



Upgrading From an Earlier Cisco Unity Express Release

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This chapter describes the procedures for installing a new release of Cisco Unity Express software using the software installer in the application.

The following conditions apply:

- Cisco Unity Express 2.3 does not support releases of Cisco Unified CallManager prior to 4.1. If you are using an earlier release of Cisco Unified CallManager, you must upgrade to release 4.1 or higher to interoperate with Cisco Unity Express 2.3.
- This procedure is available to systems with a network module (NM-CUE-EC or NM-CUE) or 1 GB advanced integration module (AIM-CUE). Cisco Unity Express 2.3 does not support the 512 MB AIM-CUE.
- If you are going to install Cisco Unity Express 2.0.1 or earlier, you must reinstall the license file for that release after completing the clean installation.

This *clean* installation erases and repartitions the disk before loading all new files on the disk. You need to back up and restore your configuration and data files before starting the clean installation. Only an FTP server is required for a clean installation.

The software files are downloaded in the background while Cisco Unity Express continues to operate. Anytime after the download is finished, you can perform the upgrade.

This section includes the following subsections:

- [Prerequisites, page 33](#)
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- [What to Do Next, page 38](#)

Prerequisites

- Cisco Unity Express 2.0.1 or later is currently installed. If your system has an earlier release installed, follow the procedure in “[Upgrading Using the Boot Helper](#)” on page 41.
- Ensure that the FTP server is configured and active.
- The following information is required:

- FTP server IP address
- FTP server user ID
- FTP server password
- Software package name
- If you are installing a language, see the *Release Notes for Cisco Unity Express, Release 2.3* for a list of available languages.
- Ensure that you can ping the Cisco Unity Express network module from the FTP server.
- If Cisco Unity Express is configured to use DNS, hostnames can be used to identify the FTP server. If Cisco Unity Express is not configured to use DNS, use the IP address of the FTP server.

Task List

Installing a new software image entails the sequence of tasks described in [Table 9](#):

Table 9 Task List for Upgrading From an Earlier Cisco Unity Express Release

Checklist	Checkoff
1. Backing up your data and configuration files. See “ Appendix A: Backing Up Files ” on page 55 .	<input type="checkbox"/>
2. Downloading and installing the software image files. See “ Downloading and Installing a New Software Image ” on page 34 .	<input type="checkbox"/>
3. Restoring the data and configuration files. See “ Appendix B: Restoring Files ” on page 57 .	
Note If you are going back to Cisco Unity Express release 2.0.1 or earlier, you must reinstall the license file for that release. See “ Upgrading the Cisco Unity Express License ” on page 49 .	<input type="checkbox"/>
4. Rebooting the system.	<input type="checkbox"/>

Downloading and Installing a New Software Image

Use this procedure to install a new Cisco Unity Express software image.



Note

If you have not already done so, back up your data and configuration files before starting the installation. See “[Appendix A: Backing Up Files](#)” on [page 55](#).

SUMMARY STEPS

1. Log in and 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 software files to the FTP server.
4. (Optional) Enter the **software download clean** command to download the new software from the FTP server.



Note Although the **software download** command is optional, it is useful for staging the installation. The command stores the software files on the hard disk, which can save time during any subsequent installation or upgrade.

5. (Required for Step 4.) Enter **y** to continue the installation.
6. Select the language version from the language selection menu.
7. Enter **x** when you finish with the language selection menu.
8. (Optional) Enter the **software download status** command to check the download status.
9. Enter the **software install clean** command to install the new software.
The system automatically reloads after the installation is complete.
10. Enter **y** to begin the initial configuration.
11. Enter **y** to restore the configuration saved in flash memory or **n** to use your backup to restore your configuration.
12. Enter the Cisco Unity Express administrator ID. This is the username to log in to the Cisco Unity Express GUI.

DETAILED STEPS

- Step 1** Log in and 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.2.3.x.pkg (main package files)
 - cue-vm-full.2.3.x.prt1 (voice-mail application)
 - cue-vm-lang-pack.2.3.x.pkg (language package file)
 - cue-vm-en_US-lang-pack.2.3.x.prt1 (language prompts)
 - CUEEditor2.3.1.exe
- Step 3** Copy the software files to the FTP server.
- Step 4** (Optional) Enter the **software download clean** command to download the new software from the FTP server:

```
se-172-16-0-0# software download clean url ftp://ftp_server_ip_address/cue-vm.2.3.x.pkg
username username password password
```

or, if the FTP server has been configured:

```
se-172-16-0-0# software download clean pkg cue-vm.2.3.1.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 2.3 Command Reference](#).

- Step 5** (Required for Step 4.) 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 6 Select the language version from the language selection menu:

Language Selection Menu:

# Selected	SKU	Language Name
1	PTB	CUE Voicemail Brazilian Portuguese (2.3.0)
2	ENG	CUE Voicemail British English (2.3.0)
3	FRC	CUE Voicemail Canadian French (2.3.2)
4	DAN	CUE Voicemail Danish (2.3.0)
5	FRA	CUE Voicemail European French (2.3.0)
6	ESP	CUE Voicemail European Spanish (2.3.0)
7	DEU	CUE Voicemail German (2.3.0)
8	ITA	CUE Voicemail Italian (2.3.0)
9	ESO	CUE Voicemail Latin American Spanish (2.3.0)
10	ESM	CUE Voicemail Mexican Spanish (2.3.2)
11	CHS	CUE Voicemail Mandarin Chinese (2.3.3)
12	KOR	CUE Voicemail Korean (2.3.3)
13	JAP	CUE Voicemail Japanese (2.3.3)
14	ENG	CUE Voicemail US English (2.3.0)

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

>9

Step 7 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:

# Selected	SKU	Language Name
1	PTB	CUE Voicemail Brazilian Portuguese (2.3.0)
2	ENG	CUE Voicemail British English (2.3.0)
3	FRC	CUE Voicemail Canadian French (2.3.2)
4	DAN	CUE Voicemail Danish (2.3.0)
5	FRA	CUE Voicemail European French (2.3.0)
6	ESP	CUE Voicemail European Spanish (2.3.0)
7	DEU	CUE Voicemail German (2.3.0)
8	ITA	CUE Voicemail Italian (2.3.0)
9	*	ESO CUE Voicemail Latin American Spanish (2.3.0)
10	ESM	CUE Voicemail Mexican Spanish (2.3.2)
11	CHS	CUE Voicemail Mandarin Chinese (2.3.3)
12	KOR	CUE Voicemail Korean (2.3.3)
13	JAP	CUE Voicemail Japanese (2.3.3)
14	ENG	CUE Voicemail US English (2.3.0)

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.



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 Cisco Unity Express module.

Step 8 (Optional) Enter 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.2.3.1.pkg
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#
```

Step 9 Enter the **software install clean** command to install the new software:



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. See [“Appendix A: Backing Up Files” on page 55](#).

```
se-172-16-0-0# software install clean url ftp://ftp-server-ip-address/cue-vm.2.3.x.pkg
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.2.3.1.pkg
```



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

Step 10 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 11 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 12 Enter the Cisco Unity Express administrator ID. This is the username to log in to the Cisco Unity Express 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 [“Appendix A: Backing Up Files” on page 55](#).



Note If you do not have any backup files for your system and cannot do a restore of the data, run the initialization wizard. See [Cisco Unity Express 2.3 GUI Administrator Guide](#).

**Note**

If you want to use CLI commands to perform the configuration tasks covered by the initialization wizard (for example, if you want to use a configuration script), you can skip the initialization wizard by using the **web skipinitwizard** command in the Cisco Unity Express EXEC mode. This command turns off the initialization wizard. You cannot restart it unless you reimage the Cisco Unity Express module.

2. If you installed Cisco Unity Express 2.0.1 or earlier, reinstall the license file for that release. See [“Upgrading the Cisco Unity Express License”](#) on page 49.
3. Reboot the system.
4. Configure new system features. See the *Cisco Unity Express 2.3 CLI Administrator Guide* and the *Cisco Unity Express 2.3 GUI Administrator Guide*.

