



Overview of Cisco Unity Express Software Installation

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This guide describes the set of Cisco Unity Express command-line interface (CLI) commands and graphical user interface (GUI) options for installing and upgrading the Cisco Unity Express software.

Use the tasks and procedures in this guide before performing the administrative tasks described in the [Cisco Unity Express 3.1 Voice-Mail and Auto-Attendant CLI Administrator Guide](#) and [Cisco Unity Express 3.1 GUI Administrator Guide](#).



Note

Use this guide for Cisco Unity Express installation or upgrade. It does not provide information on installation of Cisco routers, Cisco network modules, the Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager) server, or the Cisco Unified Communications Manager Express (Cisco Unified CME, formerly known as Cisco Unified CallManager Express) router. For more information about those topics, see the [Release Notes for Cisco Unity Express Release 3.1](#).

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Checklist for New Software Installation

A new Cisco Unity Express installation requires the following procedures:

Checklist	Checkoff
1. Review the prerequisites for your system to prepare for the Cisco Unity Express installation. See the “Prerequisites for Installing Cisco Unity Express Software” section on page 13.	<input type="checkbox"/>
2. Follow the instructions to activate the IP link between the Cisco Unity Express module and your call platform. See the “Installing Cisco Unity Express Software” section on page 19.	<input type="checkbox"/>
3. Run the initialization wizard to populate the Cisco Unity Express database with system-wide parameters and an initial set of subscribers. See the Cisco Unity Express 3.1 GUI Administrator Guide.	<input type="checkbox"/>
4. Configure other components and subscribers. See the Cisco Unity Express 3.1 Voice-Mail and Auto-Attendant CLI Administrator Guide , the Cisco Unity Express 3.1 GUI Administrator Guide , and the Cisco Unity Express 3.1 Interactive Voice Response CLI Administrator Guide.	<input type="checkbox"/>

Types of Cisco Unity Express Software Upgrades

Two procedures are available for upgrading Cisco Unity Express software. Choosing a procedure depends on the type of upgrade required:

- [Upgrading to Cisco Unity Express 3.1, page 28](#)

This clean installation “cleans” the disk by erasing any existing configuration and voice-mail data, repartitioning the disk, and loading all new files. You must back up your configuration and data files before starting the clean installation, and then restore the configuration and data files after the installation.

- [Upgrading to Cisco Unity Express 3.1 from Cisco Unity Express 2.3.4, page 34](#)

This is an upgrade procedure that does not erase any existing configuration or data. Using this upgrade procedure, you do not need to back up your current configuration and data files because the disk is not cleaned and only additional files are downloaded.

For a complete list of versions and the upgrade processes available for them, see the software upgrade process matrix in the [Release Notes for Cisco Unity Express Release 3.1.](#)

Platforms and Cisco IOS Software Images

Cisco Unity Express applications use a set of commands that are similar in structure to Cisco IOS software commands. However, Cisco Unity Express commands do not affect the Cisco IOS configuration.

Cisco Unity Express hardware modules and platforms use the Cisco IOS command-line interface (CLI) commands for their operation.

See the [Release Notes for Cisco Unity Express Release 3.1](#) for detailed information about the supported Cisco Unity Express software and hardware platforms.

Uninterruptible Power Supply Recommendations

We highly recommend attaching an uninterruptible power supply (UPS) to the router that houses the Cisco Unity Express module. Any reliable UPS unit provides continuous power to maintain the operation of the router and the Cisco Unity Express module. Consider the unit's capacity and run time because power consumption differs among Cisco platforms. Ideally, a UPS should include a signaling mechanism that directs the router to shut down Cisco Unity Express properly and then powers off the router.

Cisco IOS Release 12.3(4)T supports automatic switchover to the UPS device (connected to aux 0) if the following configuration is added to the router:

```
line aux 0
privilege level 15
modem Dialin
autocommand service-module service-engine slot/0 shutdown no-confirm
```

where *slot* is the Cisco Unity Express module's slot number.

Differences Between the AIM-CUE and the NM-CUE and NME-CUE Modules

Cisco Unity Express is supported on the advanced integration module (AIM-CUE), the network module and extended capacity network module (NM-CUE and NM-CUE-EC), and the enhanced network module (NME-CUE). Cisco Unity Express features work the same way on these modules with the following exceptions:

- Physical differences:
 - The AIM-CUE is a 6-port module with 1GB flash memory that stores a maximum of 50 voice mailboxes and 14 hours of voice messages.
 - The NM-CUE is an 8-port module that stores a maximum of 100 voice mailboxes and 100 hours of voice messages.
 - The NM-CUE-EC is a 16-port module that stores a maximum of 250 voice mailboxes and 300 hours of voice messages.
 - The NME-CUE is a 24-port module that stores a maximum of 250 voice mailboxes and 300 hours of voice messages.
- A **trace** or **log** command used on the NM-CUE, NM-CUE-EC or NME-CUE automatically saves the data to the disk. On the AIM-CUE, the trace and log data are not saved to flash memory. A Cisco Unity Express CLI command is available to save the data to the AIM-CUE flash memory.
- Cisco Unity Express tracks the use and wear activity of the AIM-CUE flash memory. This tracking is not necessary for the NM-CUE or the NME-CUE because they do not use flash memory. The CLI command **show interface ide 0** and the GUI option **Reports > System** displays the flash memory wear data.

- The AIM-CUE, NM-CUE, NM-CUE-EC, and NME-CUE support different capacities for scripts and prompts. See the [Release Notes for Cisco Unity Express Release 3.1](#) for these capacities.

Software Licenses and Factory-Set Limits

Factory-set system limits are determined by the license you have purchased. Cisco Unity Express supports a maximum of 8 SIP triggers and 8 JTAPI triggers for all applications combined. This applies to NM-CUE, NM-CUE-EC, NME-CUE, and the AIM-CUE modules.

System limits and license information for NM-CUE, NM-CUE-EC, NME-CUE, and the AIM-CUE modules are in the [Release Notes for Cisco Unity Express Release 3.1](#). Information about Interactive Voice Response (IVR) licenses is also in the [Release Notes for Cisco Unity Express 3.1](#).

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

Additional References

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Related Cisco Unity Express Documents

Related Topic	Document Title
Cisco Unity Express	<ul style="list-style-type: none"> • Cisco Unity Express Documentation, By Version

Related Cisco IOS Documents

Related Topic	Document Title
Cisco IOS configuration	<ul style="list-style-type: none"> • Cisco IOS Debug Command Reference, Release 12.4T • Cisco IOS Voice Command Reference <p>Note For general voice configuration topics, see the Cisco IOS Voice Configuration Library, Release 12.4.</p>
Cisco IOS voice troubleshooting information	Cisco IOS Voice Troubleshooting and Monitoring Guide
Cisco IP Telephony	IP Telephony Solution Reference Network Design Guide

MIBs

MIBs	MIBs Link
<ul style="list-style-type: none"> • CISCO-UNITY-EXPRESS-MIB • CISCO-VOICE-CONNECTIVITY-MIB • CISCO-VOICE-APPLICATIONS-OID-MIB • CISCO-PROCESS-MIB • SNMPv2-MIB • IF-MIB • IP-MIB • SYSAPPL-MIB 	To locate and download MIBs for selected platforms, Cisco IOS releases, and feature sets, use Cisco MIB Locator found at the following URL: http://www.cisco.com/go/mibs

RFCs

RFCs	Title
1869	<i>SMTP Service Extensions</i>
1893	<i>Enhanced Mail System Status Codes</i>
2045	<i>Multipurpose Internet Mail Extensions Part One: Format of Internet Message Bodies, RFC</i>
2421	<i>Voice Profile for Internet Mail - Version 2</i>
2821	<i>Simple Mail Transfer Protocol</i>
2833	<i>RTP Payloads for DTMF Digits, Telephony Tones and Telephony Signals</i>
3261	<i>SIP: Session Initiation Protocol</i>
3501	<i>Internet Message Access Protocol - Version 4 rev1</i>

Technical Assistance

Description	Link
<p>The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies.</p> <p>To receive security and technical information about your products, you can subscribe to various services, such as the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) Feeds.</p> <p>Access to most tools on the Cisco Support website requires a Cisco.com user ID and password.</p>	<p>http://www.cisco.com/techsupport</p>