



# Installing Cisco Unity Express Software

**Last Updated: November 5, 2007**

After ensuring that the prerequisites described in the “[Prerequisites for Installing Cisco Unity Express Software](#)” section on page 13 are completed, the Cisco Unity Express software is ready to be configured. This chapter describes the installation procedure and contains the following information and procedures:

- [Task List](#), page 19
- [Activating IP Connectivity to Cisco Unity Express Software](#), page 20
- [Adding or Removing Languages](#), page 22

## Task List



**Note**

When you order Cisco Unity Express, Cisco Unity Express software and the purchased license are installed on the module at the factory. Spare modules also ship with the software and license installed.

The following procedures are required to configure a new installation of Cisco Unity Express:

**Table 1**      **Task List for Installing Cisco Unity Express Software on a New System**

Checklist	Checkoff
1. Create the Cisco Unity Express administrator username and password and specify the IP addresses for the DNS server and NTP server. This username and password is needed to log in to the initialization wizard. See the <a href="#">Cisco Unity Express 3.1 Voice-Mail and Auto-Attendant CLI Administrator Guide</a> and the <a href="#">Cisco Unity Express 3.1 GUI Administrator Guide</a> .	<input type="checkbox"/>
2. Configure the IP addressing between the module and the router. See the “ <a href="#">Activating IP Connectivity to Cisco Unity Express Software</a> ” section on page 20.	<input type="checkbox"/>
3. Add or remove languages. See the “ <a href="#">Adding or Removing Languages</a> ” section on page 22.	<input type="checkbox"/>

**Table 1** Task List for Installing Cisco Unity Express Software on a New System (continued)

Checklist	Checkoff
<p>4. Begin configuring the Cisco Unity Express software. See the <a href="#">Cisco Unity Express 3.1 Voice-Mail and Auto-Attendant CLI Administrator Guide</a> and the <a href="#">Cisco Unity Express 3.1 GUI Administrator Guide</a> for the configuration tasks.</p> <p><b>Note</b> The <a href="#">Cisco Unity Express 3.1 GUI Administrator Guide</a> describes the procedure for performing initial configuration tasks using the initialization wizard tool, which uses a graphical user interface (GUI). 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 <b>web skipinitwizard</b> command in Cisco Unity Express EXEC mode. This command turns off the initialization wizard. You cannot turn it on or restart it unless you reimage the Cisco Unity Express module.</p>	<input type="checkbox"/>

## Activating IP Connectivity to Cisco Unity Express Software

Before installing the Cisco Unity Express NM-CUE or AIM-CUE module, activate the Cisco Unified Communications Manager IP communication link between the system and the Cisco Unity Express application.

### Prerequisites

The following information is required for activating the software:

- Slot and unit numbers of the Cisco Unity Express module on the Cisco IOS router that hosts Cisco Unity Express.
- IP address and subnet mask of the Cisco IOS router that hosts Cisco Unity Express or the unnumbered interface type and number.
- IP address of the Cisco Unity Express module. This IP address must be on the same subnet as the Cisco IOS router that hosts Cisco Unity Express.
- IP address of the default gateway of the Cisco Unity Express router. This IP address must be the same IP address as the Cisco IOS router that hosts Cisco Unity Express.

### SUMMARY STEPS

1. **interface service-engine** *slot/unit*  
or  
**interface integrated-service-engine** *slot/unit*
2. **ip address** *router-ip-addr subnet-mask*  
or  
**ip unnumbered** *type number*
3. **service-module ip address** *cue-side-ip-addr subnet-mask*
4. **service-module ip default-gateway** *gw-ip-addr*
5. **exit**

## DETAILED STEPS

	Command or Action	Purpose
Step 1	Choose one of the following:  <b>interface service-engine</b> <i>slot/unit</i>  <b>Example:</b> Router(config)# interface service-engine 2/0  or  <b>interface integrated-service-engine</b> <i>slot/unit</i>  <b>Example:</b> Router(config)# interface integrated-service-engine 2/0	Enters interface configuration mode on the AIM-CUE, NM-CUE, or NM-CUE-EC.  Enters interface configuration mode on the NME-CUE.
Step 2	<b>ip address</b> <i>router-ipaddr subnet-mask</i>  <b>Example:</b> Router(config-if)# ip address 172.16.231.195 255.255.0.0  or  Router(config-if)# <b>ip unnumbered</b> <i>type number</i>  <b>Example:</b> Router(config-if)# ip unnumbered FastEthernet 0/0	Specifies the IP address and subnet mask of the Cisco IOS router hosting Cisco Unity Express.  Specifies the interface <i>type</i> and <i>number</i> for the Cisco IOS router hosting Cisco Unity Express.
Step 3	<b>service-module ip address</b> <i>cue-side-ipaddr subnet-mask</i>  <b>Example:</b> Router(config)# service-module ip address 172.16.231.190 255.255.0.0	Specifies the IP address of the Cisco Unity Express module interface. This IP address must be on the same subnet as the Cisco IOS router that hosts Cisco Unity Express.
Step 4	<b>service-module ip default-gateway</b> <i>gw-ipaddr</i>  <b>Example:</b> Router(config)# service-module ip default-gateway 172.16.231.195	Specifies the IP address of the Cisco IOS router that hosts Cisco Unity Express.
Step 5	<b>exit</b>  <b>Example:</b> Router(config-if)# exit	Exits interface configuration mode.

## Examples

The following example illustrates the IP connectivity activation procedure:

```
Router(config)# interface Service-Engine 1/0
Router(config-if)# ip address 10.0.0.9 255.0.0.0
```

```
Router(config-if)# service-module ip address 10.0.0.10 255.0.0.0
Router(config-if)# service-module ip default-gateway 10.0.100.10
Router(config-if)# exit
```

## Adding or Removing Languages

Installing additional languages or removing languages must be done in online mode only. You cannot add or remove languages using the boothelper except when you perform a complete installation of the Cisco Unity Express software.

## Installing Additional Languages

### Prerequisites

The following information is required for installing languages:

- URL of the FTP server.

### Restrictions

- You are limited to 2 concurrent languages with an AIM-CUE module license

To install a second language on the AIM-CUE, you may need to perform some additional steps. See the [“Adding a Second Language on the AIM-CUE” section on page 23](#).

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- You are limited to 5 concurrent languages with an NM-CUE, NM-CUE-EC, or NME-CUE module license



#### Note

See the [“Upgrading or Downgrading the Cisco Unity Express License in the Same Version” section on page 39](#).

### SUMMARY STEPS

1. **config t**
2. **software download server url ftp://server-ip-address[/dir] [username username password password]**
3. **exit**
4. **software install add cue-vm-langpack.3.1.1.nm-aim.pkg**  
or  
**software install add cue-vm-langpack.3.1.1.nme.pkg**

### DETAILED STEPS

- 
- Step 1** Use **config t** to enter configuration mode.

- Step 2** Enter **software download server url** `ftp://server-ip-address[/dir][username username password password]` where
- *server-ip-address* is the URL of the FTP server
  - *username* is the name of the valid user on the FTP server
  - *password* is the username's password to allow access to the FTP server
- Step 3** Exit configuration mode.
- Step 4** Choose one of the following:
- On the AIM-CUE, NM-CUE, and NM-CUE-EC, enter **software install add cue-vm-langpack.3.1.1.nm-aim.pkg**.
  - On the NME-CUE, enter **software install add cue-vm-langpack.3.1.1.nme.pkg**.

## Adding a Second Language on the AIM-CUE

To install a second language on the AIM-CUE, you may need to perform additional steps. The voicemail capacity must be reduced to 480 minutes before the second language can be installed. Perform the following steps.

### SUMMARY STEPS

1. **show voicemail limits**
2. **config t**
3. **voicemail capacity time 480**

### DETAILED STEPS

- Step 1** In Exec mode, enter the **show voicemail limits** command to display the voicemail system capacity configured on the AIM-CUE.
- If the system capacity on the AIM-CUE is configured to 480 minutes, then no further action is needed. If the system capacity is configured to 840 minutes, then proceed to the next step.
- Step 2** Type **config t** to enter configuration mode.
- Step 3** Enter the **voicemail capacity time 480** command to reduce the voicemail system capacity to 480 minutes, which will free up enough space to install the second language.
- After this step is completed, the second language can be installed on the AIM-CUE.

## Examples

The following example illustrates choosing additional languages.

```
Language add-ons found on the system (1):
Installed  SKU      Name (version)
-----
          *      ENU      CUE Voicemail US English (3.0.0.0)
```

```
Maximum 5 language add-ons allowed for this platform.
You may install 4 more language(s) from the following list:
```

Language Installation 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		NLD	CUE Voicemail Dutch (3.0.0.19)
8		SVE	CUE Voicemail Swedish (3.0.0.19)
9		FRC	CUE Voicemail Canadian French (3.0.0.0)
10		ENG	CUE Voicemail UK English (3.0.0.0)
11		DEU	CUE Voicemail German (3.0.0.0)
12		DAN	CUE Voicemail Danish (3.0.0.0)
13		PTB	CUE Voicemail Brazilian Portuguese (3.0.0.0)
14		KOR	CUE Voicemail Korean (3.0.0.0)
15		CHS	CUE Voicemail Mandarin Chinese (3.0.0.0)
16		JPN	CUE Voicemail Japanese (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

Enter Command: **11**

Language Installation 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		NLD	CUE Voicemail Dutch (3.0.0.19)
8		SVE	CUE Voicemail Swedish (3.0.0.19)
9		FRC	CUE Voicemail Canadian French (3.0.0.0)
10		ENG	CUE Voicemail UK English (3.0.0.0)
11	*	DEU	CUE Voicemail German (3.0.0.0)
12		DAN	CUE Voicemail Danish (3.0.0.0)
13		PTB	CUE Voicemail Brazilian Portuguese (3.0.0.0)
14		KOR	CUE Voicemail Korean (3.0.0.0)
15		CHS	CUE Voicemail Mandarin Chinese (3.0.0.0)
16		JPN	CUE Voicemail Japanese (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

Enter Command: **x**

ui\_install scripts executed successfully.  
 Starting payload download

## Removing a Language

To remove languages, enter the **software uninstall** command as shown in the following example.

```
se-10-50-40-125> software uninstall ?
<cr>
  uid-list      List of UIDs of Subsystems to be uninstalled
se-10-50-40-125> software uninstall
```

Add-On Uninstallation Menu:

#	Selected	Add-On SSID	Add-On Name (version)
1		27e5e2ab-1622-4c02-8a0a-cfad0d932148	CUE Voicemail US English (3.0.0.0)

Language Installation 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		NLD	CUE Voicemail Dutch (3.0.0.19)
8		SVE	CUE Voicemail Swedish (3.0.0.19)
9	*	FRC	CUE Voicemail Canadian French (3.0.0.0)
10		ENG	CUE Voicemail UK English (3.0.0.0)
11		DEU	CUE Voicemail German (3.0.0.0)
12		DAN	CUE Voicemail Danish (3.0.0.0)
13		PTB	CUE Voicemail Brazilian Portuguese (3.0.0.0)
14		KOR	CUE Voicemail Korean (3.0.0.0)
15		CHS	CUE Voicemail Mandarin Chinese (3.0.0.0)
16		JPN	CUE Voicemail Japanese (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
```

Enter Command: **r9**

Language Installation 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           NLD      CUE Voicemail Dutch (3.0.0.19)
8           SVE      CUE Voicemail Swedish (3.0.0.19)
9           FRC      CUE Voicemail Canadian French (3.0.0.0)
10          ENG      CUE Voicemail UK English (3.0.0.0)
11          DEU      CUE Voicemail German (3.0.0.0)
12          DAN      CUE Voicemail Danish (3.0.0.0)
13          PTB      CUE Voicemail Brazilian Portuguese (3.0.0.0)
14          KOR      CUE Voicemail Korean (3.0.0.0)
15          CHS      CUE Voicemail Mandarin Chinese (3.0.0.0)
16          JPN      CUE Voicemail Japanese (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

```

Enter Command:**x**

```

ui_install scripts executed successfully.
Starting payload download

```

## What to Do Next

After configuring connectivity to the Cisco Unity Express module or changing languages, run the initialization wizard to begin configuring the Cisco Unity Express database. See the [Cisco Unity Express 3.1 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 Cisco Unity Express EXEC mode. This command turns off the initialization wizard. You cannot turn it on or restart it unless you reimage the Cisco Unity Express module.