



# Reinstalling a Cisco Unity Express Image Using the Boot Helper

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**Last Updated: June 25, 2007**

This chapter describes the procedures for installing Cisco Unity Express software using the boot helper.



**Note**

The boot helper method may be used for emergency situations when your system is not responding as required or for a new installation. The helper supports only installations of licenses and full images. The boot helper mode does not support upgrades or language-only installations.

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This is a *clean* installation. It cleans the disk by erasing any existing configuration and voice-mail data before loading the new files on the disk. You must back up your configuration and data files before starting the clean installation, then restore the configuration and data files after the installation takes place. Both FTP and TFTP servers are required.



**Note**

You can also use the clean install procedure described in the [“Upgrading to Cisco Unity Express 3.0 from Most Earlier Versions”](#) section on page 22.

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This chapter contains the following sections:

- [Prerequisites, page 33](#)
- [Task List, page 34](#)
- [Downloading the Software Files, page 34](#)
- [Entering Configuration Parameter Values, page 35](#)
- [Installing the Software Image Files, page 36](#)

## Prerequisites

- Ensure that the TFTP and FTP servers are configured and active.
- Ensure that you can ping the Cisco Unity Express module from the TFTP and FTP servers.
- See the [Release Notes for Cisco Unity Express, Release 3.0](#) for a list of available languages.

# Task List

Installing a software image entails the sequence of tasks described in [Table 4](#):

**Table 4** Task List for Upgrading Using the Boot Helper

Checklist	Checkoff
1. Backing up your data and configuration files. See the “ <a href="#">Appendix A: Backing Up Files</a> ” section on page 47.	<input type="checkbox"/>
2. Downloading the software image files. See the “ <a href="#">Downloading the Software Files</a> ” section on page 34.	<input type="checkbox"/>
3. Entering bootloader configuration parameter values. See the “ <a href="#">Entering Configuration Parameter Values</a> ” section on page 35.	<input type="checkbox"/>
4. Installing the software files. See the “ <a href="#">Installing the Software Image Files</a> ” section on page 36.	<input type="checkbox"/>
5. Restoring the data and configuration files. See the “ <a href="#">Appendix B: Restoring Files</a> ” section on page 49.	<input type="checkbox"/>

## 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. Log in and 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.3.0.x files to the TFTP server.
4. Copy the other software files to the FTP server.

### 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.
- NM-CUE, NM-CUE-EC, and AIM-CUE modules
    - cue-installer.3.0.x (helper installer)
    - cue-vm-installer.3.0.x.pt1 (installer payload file)
    - cue-vm.nm+aim.3.0.x.pkg (main package files)
    - cue-vm-full.nm+aim.3.0.x.pt1 (voice-mail application)
    - cue-vm-lang-pack.nm+aim.3.0.x.pkg (language package file)
    - cue-vm-en\_US-lang-pack.nm+aim.3.0.x.pt1 (language prompts)



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**Note** Instead of US English, you may download another appropriate language.

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- NME-CUE module
  - cue-installer.3.0.x (helper installer)
  - cue-vm-installer.3.0.x.prt1 (installer payload file)
  - cue-vm.nme.3.0.x.pkg (main package files)
  - cue-vm-full.nme.3.0.x.prt1 (voice-mail application)
  - cue-vm-lang-pack.nme.3.0.x.pkg (language package file)
  - cue-vm-en\_US-lang-pack.nme.3.0.x.prt1 (language prompts)



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**Note** Instead of US English, you may download another appropriate language.

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**Step 3** Copy the cue-vm-installer.3.0.x.prt1 file to the TFTP server.

**Step 4** Copy the other software files to the FTP server.

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## What to Do Next

- Back up your data and configuration files. See the [“Appendix A: Backing Up Files”](#) section on page 47.
- After backing up the files, configure several parameter values. See the [“Entering Configuration Parameter Values”](#) section on page 35.

## Entering Configuration Parameter Values

You must configure several parameters in the Cisco Unity Express server to be able to download the Cisco Unity Express software files.

### SUMMARY STEPS

1. **reload**
2. Type “\*\*\*” to enter 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.3.0.x

- Default boot setting
  - Default bootloader is primary
5. Boot the module with the boot helper.

## DETAILED STEPS

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- Step 1** Type **reload** to restart the system.
- Step 2** Type “\*\*\*” to enter the boot loader mode.
- Step 3** Type **config** to enter 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.3.0.x**
  - Default boot: **disk**
  - Default bootloader: **primary**




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**Note** We recommend that you use the primary bootloader as the default when installing.

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- Step 5** Type **boot helper** to begin the installation. This will load the installer.
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## What to Do Next

Install the software files. See the [“Installing the Software Image Files”](#) section on page 36.

# Installing the Software Image Files

Once the helper installer (from [Step 5](#) above) comes up, 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

## SUMMARY STEPS

From the list of options presented by the helper installer:

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 postinstallation 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 Cisco Unity Express administrator ID. This is the username to log in to the Cisco Unity Express GUI.
8. Enter the **show software versions** command to verify the installation.

## 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.3.0.1.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 are 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. See the [“Appendix A: Backing Up Files”](#) section on page 47.

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

Language Selection Menu:

#	Selected	SKU	Language Name (version)
1		ITA	CUE Voicemail Italian (3.0.0.0)
2		ESP	CUE Voicemail European Spanish (3.0.0.0)
3		ENU	CUE Voicemail US English (3.0.0.0)
4		FRA	CUE Voicemail European French (3.0.0.0)
5		ESO	CUE Voicemail Latin American Spanish (3.0.0.0)
6		ESM	CUE Voicemail Mexican Spanish (3.0.0.0)
7		FRC	CUE Voicemail Canadian French (3.0.0.0)

```

 8          ENG      CUE Voicemail UK English (3.0.0.0)
 9          DEU      CUE Voicemail German (3.0.0.0)
10         DAN      CUE Voicemail Danish (3.0.0.0)
11         PTB      CUE Voicemail Brazilian Portuguese (3.0.0.0)
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```

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

```

>6



#### Note

Select the language that was previously configured as the system default on the system running the earlier release. If you want to change the language support as part of the upgrade, additional preparation is required. For example, users, audio prompts, triggers and some custom scripts might be defined with a different language than the system default. If these are not updated correctly, then audio prompts for users defined with other languages may not work. See the [“Appendix C: Language Upgrade Preparation” section on page 51](#).

- 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. The example below shows that Italian, US English, and Mexican Spanish are selected.

Language Selection Menu:

```

# Selected  SKU      Language Name (version)
-----
 1          *      ITA      CUE Voicemail Italian (3.0.0.0)
 2          *      ESP      CUE Voicemail European Spanish (3.0.0.0)
 3          *      ENU      CUE Voicemail US English (3.0.0.0)
 4          *      FRA      CUE Voicemail European French (3.0.0.0)
 5          *      ESO      CUE Voicemail Latin American Spanish (3.0.0.0)
 6          *      ESM      CUE Voicemail Mexican Spanish (3.0.0.0)
 7          *      FRC      CUE Voicemail Canadian French (3.0.0.0)
 8          *      ENG      CUE Voicemail UK English (3.0.0.0)
 9          *      DEU      CUE Voicemail German (3.0.0.0)
10         DAN      CUE Voicemail Danish (3.0.0.0)
11         PTB      CUE Voicemail Brazilian Portuguese (3.0.0.0)
-----

```

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

```

>\*



#### Note

The software is installed and the system restarts.

- Step 5** After the system reloads, 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 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): *****

se-172-16-0-0>

```

**Step 8** Use the **show software version** command to verify the installation. The following shows the versions after upgrading to version 3.0.1.

```

se-10-50-10-125# show software version

Installed Packages:
Software Version: 3.0.1
- Installer 3.0.1.0

```

```
- Thirdparty 2.3.1.0
- Bootloader (Primary) 2.1.14
- Infrastructure 2.3.2.0
- Global 3.0.1.0
- Service Engine license 2.1.2.0
- Auto Attendant 3.0.0.12
- Voice Mail 10.2.3.1.0
- Bootloader (Secondary) 2.1.15.0
- Core 2.4.0.1
- GPL Infrastructure 2.2.1.0
```

Installed Plug-ins:

```
- CUE Voicemail Language Support 3.0.0.0
  - CUE Voicemail Brazilian Portuguese 3.0.0.0
  - CUE Voicemail US English 3.0.0.0
```

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## What to Do Next

1. Restore the data and configuration files. See the [“Appendix B: Restoring Files”](#) section on page 49.
2. Reboot the system.
3. Install the license files, making sure they are the same version as the software package. See the [“Upgrading or Downgrading the Cisco Unity Express License in the Same Version”](#) section on page 41.
4. Configure new system features. See the *Cisco Unity Express 3.0 CLI Administrator Guide* and the *Cisco Unity Express 3.0 GUI Administrator Guide*.