Web message box.
- Step 7** Insert the Cisco Unity Data Store 2000 CD in the CD-ROM drive connected to the SPE. If the autorun window appears, click **Exit**.
- Step 8** Choose **Start > Run**, and enter **C:\sql2ksp1\MSDE\setup.exe /p SQLRUN**.



Note Be sure to enter a space before */p* and before *SQLRUN*.

- Step 9** Click **OK** to install the MSDE 2000 Service Pack 1. The installation progress window is shown in [Figure 5](#).

Figure 5 MSDE 2000 Service Pack 1 Installation



- Step 10** When the installation is complete, remove the CD-ROM from the CD-ROM drive. Click **Yes** to restart the SPE.



Caution

To prevent the Cisco Unity server from stopping, refer to the [Voice Applications Field Notice 17702](#). This notice has a patch to correct the problem that the Microsoft SQL server locks up and causes the Unity server to stop.

After the SPE restarts, continue with the [“Installing Microsoft Internet Explorer 5.5 Service Pack 2”](#) section.

Installing Microsoft Internet Explorer 5.5 Service Pack 2

To install Microsoft Internet Explorer 5.5, follow these steps:

Step 1 Log in to Windows on the SPE by using the administrator account.



Note Be sure to stop all virus-checking programs before proceeding with this upgrade.

Step 2 Browse to the **InternetExplorer5.5** folder on the C: drive.



Note If you are using the Microsoft Internet Explorer Version 5.5 CD-ROM, insert it in the CD-ROM drive connected to the SPE.

Step 3 Double-click the **ie5setup.exe** file to start the installation.

Step 4 The Window Update: Internet Explorer and Internet Tools window opens. Click **I accept the agreement**, and click **Next**.

Step 5 In the Windows 2000 Install window, click **Next** to begin the installation.

Step 6 Click **Finish** to exit the installer and to restart the SPE.



Note If you are using a CD-ROM, remove it from the CD-ROM drive before restarting the SPE.

After the SPE restarts, continue with the [“Installing Microsoft XML Parser”](#) section.

Installing Microsoft XML Parser

Microsoft XML Parser (MSXML3) software is required when upgrading to Cisco Unity 3.1(2).

To install MSXML3, follow these steps:

Step 1 Log in to Windows on the SPE by using the administrator account.



Note Be sure to stop all virus-checking programs before proceeding with this upgrade.

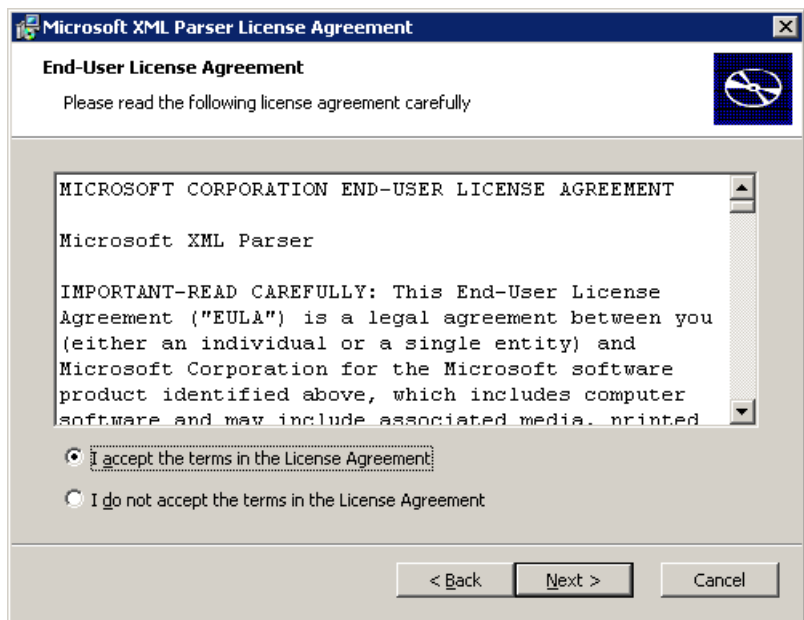
Step 2 Using Windows Explorer, browse to **C:\Unity3.1.2 > CD1 > MSXML**.



Note If you are using a CD-ROM with the Unity 3.1(2x) software, insert it in the CD-ROM drive, and browse to the MSXML folder on the CD-ROM.

- Step 3** Double-click the **MSXML3SP1.exe** file to begin the installation.
- Step 4** In the Microsoft XML Parser Setup Wizard window, click **Next**.
- Step 5** In the Microsoft XML Parser License Agreement window, click **I accept the terms in the License Agreement**, as shown in [Figure 6](#).

Figure 6 Microsoft XML Parser License Agreement



- Step 6** In the Customer Information window, enter the User Name and Organization. Click **Next**.
- Step 7** Click **Install** to begin the installation.
- Step 8** When the installation is complete, click **Finish** to exit the Microsoft XML Parser Setup wizard.

Continue with the “[Upgrading Cisco Unity to Release 3.1\(2x\)](#)” section.

Upgrading Cisco Unity to Release 3.1(2x)

After you have updated the software components and installed the new software components, you are ready to upgrade the Cisco Unity software. The Cisco Unity server is stopped during the upgrade process; therefore, Cisco Unity Voice Mail service is interrupted. Perform this upgrade procedure after regular business hours to minimize inconvenience to users. The upgrade process can take less than one hour or up to four hours, depending on the number of subscribers in your database.

If you receive an error during the upgrade process, capture the exact error message, and report the error to Cisco TAC. You should send these files to Cisco TAC:

- Application log files
- System event log files
- The tempu.log (located in C:\Documents and Settings\Administrator\Local Settings\Temp)

**Caution**

When you receive an error message, do not rerun the setup program unless Cisco TAC directs you to do so. If you rerun the setup program, you might accidentally reset your database to the default database and lose all your data.

**Caution**

Diagnostic traces for Cisco Unity that were set before the upgrade was performed are not preserved. You must reset the traces after the upgrade.

To perform the upgrade, follow these steps:

Step 1 Log in to Windows by using the Cisco Unity installation account username and password.

**Note**

Be sure to stop all virus-checking programs before proceeding with this upgrade.

Step 2 Using Windows Explorer, browse to **C:\Unity3.1.2 > CD1**.

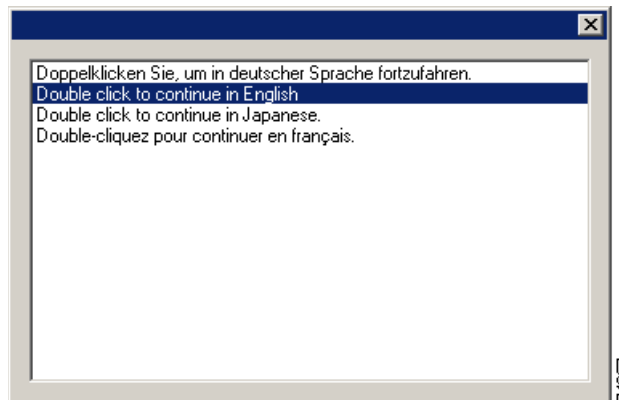
**Note**

If you are using a CD-ROM with the Unity 3.1(2x) software, insert it in the CD-ROM drive, and browse to the root directory on the CD-ROM.

Step 3 Double-click the **Setup.exe** file to start the installation.

Step 4 Double-click the line **Double-click to continue in English**, as shown in [Figure 7](#).

Figure 7 *Select Installation Directions in English*



Step 5 Click **Next** in the Welcome to Unity Setup window.

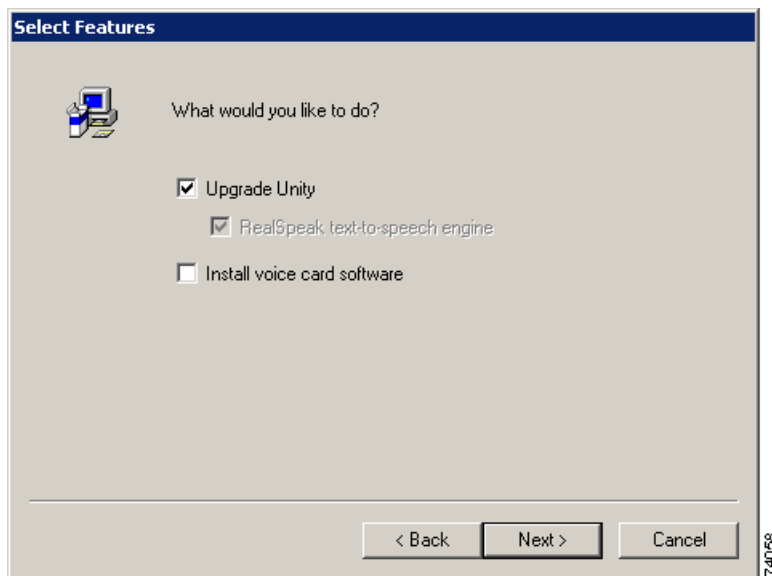
Step 6 Click **OK** to allow the setup program to stop Unity services.

Step 7 Click the **Use the current license settings** radio button in the System Key window. Click **Next**.

Step 8 Enter information in the Name and Company fields in the Customer Information window. Click **Next**. The setup program checks for the required software before beginning the installation.

Step 9 In the Select Features window, click only **Upgrade Unity**, as shown in [Figure 8](#). Click **Next**.

Figure 8 Select Upgrade Unity



Step 10 In the Unity Languages window, check **English (United States)**, and click **Next**.

Step 11 In the Confirm Installation window, click **Next** to start the installation.



Note The installation can take less than one hour or up to three hours, depending on the number of subscribers in your database.

Step 12 The Setup Complete window appears when the installation is finished. Check **Yes, I want to restart my computer now**.

Step 13 If you are using a CD-ROM for the installation, remove it from the CD-ROM drive. Click **Finish** to restart the SPE.



Note After the SPE restarts, access your Cisco Unity voice mailbox. Listen to your saved messages to check whether the system is functioning correctly. If you cannot access Cisco Unity Voice Mail, make sure that the Cisco Unity server is running. Refer to the [Cisco Unity Troubleshooting Guide, Release 3.1\(2\)](#), for assistance, or call Cisco TAC with your error messages and logs.

Upgrading the Cisco Unity–CallManager Telephony Service Provider (CM-TSP) to Release 3.1(2)

Before you can install the telephony service provider (TSP) program for Release 3.1(2), you must remove all existing versions of the TSP. Earlier versions of the TSP were called *AV-CiscoTSP*. With Cisco Unity Release 3.1(1), the TSP has been renamed *Cisco Unity–CM TSP*.

Removing the AV-Cisco TSP Program

When you remove the TSP program, you can keep the same voice-mail ports. The AV-Cisco TSP configuration is retained automatically.

To remove the existing AV-Cisco TSP program, follow these steps:

-
- Step 1** Log in to Windows on the SPE running Cisco Unity by using the Cisco Unity installation account.
 - Step 2** To stop the Cisco Unity server, right-click the **Cisco Unity** icon in the status bar. Choose **Stop Unity**.
 - Step 3** Choose **Start > Settings > Control Panel > Add/Remove Programs**.
 - Step 4** In the list of currently installed programs, click **AvCiscoTsp**.
 - Step 5** Click **Remove**.
 - Step 6** Click **Yes** to confirm that you want to remove the AV-Cisco TSP program.
 - Step 7** Click **Close** to close the Add/Remove Programs window.
-

Installing the Cisco Unity–CM TSP Program

After removing older versions of TSP, you can proceed with the installation of the new version of Cisco Unity–CM TSP by following these steps.

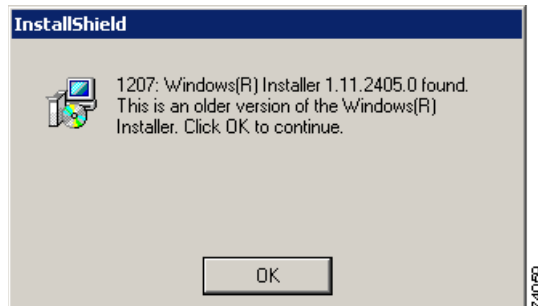
-
- Step 1** Check that the Cisco Unity server is stopped by right-clicking on the Cisco Unity icon in the status bar.
 - Step 2** Using Windows Explorer, browse to **C:\Unity3.1.2 > CD1 > Cisco**.



Note If you are using a CD-ROM with the Unity 3.1(2x) software, insert it in the CD-ROM drive, and browse to the Cisco folder on the CD-ROM.

- Step 3** In the Cisco folder, double-click the **Setup.exe** file to start the installation.
- Step 4** Click **OK** to confirm the InstallShield version information dialog box, as shown in [Figure 9](#).

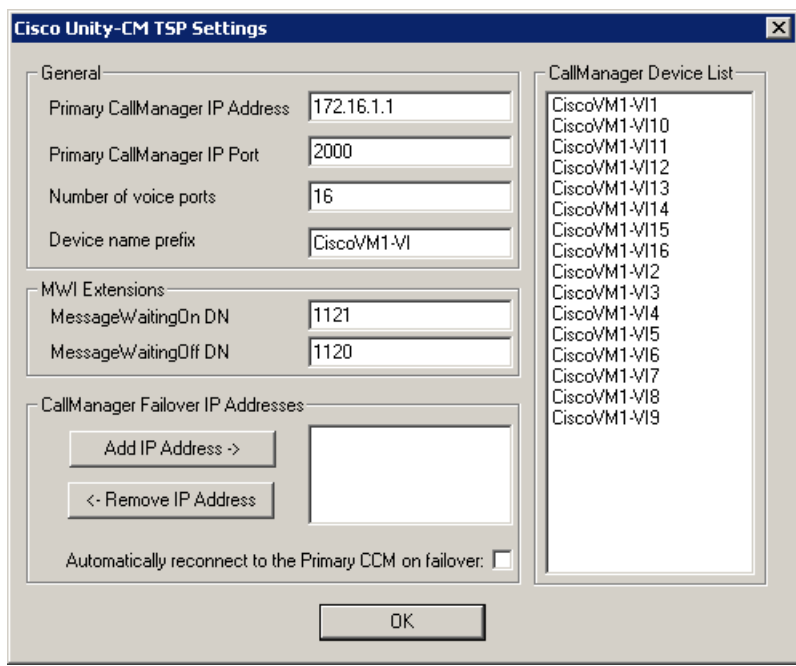
Figure 9 Confirm InstallShield Version



- Step 5** Click **Next** in the Cisco Unity–CM TSP - InstallShield Wizard window.
- Step 6** Click **Next** in the Destination Folder window to accept the default destination folder for Cisco Unity–CM TSP.

- Step 7** Click **Install** to begin the installation.
- Step 8** In the Cisco Unity–CM TSP dialog box, click **Settings**.
- Step 9** The Cisco Unity–CM TSP Settings dialog box opens. Verify that the information is correct in these fields, as shown in [Figure 10](#):
 - Primary CallManager IP Address
 - Primary CallManager IP Port
 - Number of Voice Ports
 - Device Name Prefix

Figure 10 Verify Entries for Cisco Unity–CM TSP Settings



- Step 10** If the Primary CallManager IP Port field is blank, enter the correct value, for example 2000.



Note You can find this value by accessing the Cisco CallManager server that integrates with Cisco Unity Voice Mail. Choose **CallManager Administration > System > Cisco CallManager > Server > Cisco CallManager TCP Port Settings for this Server**.

- Step 11** In the Device name prefix field, check that this prefix matches the names in the CallManager Device List.



Note The name in the Device name prefix field assigns names to ports in the CallManager Device List. The names in the CallManager Device List must match the names of the voice-mail ports in Cisco CallManager.

- Step 12** In the Message WaitingOff DN and MessageWaitingON DN fields, verify that the dial numbers (DN) match the Cisco CallManager service parameters. If no numbers appear in these fields, enter them.

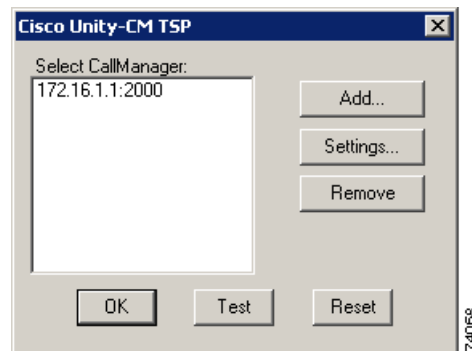
- Step 13** If your system has only one instance of Cisco CallManager, uncheck the check box for **Automatically reconnect to the Primary CCM on failover**, as shown in [Figure 10](#).



Note For systems with more than one instance of Cisco CallManager, click **Add IP Address**, and enter the IP for the secondary Cisco CallManager. In this case, you must check **Automatically reconnecting to the Primary CCM on failover**.

- Step 14** Verify that the CallManager Device List displays the correct number of Cisco Unity ports. Confirm that the names in the device list, as shown in [Figure 10](#), match the names of the voice-mail ports in Cisco CallManager.
- Step 15** After making all necessary corrections and entries, click **OK** in the Cisco Unity–CM TSP Settings dialog box.
- Step 16** In the Cisco Unity–CM TSP window, the Cisco CallManger server IP address appears with the Primary CallManager IP port number, as shown in [Figure 11](#).

Figure 11 Cisco CallManger configuration in the Cisco Unity–CM TSP window.



- Step 17** Click **OK** to restart the Cisco Unity server.
- Step 18** Click **Finish** in the Cisco Unity–CM TSP-InstallShield Wizard window to exit the program.
- Step 19** Click **Yes** to restart the Cisco Unity server.

Testing the Cisco Unity Configuration and Connections

After the Cisco Unity SPE restarts, you need to test the TSP configuration and connections with Cisco CallManger. Follow these steps to perform the test:

- Step 1** Log in to Windows as the administrator.
- Step 2** Choose **Start > Settings > Control Panel**.
- Step 3** Double-click **Phone and Modem options**.
- Step 4** If you are using this Phone and Modem options for the first time, enter information in the Location Information window, and click **OK**.
- Step 5** In the Phone and Modem Options dialog box, click the **Advanced** tab.
- Step 6** In the Providers list, select **Cisco Unity–CM TSP**.

- Step 7** Click **Configure**, and the Cisco Unity–CM TSP dialog box appears.
- Step 8** In the Cisco Unity–CM TSP dialog box, click **Test**. (See [Figure 11 on page 15](#).)
- Step 9** In the Test Configuration and Connection dialog box, click **OK**.
- Step 10** The Test Succeeded message appears when the configuration is correct. Click **OK**.



Note If a Device Registration Failed message appears, go to the [“Troubleshooting the Cisco Unity Configuration” section on page 16](#).

- Step 11** Call the voice-mail system to check whether the Cisco CallManager ports are active by. If the voice-mail ports are not active, restart the Cisco CallManager services to reactivate the ports.
- Step 12** Access your voice mailbox, and listen to your saved messages.
You have successfully completed the upgrade of your Cisco Unity Voice Mail when you can access your saved voice messages and leave new voice messages.



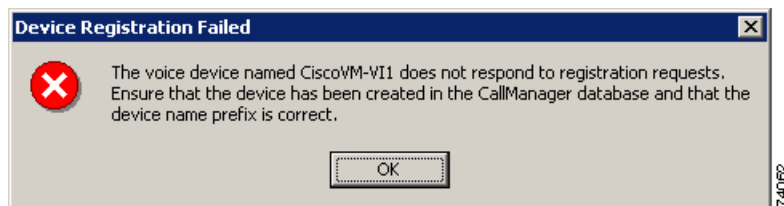
Note If you cannot access Cisco Unity Voice Mail, make sure that the Cisco Unity server is running. Refer to the [Cisco Unity Troubleshooting Guide, Release 3.1\(2\)](#), for more information. If you need assistance, call Cisco TAC with your error messages and logs. See the [“Upgrading Cisco Unity to Release 3.1\(2x\)” section on page 10](#) for the names of the logs.

Troubleshooting the Cisco Unity Configuration

A Device Registration Failed error message appears, as shown in [Figure 12](#), when there are errors in the configuration such as these:

- Entering the wrong IP address for the Cisco CallManager server during configuration
- Entering the wrong device name prefix during configuration

Figure 12 Example of an Error Message from the Configuration and Connection Test



When you receive a Device Registration Failed message, follow these steps to correct the problem.

- Step 1** Make notes about the information in the error message, such as the message shown in [Figure 12](#). Click **OK** to close the Device Registration Failed box
- Step 2** To correct errors found in the test, go to the Cisco Unity–CM TSP window. (See [Figure 11 on page 15](#).) In the Select CallManager List, click the Cisco CallManager server to which Cisco Unity is connected. Click **Settings**.
- Step 3** Correct the errors in the Cisco Unity–CM TSP Settings dialog box, and then click **OK**.

- Step 4** In the Cisco Unity–CM TSP dialog box, click **Test**.
- Step 5** In the Test Configuration and Connection dialog box, click **OK**.
- Step 6** Run the test until the Test Succeeded message appears. Click **OK**.
- Step 7** Return to [Step 17](#) in the “[Installing the Cisco Unity–CM TSP Program](#)” to complete the upgrade.
-

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
 Attn: Document Resource Connection
 170 West Tasman Drive
 San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

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