



# Upgrading to Cisco Unity Express 3.1

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This chapter describes procedures for upgrading to Cisco Unity Express 3.1 software.

Use one of two upgrade procedures depending on your current version of Cisco Unity Express:

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

Use this procedure to upgrade to version 3.1:

- From versions earlier than 2.3.4
- From versions 3.0.1, 3.0.2, 3.0.3, or 3.0.4
- From version 3.1.1 to 3.1.2

This is a *clean* installation that “cleans” the disk by erasing any existing configuration and voice-mail data, repartitioning the disk, and loading all new files on the disk. 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 takes place.

- [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.

The following conditions apply:

- Cisco Unity Express 3.1 does not support versions of Cisco Unified Communications Manager earlier than 4.1. If you are using an earlier version of Cisco Unified Communications Manager, you must upgrade to version 4.1 or a higher version to interoperate with Cisco Unity Express 3.1.

These procedures are available to systems with a network module (NM-CUE, NM-CUE-EC, or NME-CUE) or 1 GB advanced integration module (AIM-CUE). Cisco Unity Express 3.1 does not support the 512 MB AIM-CUE.

This section includes:

- [Prerequisites, page 28](#)
- [Upgrading to Cisco Unity Express 3.1, page 28](#)
- [Upgrading to Cisco Unity Express 3.1 from Cisco Unity Express 2.3.4, page 34](#)
- [What to Do Next, page 37](#)

## Prerequisites

- The following information is required:
  - FTP server IP address
  - FTP server username
  - FTP server password
  - Software package name (contains a .pkg extension)
  - If you are installing a language, see the [Cisco Unity Express Compatibility Matrix](#) for a list of available languages.
- Ensure that the FTP server is configured and active.
- 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.

## Upgrading to Cisco Unity Express 3.1

This section describes how to upgrade to Cisco Unity Express 3.1. Using this procedure, you must first backup your data, and then restore it following the software installation.



### Note

If you are upgrading from Cisco Unity Express 2.3.4, then you have the option of upgrading without backing up the system data and then restoring it after the software installation. For more information, see the [“Upgrading to Cisco Unity Express 3.1 from Cisco Unity Express 2.3.4”](#) section on page 34.

## Task List

Upgrading to Cisco Unity Express 3.1. entails the sequence of tasks described in [Table 1](#):

**Table 1** Task List for Upgrading From a Version of Cisco Unity Express Earlier Than 2.3.4

Checklist	Checkoff
1. Backing up your data and configuration files. See <a href="#">Appendix A: Backing Up Files, page 55</a> .	<input type="checkbox"/>
2. Downloading and installing the software image files. See <a href="#">Downloading and Installing an Upgrade Image, page 34</a> .	<input type="checkbox"/>
3. Restoring the data and configuration files. See <a href="#">Appendix B: Restoring Files, page 57</a> .	<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.

**Caution**

If you have not already done so, back up your data and configuration files before starting the installation. See [Appendix A: Backing Up Files, page 55](#). The disk is wiped clean before the new image is installed.

**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 clean** 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. Enter the **software download status** command to check that the software has downloaded.
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.

- NM-CUE, NM-CUE-EC, and AIM-CUE modules
  - cue-vm-k9.nm-aim.3.1.x.pkg (main package files)
  - cue-vm-installer-k9.nm-aim.3.1.x.prt1 (installer payload file)
  - cue-vm-full-k9.nm-aim.3.1.x.prt1 (voice-mail application)
  - cue-vm-langpack.nm-aim.3.1.x.pkg (language package file)
  - cue-vm-en\_US-langpack.nm-aim.3.1.x.prt1 (language prompts)

**Note**

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

- NME-CUE module
  - cue-vm-k9.nme.3.1.x.pkg (main package files)
  - cue-vm-installer-k9.nme.3.1.x.pt1 (installer payload file)
  - cue-vm-full-k9.nme.3.1.x.pt1 (voice-mail application)
  - cue-vm-langpack.nme.3.1.x.pkg (language package file)
  - cue-vm-en\_US-langpack.nme.3.1.x.pt1 (language prompts)




---

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

---

**Step 3** Copy the software files to the FTP server.




---

**Note** The package can be installed without first downloading by use of the command: **software install clean url ftp://ftp-server-ip-address/cue-vm-k9.nm-aim.3.1.x.pkg username username password password**

---

**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-k9.nm-aim.3.1.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-k9.nm-aim.3.1.x.pkg
```




---

**Note** If the FTP server was 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 3.1 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:

```

# 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

```

>12

**Note**

Select the language that was previously configured as the system default on the system running the earlier version. 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. For more information, see [Appendix C: Language Upgrade Preparation, page 59](#).

**Step 7** Your choice appears 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 Danish are selected.

```

# 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

```

```
>x
```

At this point the new software is downloaded 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 Cisco Unity Express module.

---

**Step 8** 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.3.1.1.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#

```




---

**Note** You can enter the **show software directory download** command to show the downloaded files.

---

**Step 9** After the software is downloaded, enter the **software install clean** command to install the new software:




---

**Caution** This step cleans the disk. All configuration and voice messages are lost after this step. 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, page 55](#).

---

```
se-172-16-0-0# software install clean cue-vm-k9.nm-aim.3.1.x.pkg
```




---

**Note** If the package is not found in the download section, it will be downloaded from the configured ftp server.

---




---

**Note** To set the FTP server, see the **software download server** command in the [Cisco Unity Express 3.1 Command Reference](#).

---

At this point, the new software is installed on the system and the system restarts.

**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 is not 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)

```

**Caution**


---

If you answer **n**, the configuration is deleted and you are asked to configure the hostname, DNS location, NTP server, and timezone.

---

**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>

```

## Upgrading to Cisco Unity Express 3.1 from Cisco Unity Express 2.3.4

This section describes how to upgrade to Cisco Unity Express 3.1 from Cisco Unity Express 2.3.4. Using this procedure, you can upgrade your software version without having to first backup your system data, and restore it following the software installation.



### Note

If you upgrading from Cisco Unity Express 2.3.4, you can also use the second upgrade procedure, [Upgrading to Cisco Unity Express 3.1, page 28](#). However, this procedure requires a backup and restore of data.

## Task List

Upgrading from Cisco Unity Express 2.3.4 entails the sequence of tasks described in [Table 2](#):

## Downloading and Installing an Upgrade Image

**Table 2** Task List for Upgrading From Cisco Unity Express 2.3.4

Checklist	Checkoff
1. (Recommended) Backing up your data and configuration files. See <a href="#">Appendix A: Backing Up Files, page 55</a> .	<input type="checkbox"/>
2. Downloading and installing the software image files. See <a href="#">Downloading and Installing an Upgrade Image, page 34</a> .	<input type="checkbox"/>
3. Restoring the data and configuration files, if required. See <a href="#">Appendix B: Restoring Files, page 57</a> .	<input type="checkbox"/>
4. Rebooting the system.	<input type="checkbox"/>

Use this procedure to download and install an upgrade image.



### Note

It is recommended that you back up your data and configuration files before starting the upgrade. See [Appendix A: Backing Up Files, page 55](#).

**Note**

To change your language selections, see the “[Adding or Removing Languages](#)” section on page 22.

**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 software files to the FTP server.
4. (Optional) Enter the **software download upgrade** command to download the new software.

**Note**

Although the **software download upgrade** 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 download.
6. (Optional) Enter the **software download status** command to verify the download.
7. Enter the **software install upgrade** command to install the new software.
8. Enter **y** to install the upgrade or **n** to stop the installation procedure.  
The system automatically reloads after the upgrade is complete.
9. Enter the **show software versions** command to verify the upgrade.

**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 upgrade software files (for the NM-CUE, NM-CUE-EC, or AIM-CUE modules)
- cue-vm-k9.nm-aim.3.1.x.pkg (main package files)
  - cue-vm-installer-k9.nm-aim.3.1.x.prt1 (installer payload file)
  - cue-vm-upgrade-k9.nm-aim.2.3.4\_nm-aim.3.1.x.prt1 (voice-mail application; download the prt language files that correspond to the language currently installed)
  - cue-vm-langpack.nm-aim.3.1.x.pkg (language package file)
- See the [Cisco Unity Express Compatibility Matrix](#) for a list of the available languages.
- cue-vm-en\_US-upg-lang-pack.nm-aim.2.3.4\_nm-aim.3.1.x.prt1 (language prompts)

**Note**

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

- Step 3** Copy the software files to the FTP server.

**Note**

The package can be installed without first downloading by use of the command **software install clean url ftp://ftp-server-ip-address/cue-vm-k9.nm-aim.3.1.x.pkg username username password password**

- Step 4** (Optional) Enter the **software download upgrade** command to download the software from the FTP server:

```
se-172-16-0-0# software download upgrade url
ftp://ftp-server-ip-address/cue-vmk9.nm-aim.3.1.x.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 cue-package.pkg
```



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

- Step 5** (Required for Step 4.) 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 software install upgrade cue-vm-k9.nm-aim.3.1.1.pkg
Bytes downloaded : 63648
```

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



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

- Step 6** 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-full-k9.nm-aim.3.1.1.prt1
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#
```



**Note** You can enter the **show software directory download** command to show the downloaded files.

- Step 7** When the download is complete, enter the **software install upgrade** command to install the new software:



**Note** This example uses the default anonymous FTP user.

```
se-172-16-0-0# software install upgrade pkg cue-vm.nm-aim.3.1.1.pkg
```

In this example, the command upgrades the software using the package just downloaded. If the package is not found in the downloaded directory, it is downloaded from the configured FTP server.

**Note**


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The package can be installed without first downloading by use of the command `software install upgrade url ftp://ftp_server_ip_address/software install upgrade cue-vm-k9.nm-aim.3.1.1.pkg`

---

**Step 8** 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. We recommend that you do a backup before any software installation.

---

**Note**


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

---

The system reloads after the upgrade is complete.

**Step 9** Use the `show software version` command to verify the upgrade. The following shows the versions after upgrading to version 3.1.1.

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

```
Installed Packages:
Software Version: 3.1.1
- Installer 3.1.1.0
  - Thirdparty 2.3.1.0
  - Bootloader (Primary) 2.1.14
  - Infrastructure 2.3.2.0
  - Global 3.1.1.0
  - Service Engine license 2.1.2.0
  - Auto Attendant 3.1.0.12
  - 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 3.1.0.0
- CUE Voicemail Brazilian Portuguese 3.1.0.0
- CUE Voicemail US English 3.1.0.0
```

---

## What to Do Next

1. If required, restore the data and configuration files. See [Appendix B: Restoring Files, page 57](#). This step is not required if you have used the upgrade process in [Upgrading to Cisco Unity Express 3.1 from Cisco Unity Express 2.3.4, page 34](#).

**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 the [“Configuring the Cisco Unity Express Software Using the Initialization Wizard”](#) section in the *Cisco Unity Express 3.1 GUI Administrator Guide*.

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**Note**

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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 restart it unless you reimage the Cisco Unity Express module.

---

2. 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 39.
3. Configure new system features. See the *Cisco Unity Express 3.1 VoiceMail and Auto-Attendant CLI Administrator Guide*, the *Cisco Unity Express 3.1 Interactive Voice Response CLI Administrator Guide*, and the *Cisco Unity Express 3.1 GUI Administrator Guide*.