



Installing and Upgrading Cisco Unity Express Software

This chapter describes the procedures to upgrade the license size or software release for existing Cisco Unity Express systems and contains the following sections:

- [Upgrading to a New License, page 37](#)
- [Installing or Upgrading a Software Image, page 40](#)
- [Installing a Software Image Using Boot Helper, page 51](#)

Upgrading to a New License

Use this procedure to increase the number of supported mailboxes.



Note

If you are changing to a smaller mailbox license, verify that the system meets the new license limit before downloading the new license. For example, if you are downgrading from a 50 mailbox license to a 12 mailbox license, ensure that your system does not have more than 12 configured mailboxes. If you have more than 12 mailboxes, delete the extra mailboxes before downgrading the license.

Sequence of Tasks

Upgrading to a new license requires the following sequence of activities:

1. Order the license SKU from the Configurator. Choose a package from the following list:
 - 12-mailbox package: SCUE-LIC-12CCM=
 - 25-mailbox package: SCUE-LIC-25CCM=
 - 50-mailbox package: SCUE-LIC-50CCM=
 - 100-mailbox package: SCUE-LIC-100CCM=
2. Download the license files from Cisco.com. See [“Downloading the License Files” on page 38](#).
3. Save the current configuration.
4. Install the new license file. See [“Installing a New Software License File” on page 38](#).

Downloading the License Files

After ordering the appropriate license SKU, download the corresponding license file and installer file.

Prerequisites

- Have available the IP address or name of the FTP server that will store the Cisco Unity Express applications. Verify that the FTP server is accessible.

SUMMARY STEPS

1. Go to the Cisco Unity Express page on the Cisco Software Center website.
2. Download the appropriate license file from the following list.
3. Copy the file to the FTP server.

DETAILED STEPS

-
- Step 1** Go to the Cisco Unity Express page on the Cisco Software Center website at: <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.
- Step 2** Download the appropriate license file from the following list:
- cue-vm-license_12mbx_cme_2.0.1.pkg
 - cue-vm-license_25mbx_cme_2.0.1.pkg
 - cue-vm-license_50mbx_cme_2.0.1.pkg
 - cue-vm-license_100mbx_cme_2.0.1.pkg
- Step 3** Copy the file to the FTP server.
-

What to Do Next

Install the new license file.

Installing a New Software License File

This section describes the procedure for installing a new software license using the online installer.



Note

You can also install a new language using the boot helper, but you have to do a complete installation. See the “[Installing a Software Image Using Boot Helper](#)” section on page 51.

Prerequisites

The following information is required to install the software license file using the online installer:

- FTP server user ID
- FTP server password

- License package name (See “Software Licenses and Factory-Set Limits” on page 13 for the list of license packages.)

SUMMARY STEPS

1. Save your current configuration.
2. Enter the **software install** command to install the new license software.
3. Enter **y** to continue the installation.
4. (Optional) Reload the module for the license to take affect.

DETAILED STEPS

Step 1 Save the running configuration to the startup configuration using the **write** command:

```
se-172-16-0-0# write
```

Step 2 Enter the **software install** command to install the new software:

```
se-172-16-0-0# software install clean cue-vm-license_25mbx_cme_2.0.1.pkg url
ftp://ftp_server_ip_address/ username username password password
```

or, to install the software when the FTP server has been configured:

```
se-172-16-0-0# software install clean cue-vm-license_25mbx_cme_2.0.1.pkg
```



Note To set the FTP server, see the **software download server** command in the [Cisco Unity Express Command Reference](#) .

Step 3 Enter **y** to continue the installation:

```
WARNING:: This command will install the necessary software to
WARNING:: complete a clean install. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
```

At this point the new license will load from the FTP server, and the system will restart with your saved configuration.



Note A reload is required for the new license to take affect.

Step 4 (Optional) Reload the module for the license to take affect. You may continue with another install or upgrade before you reload the module.

```
se-172-16-0-0# reload
```

What to Do Next

Enter the Cisco Unity Express command environment. See “Entering the Command Environment” on page 26.

Installing or Upgrading a Software Image

This section describes the procedures for installing a new release of Cisco Unity Express (CUE) software using the software installer in the application. You may install a completely new software image, upgrade your existing image, or downgrade your existing image.

A clean installation will erase the disk, repartition the disk, and put all new files on the disk. You need to restore your configuration and data with a clean installation.

An upgrade or downgrade of your existing image will only replace files on the disk necessary to create the new software image. Your existing configuration will remain.

This section includes the following subsections:

- [Prerequisites, page 40](#)
- [Installing a New Software Image, page 40](#)
- [Upgrading the Software Image, page 44](#)
- [Downloading the Software Image for a Later Install or Upgrade, page 46](#)
- [Downgrading the Software Image, page 50](#)

Prerequisites

- Cisco Unity Express 1.1.1 or 1.1.2 is currently installed.
- Ensure that the FTP server is configured and active.
- Ensure that you can ping the CUE network module from the FTP server.
- If CUE is configured to use DNS, hostnames can be used to identify the FTP server. If CUE is not configured to use a DNS, use the IP address of the FTP server.

Installing a New Software Image

The following steps describe the procedure for installing a new software image on the CUE network module.

Sequence of Tasks

Installing a new software image entails the following sequence of tasks:

1. Downloading the software image files. See [Downloading the Software Files, page 40](#).
2. Backing up your data and configuration files. See [“Backing Up Files” on page 107](#).
3. Installing the software files. See [Installing the Software Image Files, page 41](#).
4. Restoring the data and configuration files. See [“Restoring Files” on page 110](#).
5. Rebooting the system.

Downloading the Software Files

Downloading the Cisco Unity Express software files is the first software installation task. Review the prerequisites listed above to ensure that all servers and modules are active and available.

SUMMARY STEPS

1. Go to the Cisco Unity Express page on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.
2. Download the Cisco Unity Express software files.
3. Copy the other software files to the FTP server.

DETAILED STEPS

-
- Step 1** Go to the Cisco Unity Express page on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.
- Step 2** Download the Cisco Unity Express software files.
- cue-vm.2.0.1.pkg (main package files)
 - cue-vm-full.2.0.1.prt1 (voicemail application)
 - cue-vm-lang-pack.2.0.1.pkg (language package file)
 - cue-vm-language-pack.2.0.1.prt1 (language prompts)
- Step 3** Copy the software files to the FTP server.
-

What to Do Next

Back up your data and configuration files. See “[Backing Up Files](#)” on page 107.

After backing up the files, configure several parameter values. See “[Installing the Software Image Files](#)” on page 41.

Installing the Software Image Files

After downloading the software files and backing up your data, you are ready to install the software image files. This section describes the procedure for installing a new software image on the CUE network module.

Prerequisites

Installing the software image files requires the following information:

- FTP server IP address
- FTP server user ID
- FTP server password
- Software package name

**Note**

Back up current system configurations and data before installing new software.

SUMMARY STEPS

1. Enter the **software install clean** command to install the new software.

2. Enter **y** to continue the installation.
3. Select the language version from the language selection menu.
4. Enter **x** when finished with the language selection menu.
5. Enter **y** to begin the initial configuration in the post installation configuration menu.
6. Enter **y** to restore the configuration saved in flash memory or **n** to use your backup to restore your configuration.
7. Enter the CUE administrator ID. This is the username to log in to the CUE GUI.

DETAILED STEPS

Step 1 Enter the **software install clean** command to install the new software:

```
se-172-16-0-0# software install clean cue-package.pkg url ftp://ftp_server_ip_address/
username username password password
```

or, to install the software when the FTP server has been configured:

```
se-172-16-0-0# software install clean cue-package.pkg
```



Note To set the FTP server, see the **software download server** command in the [Cisco Unity Express Command Reference](#)

Step 2 Enter **y** to continue the installation:

```
WARNING:: This command will install the necessary software to
WARNING:: complete a clean install. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
```



Caution This step cleans the disk. All configuration and voice messages will be lost after this step. For future upgrades and installations, verify that a backup has been done. If it has not, abort at this step and do a backup first.

Step 3 Select the language version from the language selection menu:

Language Selection Menu:

Num.	Selected	Installed	Language Name
1			FRA CUE Voicemail European French (2.0.0)
2			ESP CUE Voicemail European Spanish (2.0.0)
3			DEU CUE Voicemail German (2.0.0)
4			ENG CUE Voicemail US English (2.0.0)

Available commands are:

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

```
>4
```

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

Language Selection Menu:

```

Num.      Selected  Installed  Language Name
-----
  1
  2
  3
  4        *
          FRA CUE Voicemail European French (2.0.0)
          ESP CUE Voicemail European Spanish (2.0.0)
          DEU CUE Voicemail German (2.0.0)
          ENG CUE Voicemail US English (2.0.0)

```

Available commands are:

```

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

```

>**x**

At this point the new software will load from the FTP server and the system will restart.

- Step 5** Enter **y** to begin the initial configuration:

```

IMPORTANT::
IMPORTANT::   Welcome to Cisco Systems Service Engine
IMPORTANT::   post installation configuration tool.
IMPORTANT::
IMPORTANT:: This is a one time process which will guide
IMPORTANT:: you through initial setup of your Service Engine.
IMPORTANT:: Once run, this process will have configured
IMPORTANT:: the system for your location.
IMPORTANT::
IMPORTANT:: If you do not wish to continue, the system will be halted
IMPORTANT:: so it can be safely removed from the router.
IMPORTANT::

```

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

- Step 6** Enter the appropriate response **y** or **n**. See the output below to determine your configuration needs.



Note If this is a new install or the Flash has been erased, this output will not be displayed.

```

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)
```

Step 7 Enter the CUE administrator ID. This is the username to log in to the CUE GUI.

```
IMPORTANT::
IMPORTANT:: Administrator Account Creation
IMPORTANT::
IMPORTANT:: Create an administrator account. With this account,
IMPORTANT:: you can log in to the Cisco Unity Express GUI and
IMPORTANT:: run the initialization wizard.
IMPORTANT::
```

```
Enter administrator user ID:
  (user ID): Admin
Enter password for admin:
  (password): *****
Confirm password for admin by reentering it:
  (password): *****
```

```
SYSTEM ONLINE
se-172-16-0-0>
```

What to Do Next

1. Restore the data and configuration files. See [“Restoring Files” on page 110](#).
2. Reboot the system.
3. Enter the Cisco Unity Express command environment. See [“Entering the Command Environment” on page 26](#).

Upgrading the Software Image

This section describes the procedure for upgrading your existing software image.



Note

If you are upgrading to CUE 2.0 from an earlier version of CUE, follow the instructions for [Installing a Software Image Using Boot Helper, page 51](#).



Note

Only certain versions of CUE software support an upgrade or downgrade. Check the release notes for the specific version to see if an upgrade or downgrade is supported. You cannot downgrade below CUE 2.0.

Prerequisites

Installing the software image files requires the following information:

- FTP server IP address
- FTP server user ID

- FTP server password
- Software package name

**Note**

Back up current system configurations and data before installing new software.

SUMMARY STEPS

Starting from CUE network module EXEC mode:

1. Download the software image files. See “[Downloading the Software Files](#)” on page 52.
2. Enter the **software install upgrade** command to install the new software.
3. Enter **y** to begin the upgrade.
4. Enter the CUE administrator ID. This is the username to log in to the CUE GUI.

DETAILED STEPS

Step 1 Download the software image files. See “[Downloading the Software Files](#)” on page 52.

Step 2 Enter the **software install upgrade** command to install the new software:

```
se-172-16-0-0# software install upgrade url ftp://ftp_server_ip_address/cue-package.pkg
```

**Note**

This example uses the default anonymous FTP user.

```
se-172-16-0-0# software install upgrade pkg cue-package.pkg
```

**Note**

In this example, the files were previously downloaded using the **software download** command or the FTP server has been configured.

Step 3 Enter **y** to begin the upgrade:

```
WARNING:: This command will install the necessary software to
WARNING:: complete an upgrade. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
```

**Caution**

An upgrade does not replace everything on the disk, just the files necessary to make the upgrade. It is recommended that you do a backup before any software installation.

**Note**

When upgrading the CUE software, you are not prompted for a language. The language will stay as configured.

What to Do Next

- Use the **show software versions** command to verify an upgrade. The following shows the versions after upgrading from 2.0 to 2.1.

```
se-172-16-0-0# show software versions
```

```
Installed Packages:
- Bootloader (Primary)  1.0.17
- Global                2.0
- Voice Mail           2.1
- Bootloader (Secondary) 2.0
- Core                 2.1
- Auto Attendant       2.1
```

```
Installed Languages:
- US English           2.0
```

```
se-172-16-0-0#
```

In the **show software versions** display, the current Cisco Unity Express software version is shown as the Global version. The other versions shown are for internal components of the product and may not correspond to the actual software version.

- Use the **show software directory downgrade** command to verify whether there is a downgrade available. If the **/dwnld/dwngrade** directory has files similar to those shown in the example below, there is a downgrade available. If the **/dwnld/dwngrade** directory is empty, there is no downgrade available.



Note Not all upgrades can be downgraded. Check the release notes to see if a version can be downgraded.

```
se-172-16-0-0# show software downgrade directory
```

```
KBytes Directory
6154    /dwnld/dwngrade
```

```
Directory listings
```

```
Directory: /dwnld/dwngrade
```

```
total 6154
drwxrwxrwx   3 root    daemon    184 Nov  3 17:22 .
drwxrwxr-x   4 root    daemon    360 Nov  3 17:22 ..
-rw-rw-r--   1 root    daemon    227 Oct 28 18:42 .uninstall_work_order
-rw-rw-r--   1 root    daemon   6286628 Oct 28 18:42 add_files.fhdr
drwxrwxr-x   2 root    daemon    48 Nov  3 17:22 tmp
se-172-16-0-0#
```

Downloading the Software Image for a Later Install or Upgrade

This section describes the procedure for downloading CUE software files for a future installation or upgrade. The software files are downloaded in the background while CUE continues to operate. Anytime after the download is finished, an upgrade can be performed without the time necessary to download files while CUE operation is interrupted.

**Note**

Only certain versions of CUE software support an upgrade or downgrade. Check the release notes for the specific version to see if an upgrade or downgrade is supported. You cannot downgrade below CUE 2.0.

Prerequisites

Downloading the software image files requires the following information:

- FTP server IP address
- FTP server user ID
- FTP server password
- Software package name

Download the Files for a New Install

SUMMARY STEPS

1. Download the software image files. See [“Downloading the Software Files” on page 52](#).
2. Enter the **software download clean** command to install the new software.
3. Enter **y** to continue the installation.
4. Select the language version from the language selection menu.
5. Enter **x** when finished with the language selection menu.

DETAILED STEPS

Step 1 Download the software image files. See [“Downloading the Software Files” on page 52](#).

Step 2 Enter the **software download clean** command to install the new software:

```
se-172-16-0-0# software download clean cue-package.pkg url ftp://ftp_server_ip_address/  
username username password password
```

or, if the FTP server has been configured:

```
se-172-16-0-0# software download clean pkg cue-package.pkg
```

**Note**

If the FTP server has been set in configuration mode, you do not need to use the FTP parameters. To set the FTP server, see the **software download server** command in the [Cisco Unity Express Command Reference](#)

Step 3 Enter **y** to continue the download:

```
WARNING:: This command will download the necessary software to  
WARNING:: complete a clean install. It is recommended that a backup be done  
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
```

Step 4 Select the language version from the language selection menu:

Language Selection Menu:

```

Num.      Selected  Installed  Language Name
-----
1          FRA CUE Voicemail European French (2.0.0)
2          ESP CUE Voicemail European Spanish (2.0.0)
3          DEU CUE Voicemail German (2.0.0)
4          ENG CUE Voicemail US English (2.0.0)

```

Available commands are:

```

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

```

>4

- Step 5** Your choice will appear as a "*" in the language selection menu. Use the menu to add, remove, or get information about languages. Enter x when finished.

Language Selection Menu:

```

Num.      Selected  Installed  Language Name
-----
1          FRA CUE Voicemail European French (2.0.0)
2          ESP CUE Voicemail European Spanish (2.0.0)
3          DEU CUE Voicemail German (2.0.0)
4          *      ENG CUE Voicemail US English (2.0.0)

```

Available commands are:

```

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

```

>x

At this point the new software will load from the FTP server.



Note

When you download the software, there are no other prompts for user input. The software package is downloaded from the FTP server to the CUE network module.

```
se-172-16-0-0>
```

Download the Files for a Later Upgrade

SUMMARY STEPS

1. Download the software image files. See [“Downloading the Software Files”](#) on page 52.
2. Enter the **software download upgrade** command to download the software for a later upgrade.
3. Enter y to begin the download.

DETAILED STEPS

Step 1 Download the software image files. See [“Downloading the Software Files”](#) on page 52.

Step 2 Enter the **software download upgrade** command to download the software for a later upgrade:

```
se-172-16-0-0# software download upgrade url ftp://ftp_server_ip_address/cue-package.pkg
```



Note This example uses the default anonymous FTP user.

or, if the FTP server has been configured:

```
se-172-16-0-0# software download upgrade pkg cue-package.pkg
```



Note If the FTP server has been set in configuration mode, you do not need to use the FTP parameters.

Step 3 Enter **y** to begin the download:

```
WARNING:: This command will download the necessary software to
WARNING:: complete an upgrade. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
Downloading cue-vm.2.2.pkg
Bytes downloaded : 63648
```

```
Validating package signature ... done
Validating installed manifests .....complete.
```



Note When you download the software, there are no other prompts for user input. The software package is downloaded from the FTP server to the CUE network module.

```
se-172-16-0-0#
```

What to Do Next

- Use the **software download status** command to check the download status:

```
se-172-16-0-0# software download status
Download request in progress.
downloading file : cue-vm.2.2.pt1
bytes downloaded : 18612224
se-172-16-0-0#
```

```
se-172-16-0-0# software download status
Download request completed successfully.
se-172-16-0-0#
```

- Install or upgrade the CUE software version. See [“Installing the Software Image Files”](#) section on page 41 or [“Upgrading the Software Image”](#) section on page 44.

Downgrading the Software Image

This section describes the procedure for downgrading your existing software image.



Note

Only certain versions of CUE software support an upgrade or downgrade. Check the release notes for the specific version to see if an upgrade or downgrade is supported. You cannot downgrade below CUE 2.0.

Prerequisites

Downgrading the software image files requires the following:

- A previous upgrade to a CUE software version that can be downgraded.



Note

Back up current system configurations and data before installing new software.

SUMMARY STEPS

Starting from CUE network module EXEC mode:

1. Enter the **software install downgrade** command to downgrade the CUE software.
2. Enter **y** to begin the downgrade.

DETAILED STEPS

Step 1 Enter the **software install downgrade** command to downgrade the CUE software:

```
se-172-16-0-0# software install downgrade
```

Step 2 Enter **y** to begin the downgrade:

```
WARNING:: This command will downgrade the software to the previously
WARNING:: installed version.
```

```
Would you like to continue? [n]y
```



Caution

A downgrade does not replace everything on the disk, just the files necessary to make the downgrade. It is recommended that you do a backup before any software installation.



Note

When you downgrade the software, there are no other prompts for user input. The software is downgraded to the previous version, the last version upgraded from, and the current configuration is retained.

```
se-172-16-0-0>
```

What to Do Next

- Use the **show software versions** command to verify an upgrade or downgrade. The following shows the versions after downgrading from 2.1 to 2.0

```
se-172-16-0-0# show software versions

Installed Packages:
- Bootloader (Primary - INSTALLER)  1.0.17
- Global  2.0
- Voice Mail  2.0
- Bootloader (Secondary)  2.0.0
- Core  2.0
- Auto Attendant  2.0

Installed Languages:
- US English  2.0

SYSTEM ONLINE
se-172-16-0-0#
```

Installing a Software Image Using Boot Helper

This section describes the procedures for installing a new release of Cisco Unity Express software using the boot helper.

**Note**

The helper is intended for emergency use or "first time" installs. (e.g. going from 1.1(2) to 2.0). It only supports install of licenses, and full images. The helper mode does not support upgrades or language only installs.

**Note**

CUE 2.0 should not be installed on an AIM-CUE with 512MB of Compact Flash. See Field Notice 64046: http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5520/products_field_notice09186a00803e1911.shtml

Prerequisites

- Ensure that the TFTP and FTP servers are configured and active. If the TFTP and FTP servers reside on the same computer, ensure that the TFTP and FTP programs are activated.
- Ensure that you can ping the Cisco Unity Express module from the TFTP and FTP servers.

Sequence of Tasks

Installing a new software image entails the following sequence of tasks:

1. Downloading the software image files. See [“Downloading the Software Files” on page 52](#).
2. Backing up your data and configuration files. See [“Backing Up Files” on page 107](#).

3. Entering configuration parameter values. See “[Entering Configuration Parameter Values](#)” on page 52.
4. Installing the software files. See “[Installing the Software Image Files](#)” on page 54.
5. Restoring the data and configuration files. See “[Restoring Files](#)” on page 110.
6. Rebooting the system.

Downloading the Software Files

Downloading the Cisco Unity Express software files is the first software installation task. Review the prerequisites listed above to ensure that all servers and modules are active and available.

SUMMARY STEPS

1. Go to the Cisco Unity Express page on the Cisco Software Center website.
2. Download the Cisco Unity Express software files.
3. Copy the cue-installer.2.0.1 file to the TFTP server.
4. Copy the other software files to the FTP server.

DETAILED STEPS

-
- Step 1** Go to the Cisco Unity Express page on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.
- Step 2** Download the Cisco Unity Express software files.
- cue-installer.2.0.1 (Helper installer)
 - cue-vm-installer.2.0.1.prt1 (installer payload file)
 - cue-vm.2.0.1.pkg (main software package file)
 - cue-vm-full.2.0.1.prt1 (voicemail application)
 - cue-vm-lang-pack.2.0.1.pkg (language package file)
 - cue-vm-*language*-pack.2.0.1.prt1 (language prompts)
- Step 3** Copy the cue-installer.2.0.1 file to the TFTP server.
- Step 4** Copy the other software files to the FTP server.
-

What to Do Next

- Back up your data and configuration files. See “[Backing Up Files](#)” on page 107.
- After backing up the files, configure several parameter values. See “[Entering Configuration Parameter Values](#)” on page 52.

Entering Configuration Parameter Values

You must configure several parameters in the CUE server to be able to download the CUE software files.

SUMMARY STEPS

1. **reload**
2. Type “***” to go into the boot loader mode.
3. **config**
4. Enter the values for the following parameters:
 - Network module’s IP address
 - Subnet mask
 - TFTP server address
 - Gateway router address
 - Ethernet interface is internal
 - Default helper image is cue-installer.2.0.1
 - Default boot setting
 - Default bootloader is secondary
5. Boot the NM with the boot helper.

DETAILED STEPS

-
- Step 1** Type **reload** to restart the system.
- Step 2** Type “***” to go into the boot loader mode.
- Step 3** Type **config** to go into configuration mode.
- Step 4** Enter the values for the following parameters:
- Network module’s IP address
 - Subnet mask
 - TFTP server address
 - Gateway router address
 - Ethernet interface: **internal**
 - Default helper image: **cue-installer.2.0.1**
 - Default boot: **disk**
 - Default bootloader: **secondary**
- Step 5** Type **boot helper** to begin the installation. This will load the installer
-

What to Do Next

Install the software files. See [“Installing the Software Image Files”](#) on page 54.

Installing the Software Image Files

After downloading the software files and backing up your data, you are ready to install the software image files.

Prerequisites

Installing the software image files requires the following information:

- TFTP server IP address
- FTP server IP address
- FTP server user ID
- FTP server password
- Software package name



Note

Back up current system configurations and data before installing new software.

SUMMARY STEPS

Starting from NM EXEC mode:

1. Select the first choice, Install Software, from the install menu.
2. Enter the package name, FTP server address, username, and password.
3. Select the language version from the language selection menu.
4. Enter **x** when finished with the language selection menu.
5. Enter **y** to begin the initial configuration in the post installation configuration menu.
6. Enter **y** to restore the configuration saved in flash memory or **n** to use your backup to restore your configuration.
7. Enter the CUE administrator ID. This is the username to log in to the CUE GUI.

DETAILED STEPS

Step 1 Select the first choice, Install Software, from the install menu:

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

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

```
Package name: cue-vm.2.0.1.pkg
Server url: ftp://10.33.162.120/
Username: cue
Password: *****
Software installation will clear disk contents
Continue [y/n]? y
```

**Caution**

This step cleans the disk. All configuration and voice messages will be lost after this step. For future upgrades and installations, verify that a backup has been done. If it has not, abort at this step and do a backup first.

Step 3 Select the language version from the language selection menu:

Language Selection Menu:

```

Num.      Selected  Installed  Language Name
-----
1          1          FRA CUE Voicemail European French (2.0.0)
2          1          ESP CUE Voicemail European Spanish (2.0.0)
3          1          DEU CUE Voicemail German (2.0.0)
4          1          ENG CUE Voicemail US English (2.0.0)

```

Available commands are:

```

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

```

>4

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

Language Selection Menu:

```

Num.      Selected  Installed  Language Name
-----
1          1          FRA CUE Voicemail European French (2.0.0)
2          1          ESP CUE Voicemail European Spanish (2.0.0)
3          1          DEU CUE Voicemail German (2.0.0)
4          *          ENG CUE Voicemail US English (2.0.0)

```

Available commands are:

```

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

```

>x

Step 5 Enter y to begin the initial configuration:

```

IMPORTANT::
IMPORTANT::   Welcome to Cisco Systems Service Engine
IMPORTANT::   post installation configuration tool.
IMPORTANT::
IMPORTANT:: This is a one time process which will guide
IMPORTANT:: you through initial setup of your Service Engine.
IMPORTANT:: Once run, this process will have configured
IMPORTANT:: the system for your location.
IMPORTANT::
IMPORTANT:: If you do not wish to continue, the system will be halted
IMPORTANT:: so it can be safely removed from the router.
IMPORTANT::

```

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

Step 6 Enter the appropriate response **y** or **n**. See the output below to determine your configuration needs.

```
IMPORTANT::
IMPORTANT:: A Cisco Unity Express configuration has been found in flash.
IMPORTANT:: You can choose to restore this configuration into the
IMPORTANT:: current image.
IMPORTANT::
IMPORTANT:: A stored configuration contains some of the data from a
IMPORTANT:: previous installation, but not as much as a backup. For
IMPORTANT:: example: voice messages, user passwords, user PINs, and
IMPORTANT:: auto attendant scripts are included in a backup, but are
IMPORTANT:: not saved with the configuration.
IMPORTANT::
IMPORTANT:: If you are recovering from a disaster and do not have a
IMPORTANT:: backup, you can restore the saved configuration.
IMPORTANT::
IMPORTANT:: If you are going to restore a backup from a previous
IMPORTANT:: installation, you should not restore the saved configuration.
IMPORTANT::
IMPORTANT:: If you choose not to restore the saved configuration, it
IMPORTANT:: will be erased from flash.
IMPORTANT::
```

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

Step 7 Enter the CUE administrator ID. This is the username to log in to the CUE GUI.

```
IMPORTANT::
IMPORTANT:: Administrator Account Creation
IMPORTANT::
IMPORTANT:: Create an administrator account. With this account,
IMPORTANT:: you can log in to the Cisco Unity Express GUI and
IMPORTANT:: run the initialization wizard.
IMPORTANT::
```

```
Enter administrator user ID:
  (user ID): Admin
Enter password for admin:
  (password): *****
Confirm password for admin by reentering it:
  (password): *****
```

```
se-172-16-0-0>
```

What to Do Next

1. Restore the data and configuration files. See [“Restoring Files” on page 110](#).
2. Reboot the system.
3. Enter the Cisco Unity Express command environment. See [“Entering the Command Environment” on page 26](#).