



Upgrading Cisco Unity Voice Messaging to Release 3.1(5) on the Cisco ICS 7750

Use this document to prepare for and perform the upgrade of Cisco Unity Voice Messaging Release 3.1(3) or Release 3.1(4) to Release 3.1(5). These instructions are for upgrading Cisco Unity on the Cisco Integrated Communications System (ICS) 7750 system.

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Related Documentation

Refer to the *Release Notes for Cisco Unity Voice Messaging Release 3.1(5) on the Cisco ICS 7750* for specific information and caveats for the Cisco ICS 7750. You can view this document at this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/icsapps/icsunity/uvm315/index.htm>

For a list of new features, corrected bugs, and enhancements in Cisco Unity, refer to the *Release Notes for Cisco Unity Release 3.1(5)*. You can view this document at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/re1_note/cu315rn.htm



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The following Cisco Unity publications provide more information about Cisco Unity Voice Messaging:

- [Cisco Unity System Administration Guide](#)
- [Cisco Unity Troubleshooting Guide](#)
- [Networking in Cisco Unity](#)

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, refer to the *Release Notes for Cisco Unity Release 3.1(5)*. 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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<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/icsapps/icsunity/uvm315/index.htm>

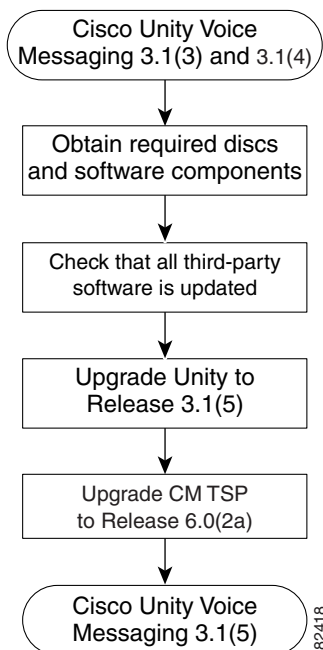
Introduction

This document provides information for updating Release 3.1(3) or Release 3.1(4) of Cisco Unity. The upgrade to Release 3.1(5) involves modifying Cisco Unity applications on the SPE running Cisco Unity, and you must install the Exchange 2000 Service Pack 2.

Upgrading from Cisco Unity Voice Messaging Release 3.1(3) or Release 3.1(4)

Figure 1 shows the major tasks involved in upgrading Cisco Unity Voice Messaging systems. For the upgrade procedures, see the “Upgrading Cisco Unity to Release 3.1(5)” section on page 5.

Figure 1 Process for Upgrading Cisco Unity Voice Messaging to Release 3.1(5)



Software Components for Upgrading to Unity Release 3.1(5)

Software components for upgrading to Unity Release 3.1(5) include the following:

- *CiscoUnity3.1.5PatchFrom3.1.3.exe*—Patch file for updating Cisco Unity 3.1(3) discs
- Service packs files:
 - *CiscoUnity3.1.5ServicePacks-ENU-CD1of3.exe*—Required service packs for earlier updates
 - *CiscoUnity3.1.5ServicePacks-ENU-CD2of3.exe*—Exchange 2000 Service Pack 2
 - *CiscoUnity3.1.5ServicePacks-ENU-CD3of3.exe*—Optional service packs

To obtain the software for the upgrade, you must download the self-extracting files from the Software Center website. You can update the Cisco Unity 3.1(3) compact disc images with the Cspatch executable file. You can make new compact discs to install the upgrade, or you can install the upgrade directly from the updated disc images.

Use the instructions for obtaining the upgrade patch file and the service packs compact disc images in the “[Upgrading to Cisco Unity 3.1\(5\) by Using Version 3.1\(3\) or Version 3.1\(1\) Compact Discs](#)” section of the *Release Notes for Cisco Unity Release 3.1(5)*.

Before You Begin Upgrading Cisco Unity Voice Messaging

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

- Back up the Cisco Unity Voice Messaging system and voice-messaging 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.
- 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.

Backing Up the Cisco Unity Voice Messaging System

Before performing the upgrade to Cisco Unity Voice Messaging, you should back up the entire voice-messaging 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 to a network server. If you want to back up files to a network disk drive, instead of a tape drive, you must use Backup Exec 8.6.

For more information about backing up the Cisco Unity system, refer to the “[Maintaining Cisco Unity](#)” chapter in the *Cisco Unity Administrator Guide*.

Cisco Unity provides a Disaster Recovery Backup Tool and a Disaster Recovery Restore Tool in the Tools Depot. You can access these tools by using the Tools Depot icon on the Unity server desktop. By using these tools, you can back up Cisco Unity specific data including SQL databases, registry settings, greetings and voice names, the switch file configuration, routing rules, subscriber passwords, and subscriber messages.

The Disaster Recovery Restore Tool can restore the entire Cisco Unity server configuration and all voice messages onto a new or reimaged SPE. You must restore the data to the same version of Cisco Unity.

The Disaster Recovery Backup Tool is integrated with the Windows scheduler so that you can schedule regular backups at off-business hours.

The disaster recovery tools have some limitations. Before using these tools for regular backups, read the information about backing up and restoring Cisco Unity at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/backupcu.htm

Required Updates to Microsoft Software

Upgrading to Cisco Unity Release 3.1(3) required updates to Microsoft software. Before you perform the upgrade to Unity release 3.1(5), you must have installed the following software updates:

- Microsoft Windows 2000 NIMDA Hotfix
- Windows 2000 Service Pack 2
- MSDE 2000 Service Pack 1
- SQL Server 2000 Hotfix for Service Pack 1
- Microsoft Internet Explorer 5.5 Service Pack 2
- Microsoft XML Parser

If you did not install these updates when you upgraded to Release 3.1(3), then you must install the upgrades now. Refer to the “[Upgrading from Cisco Unity Voice Messaging Release 3.0\(1\) or Release 3.1\(2x\) to Release 3.1\(3\) on the Cisco ICS 7750](#)” for installation procedures.



Caution

Do not install the Operating System Upgrade Support Patch version 2000-2-3spB on the SPE running Cisco Unity. Use the Cisco Unity 3.1(5) Service Pack image for upgrading Windows 2000, which you can download from the Software Center.

Upgrading Exchange 2000 to Service Pack 2

To upgrade Exchange 2000 to Service Pack 2, follow these steps:

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- Step 1** Log in to Windows on the SPE by using the administrator account.
 - Step 2** To stop the Cisco Unity server, right-click the **Cisco Unity** icon on the status bar, and choose **Stop Unity**.
 - Step 3** Insert the Cisco Unity Service Packs CD 2 of 3 in the CD-ROM drive, or browse to the location of the **CiscoUnity3.1.5ServicePacks-ENU-CD2of3** file.
 - Step 4** Find the Exchange_2k_sp2 folder, and double-click **update.exe**.
 - Step 5** Follow the on-screen prompts to complete the installation.
 - Step 6** When the installation is complete, if you used a CD-ROM, remove it from the CD-ROM drive. Click **Yes** to restart the SPE.
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After the SPE restarts, continue with the “[Upgrading Cisco Unity to Release 3.1\(5\)](#)” section on page 5.

Upgrading Cisco Unity to Release 3.1(5)

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 Messaging 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.



Note

To speed up the installation process when McAfee NetShield is installed on the Cisco Unity SPE, you must disable the virus-checking services. See the [“Disabling McAfee NetShield Services”](#) section on [page 9](#) for instructions.

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.

Disabling McAfee NetShield Services

If McAfee NetShield is installed on the SPE running Cisco Unity Voice Messaging, you must disable the virus-scanning services before upgrading the software. If you do not disable McAfee NetShield services before you run the Cisco Unity Setup program, the installation can take several hours to complete.

Follow these steps to disable the McAfee NetShield services:

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- Step 1** Click **Start > Programs > Administrative Tools > Services**.
- Step 2** In the right pane of the Services window, double-click each of the following services:
- **Network Associates Alert Manager**
 - **Network Associates McShield**
 - **Network Associates Task Manager**
- Step 3** In the General tab page, click **Stop**.
- Step 4** In the Startup Type list, click **Disable**, and then click **OK**.
- Step 5** Close the Services window.
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Running the Cisco Unity Setup Program


Caution

When upgrading to Cisco Unity 3.1(5), verify that the system key is plugged into the SPE when you run the Cisco Unity Setup program. Otherwise, the system key will not be updated with Cisco Unity 3.1 features, and Cisco Unity may not start.

To perform the upgrade, follow these steps:

- Step 1** Log in to Windows by using the Cisco Unity installation account username and password.
- Step 2** Insert the Cisco Unity Disc 1 in the CD-ROM drive, and browse to the root directory on the CD-ROM. If you did not create a new CD-ROM, then browse to the location of the updated Cisco Unity Disc 1 image.


Note

If you do not disable the McAfee NetShield services before starting this upgrade process, the Cisco Unity Setup can take several hours to complete. See the [“Disabling McAfee NetShield Services”](#) section on page 9 for instructions.

- Step 3** Double-click the **Setup.exe** file to start the installation.
- Step 4** Double-click the line **Double-click to continue 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** If you are upgrading without changing licensed features, click the **Use the current license settings** radio button in the System Key window. Click **Next**.

If you are changing licensed features, click the **Update or Initialize License Settings from Update File**. Click **Next**.


Note

You must update the system key with the activation code for the new license settings. Follow the instructions in the e-mail that was sent to you when you purchased the additional features.

- Step 8** In the Customer Information window, enter information in the Name and Company fields. 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**. Click **Next**.
- Step 10** In the Cisco Unity Languages window, check the language(s) that you are installing, 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. If the Unity installation seems to stall, do not interrupt the installation process. By accessing Task Manager and verifying that the installation is running, you can cause the installation to fail.

- Step 12** The Setup Complete window appears when the installation is finished. Check **Yes, I want to restart my computer now**.
- Step 13** Remove the disc from the CD-ROM drive. Click **Finish** to restart the SPE.
- Step 14** Restart the SPE a second time to ensure that all the Cisco Unity services start correctly.



Note For more information about this step, refer to the caveat notes for CSCdx05115K in the [Release Notes for Cisco Unity Release 3.1\(5\)](#).

- Step 15** Enable automatic gain control, and adjust the recording volume for greetings and recorded names. Refer to the “Automatic Gain Control” section in the [Release Notes for Cisco Unity Release 3.1\(5\)](#).

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 Messaging, make sure that the Cisco Unity server is running. Refer to the [Cisco Unity Troubleshooting Guide](#), for assistance, or call Cisco TAC with your error messages and logs.

Continue with the “[Upgrading the Cisco Unity–CallManager TAPI Service Provider \(CM TSP\) to Release 6.0\(2a\)](#)” section on page 7.

Upgrading the Cisco Unity–CallManager TAPI Service Provider (CM TSP) to Release 6.0(2a)

You must install the latest TAPI service provider (TSP) program for Release 3.1(5) to complete the upgrade. Refer to the [Release Note for Cisco Unity CM TSP 6.0\(2a\)](#) for installation instructions and information about Cisco Unity CM TSP 6.0(2a). You can view this document at this URL:

http://cisco.com/univercd/cc/td/doc/product/voice/c_unity/tsp/tsp602a.htm

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. 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

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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.

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section on page 1.

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