



Cisco Unity Express 3.2 Installation and Upgrade Guide

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Cisco Unity Express 3.2 Installation and Upgrade Guide
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CONTENTS

Overview of Cisco Unity Express Software Installation	1
Checklist for New Software Installation	2
Types of Cisco Unity Express Software Upgrades	2
Software Upgrade Overview	2
Platforms and Cisco IOS Software Images	3
Uninterruptible Power Supply Recommendations	3
Differences Between the AIM-CUE, NM-CUE, and NME-CUE Modules	4
Software Licenses and Factory-Set Limits	4
Additional References	5
Documents Related to Cisco Unity Express	5
MIBs	5
RFCs	6
Technical Assistance	7
Prerequisites for Installing Cisco Unity Express Software	9
Prerequisites for Cisco Unified Communications Manager Express	9
Prerequisites for Cisco Unified Communications Manager	12
Installing Cisco Unity Express Software	17
Task List	17
Activating IP Connectivity to Cisco Unity Express Software	18
Prerequisites	18
Examples	20
Adding or Removing Languages	20
Installing Additional Languages	20
Prerequisites	20
Restrictions	20
Adding a Second Language on the AIM-CUE	21
Examples	22
Removing a Language	23
What to Do Next	24
Upgrading Cisco Unity Express	25
Prerequisites	26

- Upgrading to Cisco Unity Express 3.2 Using Clean Install 26
 - Task List 26
 - Downloading and Installing a New Software Image 27
- Upgrading Cisco Unity Express Using Software Install Upgrade 32
 - Task List 32
 - Downloading and Installing an Upgrade Image 33
- What to Do Next 37
- Reinstalling a Cisco Unity Express Image Using the Boothelper 39**
 - Prerequisites 39
 - Task List 40
 - Downloading the Software Files 40
 - What to Do Next 41
 - Entering Configuration Parameter Values 41
 - What to Do Next 42
 - Installing Software Image Files 42
 - Prerequisites 43
 - What to Do Next 47
- Upgrading or Downgrading the Cisco Unity Express License in the Same Version 49**
 - License Types 49
 - Installation Sequence 50
 - Mailboxes 50
 - Ports 50
 - Interactive Voice Response 50
 - Task List 51
 - Downloading the License Files 52
 - Prerequisites 52
 - What to Do Next 53
 - Installing a New Software License File 53
 - Prerequisites 54
 - Changing Your IVR License 55
 - What to Do Next 55
- Appendix A: Backing Up Files 57**
 - Numbering Scheme for Backup Files 57
 - Prerequisite 58

Appendix B: Restoring Files 59**Appendix C: Language Upgrade Preparation** 61

Updating Language Support for Specific Voice-Mail Users 61

Updating the System Audio Prompt Languages 62

Updating the Application Prompt Languages in Triggers 62

Updating Custom Autoattendant Steps 63

Verifying the New Language Support 63

Index 65



Overview of Cisco Unity Express Software Installation

Last updated: September 4, 2009

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 VoiceMail and Auto Attendant CLI Administrator Guide* and *Cisco Unity Express 3.2 GUI Administrator Guide*.



Note

Use this guide for a Cisco Unity Express installation or upgrade. It does not provide information on installation of Cisco routers, Cisco network modules, the Cisco Unified Communications Manager, or the Cisco Unified Communications Manager Express router. For late-breaking information about this version of Cisco Unity Express, see the *Release Notes for Cisco Unity Express 3.2*.

This chapter contains the following sections:

- [Checklist for New Software Installation, page 2](#)
- [Types of Cisco Unity Express Software Upgrades, page 2](#)
- [Platforms and Cisco IOS Software Images, page 3](#)
- [Uninterruptible Power Supply Recommendations, page 3](#)
- [Differences Between the AIM-CUE, NM-CUE, and NME-CUE Modules, page 4](#)
- [Software Licenses and Factory-Set Limits, page 4](#)
- [Additional References, page 5](#)

Checklist for New Software Installation

A new Cisco Unity Express installation requires the following procedures:

Table 1 Task List for Cisco Unity Express New Software Installation

Checklist	Checkoff
1. Review the prerequisites for your system to prepare for the Cisco Unity Express installation. See “Prerequisites for Installing Cisco Unity Express Software” on page 9 .	<input type="checkbox"/>
2. Follow the instructions to activate the IP link between the Cisco Unity Express module and your call platform. See “Installing Cisco Unity Express Software” on page 17 .	<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 3.2 GUI Administrator Guide .	<input type="checkbox"/>
4. Configure other components and subscribers. See the Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide , the Cisco Unity Express 3.2 GUI Administrator Guide , and the Cisco Unity Express 3.2 Interactive Voice Response CLI Administrator Guide .	<input type="checkbox"/>

Types of Cisco Unity Express Software Upgrades

Three procedures are available for upgrading Cisco Unity Express software. Your choice depends on your platform, the version you are upgrading from and whether or not you want to erase your existing configuration and voicemail data.

For a complete list of versions and the upgrade processes available for them, see the [Release Notes for Cisco Unity Express 3.2](#).

Software Upgrade Overview

Depending on the Cisco Unity Express version you are upgrading from and your platform, different software upgrade methods are available. The following methods are supported to upgrade to Cisco Unity Express 3.2:

- Upgrade using the online installer with the **software install upgrade** command. For specific instructions, see [“Upgrading Cisco Unity Express Using Software Install Upgrade” on page 32](#).
- A “clean” installation process upgrade using the online installer with the **software install clean** command. For specific instructions, see [“Upgrading to Cisco Unity Express 3.2 Using Clean Install” on page 26](#).
- A “clean” installation process upgrade using the boothelper. For specific instructions, see [“Reinstalling a Cisco Unity Express Image Using the Boothelper” on page 39](#).

**Caution**

If you upgrade using either of the “clean” installation processes, the existing configuration files on the system are not preserved. Any voice mail, greetings, or passwords configured on the system are lost.

To preserve your configuration, you must back up the existing configuration files before performing the upgrade and restore them after the upgrade. If you do not back up your configuration files before performing the upgrade, you will have to reconfigure Cisco Unity Express.

Table 27, Cisco Unity Express Software 3.2 and 3.1 Upgrade Process Matrix, and Table 28, Cisco Unity Express Software Upgrade Process Matrix (Cisco 1861) in the [Release Notes for Cisco Unity Express 3.2](#) indicate the upgrade processes available for the different software releases and platforms.

When planning your software upgrade, consider the following:

- If you upgrade the software using the online installer, downgrading to an earlier software version is not supported.
- When you upgrade, make sure to upgrade to the same type of license. For example, if you are running the license SCUE-LIC-50CME, make sure to upgrade to another SCUE-LIC-xxCME license. You can upgrade to a license that offers support for more personal mailboxes. To increase your mailbox license, you must purchase a new license.
- If your system is using an AIM-CUE module with 512 MB compact flash, you must upgrade to the AIM-CUE module with 1 GB compact flash before upgrading the software to Cisco Unity Express 3.2.
- Downgrading to a license with support for fewer personal mailboxes is not supported. If you want to change the system to support fewer mailboxes, and you cannot restore any previous backups on the larger system, then you must purchase a new license and perform a new installation.

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 3.2](#) for detailed information about the supported Cisco Unity Express software images 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 includes 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:

**Note**

In the following, *slot* is the Cisco Unity Express module's slot number.

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

Differences Between the AIM-CUE, 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 1 GB 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.
- 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 3.2](#) 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, and information about Interactive Voice Response (IVR) licenses are in the [Release Notes for Cisco Unity Express 3.2](#).

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).

Further information about the Cisco Unity Express Software Copyrights and Licenses is provided at: http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel2_3/licenses/lic_copy.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

Additional References

- [Documents Related to Cisco Unity Express](#)
- [MIBs](#)
- [RFCs](#)
- [Technical Assistance](#)

Documents Related to Cisco Unity Express

See *Cisco Unity Express Documentation, By Version* for links to documents related to Cisco Unity Express.

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 	<p>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</p>

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>
2327	<i>SDP: Session Description Protocol</i>
3263	<i>SIP: Session Initiation Protocol: Locating SIP Servers</i>
3264	<i>Offer/Answer Model With Session Description Protocol</i>
3265	<i>Session Initiation Protocol (SIP)-Specific Event Notification</i>
3515	<i>Session Initiation Protocol (SIP) Refer Method</i>
3842	<i>Message Summary and Message Waiting Indication Event Package for the Session Initiation Protocol (SIP)</i>
3891	<i>Session Initiation Protocol (SIP) "Replaces" Header</i>
3892	<i>Session Initiation Protocol (SIP) Referred-By Mechanism</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>



Prerequisites for Installing Cisco Unity Express Software

Last Updated: September 4, 2009

This chapter describes the prerequisites for installing the Cisco Unity Express software on your system and contains the following sections:

- [Prerequisites for Cisco Unified Communications Manager Express, page 9](#)
- [Prerequisites for Cisco Unified Communications Manager, page 12](#)



Caution

Cisco Unity Express 3.2 does not support versions of Cisco Unified Communications Manager earlier than 4.2. It also does not support Cisco Unified Communications Manager 5.0. If you are using an earlier version of Cisco Unified Communications Manager than version 4.2, you must upgrade to version 4.2 or a higher version to interoperate with Cisco Unity Express 3.2.

Prerequisites for Cisco Unified Communications Manager Express



Note

This section applies to a new installation of Cisco Unity Express 3.2.

If you are using Cisco Unified Communications Manager Express (Cisco Unified CME) licenses on your Cisco Unity Express system, then Cisco Unified CME must be installed before you configure Cisco Unity Express. If you did not or are not performing the Cisco Unified CME installation, contact the designated installer to ensure that the following procedures are completed:

1. Install all Cisco Unified CME and Cisco Unity Express hardware and verify functionality.
 - a. Attach the telephones so that they register with the Cisco Unified CME router. Configure the telephones and subscribers and save them to the Cisco Unified CME database. The Cisco Unity Express initialization wizard allows you to copy this data to the Cisco Unity Express database. You can create additional subscribers and telephones later using the Cisco Unity Express CLI commands or GUI options.

Use the following sample ephone-dn and ephone configurations to configure the telephones and subscribers manually:

```

ephone-dn 1 <---- ephone dn configuration for a user
  number 8004
  name User1
  call-forward busy 6900
  call-forward noan 6900 timeout 10
!
!
ephone-dn 20 <---- ephone dn configuration for a group
  number 8801
  name Salesgroup
  call-forward busy 6900
  call-forward noan 6900 timeout 10

ephone 1 <--- ephone configured for the ephone-dn configured above
  username "Salesgroup" password null
  mac-address 0009.B7F7.556A
  button 1:1 2:20 3:21 4:22 5:23

```

- b. Verify that the Cisco Unity Express router is configured with a Cisco IOS release that supports the Cisco Unity Express network module (NM-CUE), extended capacity network module (NM-CUE-EC), enhanced network module (NME-CUE), or advanced integration module (AIM-CUE). For information on the minimum Cisco IOS release required to support these modules, see the [Release Notes for Cisco Unity Express 3.2](#).
- c. Install the Cisco Unity Express NM-CUE, NM-CUE-EC, NME-CUE, or AIM-CUE module in the same router where Cisco Unified CME is installed.
- d. For the NM-CUE, NM-CUE-EC, and NME-CUE modules, verify that the Enable LED is lit.


Note

See “Uninterruptible Power Supply Recommendations” on page 3.

2. Install and verify Cisco Unified CME software functionality.
 - a. Verify that you have web connectivity to the Cisco Unified CME configuration webpage at <http://cisco-unified-cme-router-ipaddress/ccme.html>.
 - b. Verify that the Cisco Unified CME router flash memory has the following files, which control the functionality of the Cisco Unity Express GUI:
 - CiscoLogo.gif
 - Delete.gif
 - Plus.gif
 - Tab.gif
 - admin_user.html
 - admin_user.js
 - dom.js
 - downarrow.gif
 - ephone_admin.html
 - logohome.gif
 - normal_user.html
 - normal_user.js

- sxiconad.gif
 - telephony_service.html
 - uparrow.gif
 - xml-test.html
 - xml.template
- c. Configure the following path in Cisco Unified CME configuration mode:
- ```
Router(config)# ip http path flash:
```
- d. Verify the path with the **show running-config** command.
- e. Configure IP connectivity between the router and the Cisco Unity Express module. The module has an internal IP address and a default gateway configuration. The router has a service-engine interface with an IP address, which might be unnumbered.

Using the **ip unnumbered** command for configuration allows the Cisco Unity Express module to use a network subnet IP address associated with a specific router egress port such as FastEthernet0/0. This method requires a static route to the service-engine interface. The router interface associated with the Cisco Unity Express interface must be in an “up” state at all times for communication between the router and module.

Copy the IP address of the Cisco Unity Express module because you need it to access the GUI to configure the system. In the following example, 10.3.6.128 is the IP address of the Cisco Unity Express module and Service-Engine1/0 is the router slot hosting the Cisco Unity Express module.

```
interface FastEthernet0/0
 ip address 10.3.6.1 255.255.255.0
 .
 .
 .
interface Integrated-Service-Engine1/0
 ip unnumbered FastEthernet0/0
 service-module ip address 10.3.6.128 255.255.255.0
 service-module ip default-gateway 10.3.6.1
 .
 .
 .
ip route 10.3.6.128 255.255.255.255 Service-Engine1/0
```

If your network uses a VLAN interface with an EtherSwitch module, use the example above and replace both instances of “FastEthernet0/0” with “VLAN1.”

- f. Verify that a SIP dial peer is configured to point to the Cisco Unity Express module, that it specifies G.711 u-law and SIP Notify for DTMF Relay, and that VAD is turned off. This step is required to have an incoming call directed to Cisco Unity Express 3.2. For example:
- ```
dial-peer voice 6000 voip <----- SIP dial peer pointing to Cisco Unity Express
  destination-pattern 6...
  session protocol sipv2
  dtmf-relay sip-notify
  session target ipv4:10.3.6.128 <---- Cisco Unity Express IP address
  codec g711ulaw
  no vad
```
- g. Configure the appropriate number of SIP dial peers to support your dial plan.

- h. Verify that a Cisco Unified CME web administrator is configured with a username and password, for example:

```
telephony-service
.
.
web admin system name admin password user1
```

or

```
web admin system name admin secret 5 encrypted-password
```



Note If you plan to use the Cisco Unity Express graphical user interface (GUI) for configuration purposes, configure an administrator username with a password in the Cisco Unified CME interface. You must log in to the GUI as this user. If no administrator user is created in Cisco Unified CME, the administrator cannot proceed with the initialization wizard in the Cisco Unity Express GUI.

3. The FTP server that communicates with Cisco Unity Express must support passive FTP requests. To configure this functionality on the FTP server, see the FTP server documentation.
4. (Optional) If no subscribers were created in the Cisco Unified CME interface, create a list of all subscribers, groups, and their extensions to simplify the task of configuring many subscribers and extensions.



Note Designate a primary extension for each subscriber who will receive voice-mail messages. Cisco Unity Express does not activate the MWI for an E.164 number.

Prerequisites for Cisco Unified Communications Manager

If you are using Cisco Unified Communications Manager licenses on your Cisco Unity Express system, then Cisco Unified Communications Manager must be installed before the Cisco Unity Express configuration can be started.



Caution

Cisco Unity Express 3.2 does not support versions of Cisco Unified Communications Manager earlier than 4.2. It also does not support Cisco Unified Communications Manager 5.0. If you are using an earlier version of Cisco Unified Communications Manager than version 4.2, you must upgrade to version 4.2 or a higher version to interoperate with Cisco Unity Express 3.2.

If you did not or are not performing the Cisco Unified Communications Manager installation, contact the designated installer to ensure that the following procedures are completed:

1. (Required) Install all Cisco Unified Communications Manager and Cisco Unity Express hardware and verify functionality.
 - a. Attach the telephones so that they register with the Cisco Unified Communications Manager server.

- b. Verify that the Cisco Unified Communications Manager server is configured with a Cisco IOS release that supports the Cisco Unity Express network module (NM-CUE), extended capacity network module (NM-CUE-EC), enhanced network module (NME-CUE), or advanced integration module (AIM-CUE). For information on the minimum Cisco IOS release required to support these modules, see the [Release Notes for Cisco Unity Express 3.2](#).
- c. For the NM-CUE, NM-CUE-EC, or NME-CUE modules, verify that the Enable LED is lit.



Note See the [“Uninterruptible Power Supply Recommendations”](#) section on page 3.

2. (Required) Install and verify Cisco Unified Communications Manager software functionality.
 - a. You must be able to access the Cisco Unified Communications Manager configuration webpage.
 - b. Configure IP connectivity between the router and the Cisco Unity Express module. The module has an internal IP address and a default gateway configuration. The router has a service-engine interface with an IP address, which might be unnumbered.

Use the **ip unnumbered** command to allow the Cisco Unity Express module to use a network subnet IP address associated with a specific router egress port, such as FastEthernet0/0. This method requires a static route to the service-engine interface. The router interface associated with the Cisco Unity Express interface must be in an “up” state at all times for communication between the router and module.

Copy the IP address of the Cisco Unity Express module because you need it to access the GUI to configure the system. In the following example, 10.3.6.128 is the IP address of the Cisco Unity Express module and Service-Engine1/0 is the router slot hosting the Cisco Unity Express module.

```
interface FastEthernet0/0
  ip address 10.3.6.1 255.255.255.0
  .
  .
  .
interface Service-Engine1/0
  ip unnumbered FastEthernet0/0
  service-module ip address 10.3.6.128 255.255.255.0
  service-module ip default-gateway 10.3.6.1
  .
  .
  .
ip route 10.3.6.128 255.255.255.255 Service-Engine1/0
```

If your network uses a VLAN interface with an EtherSwitch module, use the example above and replace both instances of “FastEthernet0/0” with “VLAN1.”

- c. On the Cisco Unified Communications Manager, configure 16 CTI ports for a Cisco Unity Express system with an NM-CUE-EC module, 8 ports for an NM-CUE module, or 24 ports for an NME-CUE module. For the AIM-CUE, configure 6 CTI ports on Cisco Unified Communications Manager. Use the Cisco Unified Communications Manager option **Device > Phones > Add new Phone**. These ports will be used by the Cisco Unity Express applications (voice mail, autoattendant, and Administration via Telephone [AvT]) to terminate calls.



Note Do not configure extra CTI ports on Cisco Unified Communications Manager. Doing so will impact the scalability of your Cisco Unified Communications Manager and will limit the number of other devices it can support.

- d. Configure at least two Cisco Unified Communications Manager route points on Cisco Unified Communications Manager using the **Device > CTI Route Point** option. The Cisco Unity Express voice-mail application uses one route point, and the autoattendant application uses one route point. If you plan to use the Cisco Unity Express AvT, configure a third route point on Cisco Unified Communications Manager. You need as many route points as the number of call-in numbers on Cisco Unity Express.



Note Do not configure extra route points on Cisco Unified Communications Manager. Doing so will impact the scalability of your Cisco Unified Communications Manager and will limit the number of other devices that Cisco Unified Communications Manager can support.

- e. Create a Cisco Unified Communications Manager JTAPI user with the **User > Add new user** option. Use the **Device Association** option to associate the CTI ports and route points with this JTAPI user. (The JTAPI user is not assigned a Cisco Unity Express voice mailbox. It is a placeholder for Cisco Unity Express to establish a connection with Cisco Unified Communications Manager.) Verify that the Enable CTI Application Use check box is checked for this JTAPI user.
- f. If you are using Cisco Unified Communications Manager 5.0 or a later version, verify that the AXL service is active. To do this, go to the Cisco Unified Communications Manager serviceability website, click **Tools > Service Activation**. Look for Cisco AXL Web service.
- g. For efficient call processing, configure access lists on the Cisco Unity Express router to prioritize JTAPI traffic. For example:

```
class-map match-all jtapi
  match access-group 110
class-map match-all voice
  match access-group 100

policy-map jtapi
  class jtapi
    set dscp cs3
    bandwidth 20
  class voice
    set dscp af31
    priority 320
  class class-default
    fair-queue

interface Serial0/1
  ip address 192.168.10.0 255.255.255.0
  service-policy output jtapi
  clockrate 256000
  no cdp enable

access-list 100 permit udp host 10.3.6.128 any range 16383 32727
access-list 110 permit tcp host 10.3.6.128 any eq 2748
```

where 10.3.6.128 is the IP address of the module that contains Cisco Unity Express.

The output from the **show policy-map interface** command should indicate that the marked packets number is increasing. For example:

```
Match: access-group 110
QoS Set
  dscp cs3
  Packets marked 334 <-----This number should increase.
```

3. The FTP server that communicates with Cisco Unity Express must support passive FTP requests. To configure this functionality on the FTP server, see the FTP server documentation.
4. (Optional) If no subscribers were created in the Cisco Unified Communications Manager interface, create a list of all subscribers, groups, and their extensions to simplify the task of configuring many subscribers and extensions.



Installing Cisco Unity Express Software

Last Updated: September 23, 2009

After ensuring that the prerequisites described in the “[Prerequisites for Installing Cisco Unity Express Software](#)” section on page 9 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 17
- [Activating IP Connectivity to Cisco Unity Express Software](#), page 18
- [Adding or Removing Languages](#), page 20

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 2 *Task List for Configuring a New Installation of Cisco Unity Express*

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 Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide and the Cisco Unity Express 3.2 GUI Administrator Guide .	<input type="checkbox"/>
2. Configure the IP addressing between the module and the router. See the “ Activating IP Connectivity to Cisco Unity Express Software ” section on page 18.	<input type="checkbox"/>
3. Add or remove languages. See the “ Adding or Removing Languages ” section on page 20.	<input type="checkbox"/>

Table 2 Task List for Configuring a New Installation of Cisco Unity Express (continued)

Checklist	Checkoff
<p>4. Begin configuring the Cisco Unity Express software. See the Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide and the Cisco Unity Express 3.2 GUI Administrator Guide for the configuration tasks.</p> <p>Note The Cisco Unity Express 3.2 GUI Administrator Guide 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 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.</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:	
	<pre>interface service-engine slot/unit</pre> <p>Example: Router(config)# interface service-engine 2/0</p> <p>or</p> <pre>interface integrated-service-engine slot/unit</pre> <p>Example: Router(config)# interface integrated-service-engine 2/0</p>	<p>Enters interface configuration mode on the AIM-CUE, NM-CUE, or NM-CUE-EC.</p> <p>Enters interface configuration mode on the NME-CUE.</p>
Step 2	Choose one of the following:	
	<pre>ip address router-ipaddr subnet-mask</pre> <p>Example: Router(config-if)# ip address 172.16.231.195 255.255.0.0</p> <p>or</p> <pre>Router(config-if)# ip unnumbered type number</pre> <p>Example: Router(config-if)# ip unnumbered FastEthernet 0/0</p>	<p>Specifies the IP address and subnet mask of the Cisco IOS router hosting Cisco Unity Express.</p> <p>Specifies the interface <i>type</i> and <i>number</i> for the Cisco IOS router hosting Cisco Unity Express.</p>
Step 3	<pre>service-module ip address cue-side-ipaddr subnet-mask</pre> <p>Example: Router(config)# service-module ip address 172.16.231.190 255.255.0.0</p>	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	<pre>service-module ip default-gateway gw-ipaddr</pre> <p>Example: Router(config)# service-module ip default-gateway 172.16.231.195</p>	Specifies the IP address of the Cisco IOS router that hosts Cisco Unity Express.
Step 5	<pre>exit</pre> <p>Example: Router(config-if)# exit</p>	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. For instructions on doing this, see [“Installing Cisco Unity Express Software” on page 17](#).

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 might need to perform some additional steps. See the [“Adding a Second Language on the AIM-CUE” section on page 21](#).
- 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 49](#).

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-lang-langpack.plat.ver.pkg** (language package file)

The key to the placeholders in the above-mentioned filename is in [Table 3 on page 21](#).

Table 3 Download File Variable Key

Placeholder	Explanation
<i>plat</i>	Platform for which the image is built. Examples are nm-aim, nme, and so on.
<i>ver</i>	Package version. Examples are 2.3.1, 3.0.1, 3.1.1, and so on.
<i>lang</i>	Language code. Examples are en_US, fr_FR, it_IT, and so on.

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** Enter **exit** to exit configuration mode.
- Step 4** Enter **software install add cue-vm-lang-langpack.plat.ver.pkg.**
-

Adding a Second Language on the AIM-CUE

To install a second language on the AIM-CUE, you might need to perform additional steps. You must reduce the voice-mail capacity to 480 minutes before you can install the second language. 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 voice-mail 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 voice-mail system capacity to 480 minutes, which will free up enough space to install the second language.
- After completing this step, you can install the second language 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 (3.2.1.0)
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 PTB CUE Voicemail Brazilian Portuguese (3.2.1.0)
2 RUS CUE Voicemail Russian (3.2.1.0)
3 DEU CUE Voicemail German (3.2.1.0)
4 NLD CUE Voicemail Dutch (3.2.1.0)
5 FRC CUE Voicemail Canadian French (3.2.1.0)
6 KOR CUE Voicemail Korean (3.2.1.0)
7 CHS CUE Voicemail Mandarin Chinese (3.2.1.0)
8 ESO CUE Voicemail Latin American Spanish (3.2.1.0)
9 ITA CUE Voicemail Italian (3.2.1.0)
10 ESM CUE Voicemail Mexican Spanish (3.2.1.0)
11 ESP CUE Voicemail European Spanish (3.2.1.0)
12 TUR CUE Voicemail Turkish (3.2.1.0)
13 ENG CUE Voicemail UK English (3.2.1.0)
14 ARA CUE Voicemail Arabic (3.2.1.0)
15 SVE CUE Voicemail Swedish (3.2.1.0)
16 FRA CUE Voicemail European French (3.2.1.0)
17 DAN CUE Voicemail Danish (3.2.1.0)
18 JPN CUE Voicemail Japanese (3.2.1.0)
-----
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:3
Language Installation Menu:
# Selected SKU Language Name (version)
-----
1 PTB CUE Voicemail Brazilian Portuguese (3.2.1.0)
2 RUS CUE Voicemail Russian (3.2.1.0)
3 * DEU CUE Voicemail German (3.2.1.0)
4 NLD CUE Voicemail Dutch (3.2.1.0)
5 FRC CUE Voicemail Canadian French (3.2.1.0)
6 KOR CUE Voicemail Korean (3.2.1.0)
7 CHS CUE Voicemail Mandarin Chinese (3.2.1.0)
8 ESO CUE Voicemail Latin American Spanish (3.2.1.0)
9 ITA CUE Voicemail Italian (3.2.1.0)
10 ESM CUE Voicemail Mexican Spanish (3.2.1.0)
11 ESP CUE Voicemail European Spanish (3.2.1.0)
12 TUR CUE Voicemail Turkish (3.2.1.0)
13 ENG CUE Voicemail UK English (3.2.1.0)
14 ARA CUE Voicemail Arabic (3.2.1.0)
15 SVE CUE Voicemail Swedish (3.2.1.0)
16 FRA CUE Voicemail European French (3.2.1.0)
17 DAN CUE Voicemail Danish (3.2.1.0)
18 JPN CUE Voicemail Japanese (3.2.1.0)
-----

```

```

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 in EXEC mode 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 3f968fd0-6598-48e2-be1c-4af6c2e02e02 CUE Voicemail German (3.2.1.0)
2 27e5e2ab-1622-4c02-8a0a-cfad0d932148 CUE Voicemail US English (3.2.1.0)
-----

Available commands are:
r # - remove Add On for given #
i # - more information about Add On for given #
c # - clear Add On selection for given #
x - Done with Add On selection
Enter Command:r 1

Add-On Uninstallation Menu:
# Selected Add-On SSID Add-On Name (version)
-----
1 * 3f968fd0-6598-48e2-be1c-4af6c2e02e02 CUE Voicemail German (3.2.1.0)
2 27e5e2ab-1622-4c02-8a0a-cfad0d932148 CUE Voicemail US English (3.2.1.0)
-----

Available commands are:
r # - remove Add On for given #
i # - more information about Add On for given #
c # - clear Add On selection for given #
x - Done with Add On selection
Enter Command:x
Are you sure? [y/n]: y
There are add-on subsystems on uninstall list.
Running Script Processor for ui_uninstall
ui_uninstall scripts executed successfully.
Generating the add-on-uninstall work order :
Validating installed manifests .....
.complete.
:::/sw/installed/manifest/de_DE_lang_manifest.sig:remove
:::/usr/wfavvid/Prompts/system/de_DE:remove
:::/usr/wfavvid/Prompts/user/de_DE:remove
:::/usr/wfavvid/Grammars/system/de:remove
:::/usr/wfavvid/Grammars/system/de_DE:remove
:::/usr/wfavvid/i18n/com/cisco/prompt/impl/PromptGenerators_de_DE.properties:remove
:::/usr/wfavvid/i18n/com/cisco/grammar/impl/DigitRecognitionStrings_de_DE.
properties:remove
:::/usr/tomcat/webapps/voicemail/prompts/DEU:remove
Starting to uninstall:

```

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 3.2 GUI Administrator Guide](#).



Note

To use CLI commands to perform the configuration tasks covered by the initialization wizard (for example, 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.



Upgrading Cisco Unity Express

Last Updated: December 10, 2010

This chapter describes procedures for upgrading to Cisco Unity Express 3.2 software.

Use one of two upgrade procedures depending on

- whether or not you want to back up your configuration before the procedure and restore it afterward:
- what your platform is.

Upgrading to Cisco Unity Express 3.2 Using Clean Install

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.

Upgrading Cisco Unity Express Using Software Install Upgrade

Use this procedure to upgrade to version 3.2:

- From version 2.3.1 and its maintenance versions 2.3.2, 2.3.3, 2.3.4
- From version 3.0.1 and its maintenance versions 3.0.2, 3.0.3, 3.0.4
- From versions 3.1.1 and 3.1.2

Use the matrices in the [Release Notes for Cisco Unity Express 3.2](#), Cisco Unity Express Software 3.2 and 3.1 Upgrade Process Matrix (NME-CUE, NM-CUE-EC, NM-CUE, and AIM-CUE) or Cisco Unity Express Software Upgrade Process Matrix (Cisco 1861), to determine whether your platform will support this type of upgrade.

This procedure does not erase any existing configuration or data. You do not need to back up your current configuration and data files because the disk is not cleaned. Your current installation is upgraded.

This section includes:

- [Prerequisites, page 26](#)
- [Upgrading to Cisco Unity Express 3.2 Using Clean Install, page 26](#)
- [Upgrading Cisco Unity Express Using Software Install Upgrade, page 32](#)
- [What to Do Next, page 37](#)

**Caution**

Cisco Unity Express 3.2 does not support versions of Cisco Unified Communications Manager earlier than 4.2. It also does not support Cisco Unified Communications Manager 5.0. If you are using a version of Cisco Unified Communications Manager earlier than 4.2, you must upgrade to 4.2 or a higher version to interoperate with Cisco Unity Express 3.2.

**Note**

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 3.2 does not support the 512 MB AIM-CUE.

Prerequisites

- The following information is required:
 - FTP server IP address
 - FTP server username
 - FTP server password
 - Software package name
- 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, use hostnames 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 3.2 Using Clean Install

This section describes the “clean” procedure for upgrading to Cisco Unity Express 3.2. Because this procedure erases any existing configuration and voice-mail data, 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.x, 3.0.x, or 3.1.x, 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 Cisco Unity Express Using Software Install Upgrade”](#) section on [page 32](#).

Task List

Upgrading to Cisco Unity Express 3.2. entails the following sequence of tasks:

Table 4 Task List for Upgrading to Cisco Unity Express 3.2 Using Clean Install Method

Checklist	Checkoff
1. Back up your data and configuration files. See “Appendix A: Backing Up Files” on page 57.	<input type="checkbox"/>
2. Download and install the software image files. See “Downloading and Installing a New Software Image” on page 27.	<input type="checkbox"/>
3. Restore the data and configuration files. See “Appendix B: Restoring Files” on page 59.	<input type="checkbox"/>
4. Reboot 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” on page 57. The disk is wiped clean before the new image is installed.

SUMMARY STEPS

1. Log in and go to the Cisco Unity Express product website at: <http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
2. Click the Download Software link.
3. Download the Cisco Unity Express software files, one zip file and one language package file for each language.
4. Extract the five core files from the zip file.
5. Copy the extracted files and the language package file(s) to the FTP server.
6. (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.

7. (Required for Step 4.) Enter **y** to continue the installation.
8. Select the language version from the language selection menu.
9. Enter **x** when you finish with the language selection menu.
10. Enter the **software download status** command to check that the software has downloaded.
11. Enter the **software install clean** command to install the new software.
The system automatically reloads after the installation is complete.
12. Enter **y** to begin the initial configuration.

13. Enter **y** to restore the configuration saved in flash memory or **n** to use your backup to restore your configuration.
14. 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 product website at:
<http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>

Step 2 Click the Download Software link.

Step 3 Download the appropriate Cisco Unity Express software files.

- **cue-vm-k9.plat.ver.zip** (application package file)
- **cue-vm-lang-langpack.plat.ver.pkg** (language package file)

The key to the placeholders in the above-mentioned filenames is in [Table 3 on page 21](#).

Step 4 From the zip file, extract the core files:

For NM-CUE, NM-CUE-EC, and AIM-CUE (cue-vm-k9.nm-aim.3.2.x.tar)

- cue-installer.nm-aim.3.2.x
- cue-vm-k9.nm-aim.3.2.x.pkg
- cue-vm-full-k9.nm-aim.3.2.x.prt1
- cue-vm-installer-k9.nm-aim.3.2.x.prt1
- cue-vm-langpack.nm-aim.3.2.x.pkg

For NME-CUE (cue-vm-k9.nme.3.2.x.tar)

- cue-installer.nme.3.2.x
- cue-vm-k9.nme.3.2.x.pkg
- cue-vm-full-k9.nme.3.2.x.prt1
- cue-vm-installer-k9.nme.3.2.x.prt1
- cue-vm-langpack.nme.3.2.x.pkg

Step 5 Copy the core files and the language package file to the FTP server.

Step 6 (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.plat.ver.pkg username username password password
```

or, if the FTP server has been configured:

```
se-172-16-0-0# software download clean cue-vm-k9.plat.ver.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 Command Reference](#).

Step 7 (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 8 Select the language version from the language selection menu:



Note Select the language that was previously configured as the system default on the system running the earlier version. 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 language other than the system default. If these are not updated correctly, then audio prompts for users defined with other languages might not work. For more information, see [“Appendix C: Language Upgrade Preparation”](#) section on page 61.

```
# Selected  SKU      Language Name (version)
-----
1 PTB CUE Voicemail Brazilian Portuguese (3.2.1.0)
2 RUS CUE Voicemail Russian (3.2.1.0)
3 DEU CUE Voicemail German (3.2.1.0)
4 NLD CUE Voicemail Dutch (3.2.1.0)
5 FRC CUE Voicemail Canadian French (3.2.1.0)
6 KOR CUE Voicemail Korean (3.2.1.0)
7 CHS CUE Voicemail Mandarin Chinese (3.2.1.0)
8 ESO CUE Voicemail Latin American Spanish (3.2.1.0)
9 ITA CUE Voicemail Italian (3.2.1.0)
10 ESM CUE Voicemail Mexican Spanish (3.2.1.0)
11 ESP CUE Voicemail European Spanish (3.2.1.0)
12 TUR CUE Voicemail Turkish (3.2.1.0)
13 ENG CUE Voicemail UK English (3.2.1.0)
14 ARA CUE Voicemail Arabic (3.2.1.0)
15 SVE CUE Voicemail Swedish (3.2.1.0)
16 FRA CUE Voicemail European French (3.2.1.0)
17 DAN CUE Voicemail Danish (3.2.1.0)
18 JPN CUE Voicemail Japanese (3.2.1.0)
-----

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
```

Step 9 Your choice appears as an “*” 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 and Danish are selected.

```
# Selected  SKU      Language Name (version)
-----
1 PTB CUE Voicemail Brazilian Portuguese (3.2.1.0)
2 RUS CUE Voicemail Russian (3.2.1.0)
3 DEU CUE Voicemail German (3.2.1.0)
4 NLD CUE Voicemail Dutch (3.2.1.0)
5 FRC CUE Voicemail Canadian French (3.2.1.0)
6 KOR CUE Voicemail Korean (3.2.1.0)
7 CHS CUE Voicemail Mandarin Chinese (3.2.1.0)
8 ESO CUE Voicemail Latin American Spanish (3.2.1.0)
9 * ITA CUE Voicemail Italian (3.2.1.0)
```

```

10 ESM CUE Voicemail Mexican Spanish (3.2.1.0)
11 ESP CUE Voicemail European Spanish (3.2.1.0)
12 TUR CUE Voicemail Turkish (3.2.1.0)
13 ENG CUE Voicemail UK English (3.2.1.0)
14 ARA CUE Voicemail Arabic (3.2.1.0)
15 SVE CUE Voicemail Swedish (3.2.1.0)
16 FRA CUE Voicemail European French (3.2.1.0)
17 * DAN CUE Voicemail Danish (3.2.1.0)
18 JPN CUE Voicemail Japanese (3.2.1.0)
-----

```

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 10 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-k9.plat.ver.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 11 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 was done. If it has not, abort at this step and do a backup first. See [“Appendix A: Backing Up Files”](#) section on page 57.

```

se-172-16-0-0# software install clean cue-vm-k9.nme.3.2.1.pkg

```



Note If the package is not found in the download section, it is downloaded from the configured FTP server.



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

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

Step 12 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 13 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 14 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 Cisco Unity Express Using Software Install Upgrade

This section describes the procedure to upgrade files by simply adding them to your existing Cisco Unity Express installation. Using this procedure, you upgrade your software version without having to backup your system data before the software installation and restore it afterward. Whether you can use this type of upgrade depends on the version you are upgrading from. To see which version combinations this method supports, see the [Release Notes for Cisco Unity Express 3.2](#).

Task List

Upgrading Cisco Unity Express using this method entails the following tasks for downloading and installing an upgrade image.

Table 5 Task List for Upgrading Cisco Unity Express Using Software Install Upgrade Method

Checklist	Checkoff
1. (Recommended) Backing up your data and configuration files. See “Appendix A: Backing Up Files” section on page 57.	<input type="checkbox"/>
2. Downloading and installing the software image files. See “Downloading and Installing an Upgrade Image” on page 33.	<input type="checkbox"/>
3. Restoring the data and configuration files, if required. See “Appendix B: Restoring Files” on page 59.	<input type="checkbox"/>
4. Rebooting the system.	<input type="checkbox"/>

Use this procedure to download and install an upgrade image.



Note

We recommend that you back up your data and configuration files before starting the upgrade. See [“Appendix A: Backing Up Files”](#) on page 57.



Note

To change your language selections, see the [“Adding or Removing Languages”](#) section on page 20.

Downloading and Installing an Upgrade Image

SUMMARY STEPS

1. Log in and go to the Cisco Unity Express product website at:
<http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
2. Click the Download Software link.
3. Download the appropriate Cisco Unity Express software files.
4. Extract the core files from the zip file.
5. Copy the files to the FTP server.
6. (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.

7. (Required for Step 4.) Enter **y** to continue the download.
8. (Optional) Enter the **software download status** command to verify the download.
9. Enter the **software install upgrade** command to install the new software.
10. Enter **y** to install the upgrade or **n** to stop the installation procedure.
The system automatically reloads after the upgrade is complete.
11. Enter the **show software versions** command to verify the upgrade.

DETAILED STEPS

Step 1 Log in and go to the Cisco Unity Express product website at:
<http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>

Step 2 Click the Download Software link.

Step 3 Download the appropriate Cisco Unity Express software files.

- **cue-vm-k9.plat.ver.zip** (application package file)
- **cue-vm-lang-langpack.plat.ver.pkg** (language package file)

The key to the placeholders in the above-mentioned filenames is in [Table 3 on page 21](#).

Step 4 From the zip file, extract the core files:

For NM-CUE, NM-CUE-EC, and AIM-CUE (cue-vm-k9.nm-aim.3.2.x.tar)

- cue-installer.nm-aim.3.2.x
- cue-vm-k9.nm-aim.3.2.x.pkg
- cue-vm-full-k9.nm-aim.3.2.x.prt1
- cue-vm-installer-k9.nm-aim.3.2.x.prt1
- cue-vm-langpack.nm-aim.3.2.x.pkg

For NME-CUE (cue-vm-k9.nme.3.2.x.tar)

- cue-installer.nme.3.2.x
- cue-vm-k9.nme.3.2.x.pkg
- cue-vm-full-k9.nme.3.2.x.prt1
- cue-vm-installer-k9.nme.3.2.x.prt1
- cue-vm-langpack.nme.3.2.x.pkg

Step 5 Copy the core files and the language package file to the FTP server.

**Note**

To install the files without first downloading, use the command **software install clean url ftp://ftp-server-ip-address/cue-vm-k9.nme.3.2.1.pkg username username password password**.

Step 6 (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-vm-k9.plat.ver.pkg
```



Note This example uses the default anonymous FTP user.

or, if the FTP server is configured:

```
se-172-16-0-0# software download upgrade cue-vm-k9.plat.ver.pkg
```



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

Step 7 (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.nme.3.2.1.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 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-k9.nme.3.2.1.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 Enter the **show software directory download** command to show the downloaded files.

Step 9 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 cue-vm-k9.nme.3.2.1.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 To install the package without first downloading, use the command **software install upgrade url ftp://ftp_server_ip_address/software install upgrade cue-vm-k9.plat.ver.pkg**.

Step 10 Enter **y** to begin the upgrade:



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

```
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
```

The system reloads after the upgrade is complete.

Step 11 Use the **show software version** command to verify the upgrade.

```
se-172-16-0-0# show software version
Cisco Unity Express version (3.2.1)
```

Components:

```
- CUE Voicemail Language Support version 3.2.1.0
```

```
se-172-16-0-0#
```

To see all the details, use the **show software version detail** command.

```
se-172-16-0-0# sh soft ver detail
Cisco Unity Express version (3.2.1)
```

Applications:

```
Name: Installer (3.2.1)
Desc: Installer application
    id: a0fb9f0a-fa5c-4b21-a64c-0cb9d6379573
Type: (installer)
```

Name: Thirdparty (3.2.1.0)
 Desc: Service Engine Thirdparty Code
 id: a3442277-7890-4782-9e6b-9d19efc1e0d8
 Type: (application)

Name: Bootloader (Primary) (2.1.14)
 Desc: Service Engine Bootloader
 id: 13b08c00-19f7-4b81-97c7-f1d7fb7a8fd5
 Type: (bootloader)

Name: Infrastructure (3.2.1.0)
 Desc: Service Engine Infrastructure
 id: a36e1be1-ce8a-4f53-ace7-1844262aa0b9
 Type: (application)

Name: Global (3.2.1)
 Desc: Global manifest
 id: edceaf0b-a890-4045-9086-5452fac85eba
 Type: (application)

Name: Service Engine license (2.1.2.0)
 Desc: License for the Service Engine
 id: dlba3d34-06c2-4461-8600-a0c244ef8457
 Type: (license)

Name: Auto Attendant (3.2.1.0)
 Desc: Service Engine Telephony Infrastructure
 id: e3db91b0-f47d-460c-ad22-65001a5d45a9
 Type: (application)

Name: Voice Mail (3.2.1.0)
 Desc: Voicemail application
 id: 8e7823e2-0e92-4470-8860-653246345f9d
 Type: (application)

Name: Bootloader (Secondary) (2.1.15.14)
 Desc: Service Engine Bootloader
 id: 9d7b26fb-21b2-416e-8b65-425c2f8da5d8
 Type: (bootloader)

Name: Core (3.2.1.0)
 Desc: Service Engine OS Core
 id: 430f25f9-0fed-48a4-b362-823937138501
 Type: (application)

Name: GPL Infrastructure (3.2.1.0)
 Desc: Service Engine GPL Infrastructure
 id: 9f112eb1-6f58-4dd4-8faa-8530467af3b9
 Type: (application)

Components:

Name: CUE Voicemail Language Support (3.2.1.0)
 Desc: Languages global pack
 id: e2e81cc6-39b5-47e1-9f83-b83c897fc50c
 Type: (plug-in)

Name: CUE Voicemail US English (3.2.1.0)
 Desc: English language pack
 id: 27e5e2ab-1622-4c02-8a0a-cfad0d932148
 Type: (plug-in)

```
Name: CUE Voicemail UK English (3.2.1.0)
Desc: British English language pack
     id: fa803d25-9c89-4171-a14c-ec12d6ed6b8c
Type: (plug-in)
```

```
se-172-16-0-0#
```

What to Do Next

1. If required, restore the data and configuration files. See [“Appendix B: Restoring Files” on page 59](#). This step is not required if you used the upgrade process in [“Upgrading Cisco Unity Express Using Software Install Upgrade” on page 32](#).



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 3.2 GUI Administrator Guide*.



Note

To use CLI commands to perform the configuration tasks covered by the initialization wizard (for example, if you want to use a configuration script), 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 49.
3. Configure new system features. See the *Cisco Unity Express VoiceMail and Auto-Attendant CLI Administrator Guide*, the *Cisco Unity Express 3.2 Interactive Voice Response CLI Administrator Guide*, and the *Cisco Unity Express 3.2 GUI Administrator Guide*.



Reinstalling a Cisco Unity Express Image Using the Boothelper

Last Updated: December 10, 2010

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



Note

Use the boothelper method 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. Boothelper mode does not support upgrades or language-only installations.

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

Do not use the boothelper unless you were unsuccessful using the clean install procedure described in [“Upgrading to Cisco Unity Express 3.2 Using Clean Install” on page 26](#).

This chapter contains the following sections:

- [Prerequisites, page 39](#)
- [Task List, page 40](#)
- [Downloading the Software Files, page 40](#)
- [Entering Configuration Parameter Values, page 41](#)
- [Installing Software Image Files, page 42](#)

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 [Cisco Unity Express Compatibility Matrix](#) for a list of supported languages.

Task List

Installing a software image entails the following sequence of tasks:

Table 6 Task List for Reinstalling a Cisco Unity Express Image Using the Boothelper

Checklist	Checkoff
1. Back up your data and configuration files. See “Appendix A: Backing Up Files” on page 57.	<input type="checkbox"/>
2. Download the software image files. See “Downloading the Software Files” on page 40.	<input type="checkbox"/>
3. Enter bootloader configuration parameter values. See “Entering Configuration Parameter Values” on page 41.	<input type="checkbox"/>
4. Install the software files. See “Installing Software Image Files” on page 42.	<input type="checkbox"/>
5. Restore the data and configuration files. See “Appendix B: Restoring Files” on page 59.	<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 product website at:
<http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
2. Click the Download Software link.
3. Download the Cisco Unity Express software files, one zip file and one language package file for each language.
4. Extract the five core files from the zip file.
5. Copy the extracted files and the language package file(s) to the FTP server.
6. Copy the cue-installer.<platform>. <ver> file to the TFTP server.
7. Copy the other software files to the FTP server.

DETAILED STEPS

-
- Step 1** Log in and go to the Cisco Unity Express product website at:
<http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
- Step 2** Click the Download Software link.
- Step 3** Download the appropriate Cisco Unity Express software files.
- **cue-vm-k9.plat.ver.zip** (application package file)
 - **cue-vm-lang-langpack.plat.ver.pkg** (language package file)

The key to the placeholders in the above-mentioned filenames is in [Table 3 on page 21](#).

Step 4 From the zip file, extract the core files:

For NM-CUE, NM-CUE-EC, and AIM-CUE (cue-vm-k9.nm-aim.3.2.x.zip)

- cue-installer.nm-aim.3.2.x
- cue-vm-k9.nm-aim.3.2.x.pkg
- cue-vm-full-k9.nm-aim.3.2.x.prt1
- cue-vm-installer-k9.nm-aim.3.2.x.prt1
- cue-vm-langpack.nm-aim.3.2.x.pkg

For NME-CUE (cue-vm-k9.nme.3.2.x.zip)

- cue-installer.nme.3.2.x
- cue-vm-k9.nme.3.2.x.pkg
- cue-vm-full-k9.nme.3.2.x.prt1
- cue-vm-installer-k9.nme.3.2.x.prt1
- cue-vm-langpack.nme.3.2.x.pkg

Step 5 For NM-CUE, NM-CUE-EC, and AIM-CUE, copy the **cue-installer.nm-aim.3.2.x** file to the TFTP server; For NME-CUE, copy the **cue-installer.nme.3.2.x** file to the TFTP server.

Step 6 Copy the other software files to the FTP server.

What to Do Next

- Back up your data and configuration files. See [“Appendix A: Backing Up Files” on page 57](#).
- After backing up the files, configure parameter values. See [“Entering Configuration Parameter Values” on page 41](#).

Entering Configuration Parameter Values

You must configure some 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 bootloader 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.plat.ver**
 - Default boot setting
 - Default bootloader is primary
5. Boot the module with the boothelper.

DETAILED STEPS

- Step 1** Type **reload** to restart the system.
- Step 2** Type “***” to enter the bootloader 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.plat.ver**
 - Default boot: **disk**
 - Default bootloader: **primary**



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

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

What to Do Next

Install the software files. See the [“Installing Software Image Files”](#) section on page 42.

Installing Software Image Files

After the boot-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 username
- 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-k9.plat.ver.pkg
Server url: ftp://10.33.262.120/
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 [“Appendix A: Backing Up Files” on page 57](#).

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

Language Selection Menu:

```
# Selected  SKU      Language Name (version)
-----
1 PTB CUE Voicemail Brazilian Portuguese (3.2.1.0)
2 RUS CUE Voicemail Russian (3.2.1.0)
3 DEU CUE Voicemail German (3.2.1.0)
4 NLD CUE Voicemail Dutch (3.2.1.0)
5 FRC CUE Voicemail Canadian French (3.2.1.0)
6 KOR CUE Voicemail Korean (3.2.1.0)
7 CHS CUE Voicemail Mandarin Chinese (3.2.1.0)
8 ESO CUE Voicemail Latin American Spanish (3.2.1.0)
9 ITA CUE Voicemail Italian (3.2.1.0)
10 ESM CUE Voicemail Mexican Spanish (3.2.1.0)
11 ESP CUE Voicemail European Spanish (3.2.1.0)
12 TUR CUE Voicemail Turkish (3.2.1.0)
13 ENG CUE Voicemail UK English (3.2.1.0)
14 ARA CUE Voicemail Arabic (3.2.1.0)
15 SVE CUE Voicemail Swedish (3.2.1.0)
16 FRA CUE Voicemail European French (3.2.1.0)
17 DAN CUE Voicemail Danish (3.2.1.0)
18 JPN CUE Voicemail Japanese (3.2.1.0)
-----
```

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
```

>6



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 might not work. See [“Appendix C: Language Upgrade Preparation” on page 61](#).

Step 4

Your choice appears as an “*” 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 and Mexican Spanish are selected.

Language Selection Menu:

```
# Selected  SKU      Language Name (version)
-----
1 PTB CUE Voicemail Brazilian Portuguese (3.2.1.0)
2 RUS CUE Voicemail Russian (3.2.1.0)
3 DEU CUE Voicemail German (3.2.1.0)
4 NLD CUE Voicemail Dutch (3.2.1.0)
5 FRC CUE Voicemail Canadian French (3.2.1.0)
6 KOR CUE Voicemail Korean (3.2.1.0)
7 CHS CUE Voicemail Mandarin Chinese (3.2.1.0)
8 ESO CUE Voicemail Latin American Spanish (3.2.1.0)
9 * ITA CUE Voicemail Italian (3.2.1.0)
10 * ESM CUE Voicemail Mexican Spanish (3.2.1.0)
11 ESP CUE Voicemail European Spanish (3.2.1.0)
12 TUR CUE Voicemail Turkish (3.2.1.0)
13 ENG CUE Voicemail UK English (3.2.1.0)
```

```

14 ARA CUE Voicemail Arabic (3.2.1.0)
15 SVE CUE Voicemail Swedish (3.2.1.0)
16 FRA CUE Voicemail European French (3.2.1.0)
17 DAN CUE Voicemail Danish (3.2.1.0)
18 JPN CUE Voicemail Japanese (3.2.1.0)
-----

```

```

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
```

**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 upgrade.

```

se-172-16-0-0# show software version
Cisco Unity Express version (3.2.1)

Components:

  - CUE Voicemail Language Support version 3.2.1.0

se-172-16-0-0#

```

To find out all the details, use the **show software version detail** command.

```

se-172-16-0-0# sh soft ver detail
Cisco Unity Express version (3.2.1)

Applications:

Name: Installer (3.2.1)
Desc: Installer application
  id: a0fb9f0a-fa5c-4b21-a64c-0cb9d6379573
Type: (installer)

Name: Thirdparty (3.2.1.0)
Desc: Service Engine Thirdparty Code
  id: a3442277-7890-4782-9e6b-9d19efc1e0d8
Type: (application)

Name: Bootloader (Primary) (2.1.14)
Desc: Service Engine Bootloader
  id: 13b08c00-19f7-4b81-97c7-f1d7fb7a8fd5
Type: (bootloader)

Name: Infrastructure (3.2.1.0)
Desc: Service Engine Infrastructure
  id: a36e1be1-ce8a-4f53-ace7-1844262aa0b9
Type: (application)

Name: Global (3.2.1)
Desc: Global manifest
  id: edceaf0b-a890-4045-9086-5452fac85eba
Type: (application)

Name: Service Engine license (2.1.2.0)
Desc: License for the Service Engine
  id: dlba3d34-06c2-4461-8600-a0c244ef8457
Type: (license)

```

```
Name: Auto Attendant (3.2.1.0)
Desc: Service Engine Telephony Infrastructure
     id: e3db91b0-f47d-460c-ad22-65001a5d45a9
Type: (application)

Name: Voice Mail (3.2.1.0)
Desc: Voicemail application
     id: 8e7823e2-0e92-4470-8860-653246345f9d
Type: (application)

Name: Bootloader (Secondary) (2.1.15.14)
Desc: Service Engine Bootloader
     id: 9d7b26fb-21b2-416e-8b65-425c2f8da5d8
Type: (bootloader)

Name: Core (3.2.1.0)
Desc: Service Engine OS Core
     id: 430f25f9-0fed-48a4-b362-823937138501
Type: (application)

Name: GPL Infrastructure (3.2.1.0)
Desc: Service Engine GPL Infrastructure
     id: 9f112eb1-6f58-4dd4-8faa-8530467af3b9
Type: (application)
```

Components:

```
Name: CUE Voicemail Language Support (3.2.1.0)
Desc: Languages global pack
     id: e2e81cc6-39b5-47e1-9f83-b83c897fc50c
Type: (plug-in)

Name: CUE Voicemail US English (3.2.1.0)
Desc: English language pack
     id: 27e5e2ab-1622-4c02-8a0a-cfad0d932148
Type: (plug-in)

Name: CUE Voicemail UK English (3.2.1.0)
Desc: British English language pack
     id: fa803d25-9c89-4171-a14c-ec12d6ed6b8c
Type: (plug-in)
```

se-172-16-0-0#

What to Do Next

1. Restore the data and configuration files. See [“Appendix B: Restoring Files”](#) on page 59.
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 49.
4. Configure new system features. See the *Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide* and the *Cisco Unity Express 3.2 GUI Administrator Guide*.



Upgrading or Downgrading the Cisco Unity Express License in the Same Version

Last Updated: September 4, 2009

This chapter describes how to change the license size for Cisco Unity Express systems without changing the version. The procedures in this chapter apply if you are upgrading to a license with support for more mailboxes, downgrading to a license with support for fewer mailboxes, or changing your Interactive Voice Response (IVR) license.

This procedure is a *clean* installation, which uses the software installer in the application. The clean installation permits the system to remain operational while the new software files are downloaded in the background. You must back up and restore your configuration files. You need only an FTP server for the installation.

This chapter contains the following sections:

- [License Types, page 49](#)
 - [Mailboxes, page 50](#)
 - [Interactive Voice Response, page 50](#)
 - [Ports, page 50](#)
- [Task List, page 51](#)
- [Downloading the License Files, page 52](#)
- [Installing a New Software License File, page 53](#)
- [Changing Your IVR License, page 55](#)

License Types

If your system is already configured, you cannot change the license type from Cisco Unified Communications Manager to Cisco Unified Communications Manager Express or vice versa. To change your license type, you must first reinstall Cisco Unity Express and then change your license type before you configure your system in any way.

Installation Sequence

Install licenses in the following order:

1. Mailbox licenses
2. Port licenses
3. IVR licenses

Mailboxes

If you are changing to a smaller mailbox license, verify that you have reduced the number of configured mailboxes correspondingly before downloading the new license. For example, if you are downgrading from a 50 mailbox license to a 12 mailbox license, ensure that your system does not have more than 12 configured mailboxes. If you have more than 12 mailboxes, delete the superfluous mailboxes before downgrading the license.

Ports

Only the NME-CUE supports port licensing. Install one base license and from 0-8 increment licenses for 8, 10, 12, 14, 16, 18, 20, 22 or 24 ports. The following conditions apply:

- Installing a base license will replace any existing port license.
- You can install an increment license only if your system already has a base license.
- Installing an increment license will fail if your system already has a 24-port license.
- A system can have licenses only for 8, 10, 12, 14, 16, 18, 20, 22 or 24 ports.
- Installing or removing a base license will fail if the resulting number of ports is more than the number of IVR sessions for which you have licenses plus two (2).

Interactive Voice Response

If you are installing Interactive Voice Response (IVR), make sure that the IVR license is compatible with your platform and with your Cisco Unified Communications Manager system. See the [Release Notes for Cisco Unity Express 3.2](#).

Task List

Changing your license requires the following sequence of activities:

Table 7 Task List for Upgrading or Downgrading the Cisco Unity Express License

Checklist	Checkoff
<p>1. Order the license SKU from the Configurator. Choose from the following list (you can find further license information in the Release Notes for Cisco Unity Express 3.2):</p> <p>Note If you require Interactive Voice Response (IVR), you must purchase an additional license specifically for for this purpose.</p>	
<p>Cisco Unified Communications Manager Express</p> <ul style="list-style-type: none"> • 12-mailbox package: SCUE-LIC-12CME= • 25-mailbox package: SCUE-LIC-25CME= • 50-mailbox package: SCUE-LIC-50CME= • 100-mailbox package: SCUE-LIC-100CME= • 150-mailbox package: SCUE-LIC-150CME= • 200-mailbox package: SCUE-LIC-200CME= • 250-mailbox package: SCUE-LIC-250CME= 	<input type="checkbox"/>
<p>Cisco Unified Communications Manager</p> <ul style="list-style-type: none"> • 12-mailbox package: SCUE-LIC-12CCM= • 25-mailbox package: SCUE-LIC-25CCM= • 50-mailbox package: SCUE-LIC-50CCM= • 100-mailbox package: SCUE-LIC-100CCM= • 150-mailbox package: SCUE-LIC-150CCM= • 200-mailbox package: SCUE-LIC-200CCM= • 250-mailbox package: SCUE-LIC-250CCM= 	<input type="checkbox"/>
<p>NME-CUE Port Licenses</p> <ul style="list-style-type: none"> • SCUE-LIC-PORT-2 • SCUE-LIC-PORT-2= (spare) 	<input type="checkbox"/>
<p>Interactive Voice Response</p> <ul style="list-style-type: none"> • 2-session license: SCUE-IVR-S2= • 4-session license: SCUE-IVR-S4= • 8-session license: SCUE-IVR-S8= • 16-session license: SCUE-IVR-S16= • 20-session license: SCUE-IVR-S20= • SCUE-IVRUPG-S2= (adds 2 sessions if you have 2-14 sessions) • SCUE-IVRUPG-S2V= (add 2 sessions if you have more than 16 sessions) 	<input type="checkbox"/>
<p>2. Download the license file(s) from Cisco.com. See the “Downloading the License Files” section on page 52.</p>	<input type="checkbox"/>

Table 7 Task List for Upgrading or Downgrading the Cisco Unity Express License (continued)

Checklist	Checkoff
3. Save the current configuration.	<input type="checkbox"/>
4. Install the new license file(s). See the “Installing a New Software License File” section on page 53.	<input type="checkbox"/>
5. Run the initialization wizard. See the <i>Cisco Unity Express 3.2 GUI Administrator Guide</i> .	<input type="checkbox"/>

Downloading the License Files

After ordering the appropriate license SKU, download the corresponding license file.

Prerequisites

- IP address or name of the FTP server that will store the Cisco Unity Express license.
- Verify that the FTP server is accessible.

SUMMARY STEPS

1. Log in and go to the Cisco Unity Express page on the Cisco Software Center website.
2. Download the appropriate license file.
3. Copy the file 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 appropriate license files as described in the following list (for further licence information, see the *Release Notes for Cisco Unity Express 3.2*):

Cisco Unified Communications Manager Express

- cue-vm-license_12mbx_cme_3.2.x.pkg
- cue-vm-license_25mbx_cme_3.2.x.pkg
- cue-vm-license_50mbx_cme_3.2.x.pkg
- cue-vm-license_100mbx_cme_3.2.x.pkg
- cue-vm-license_150mbx_cme_3.2.x.pkg
- cue-vm-license_200mbx_cme_3.2.x.pkg
- cue-vm-license_250mbx_cme_3.2.x.pkg

Cisco Unified Communications Manager

- cue-vm-license_12mbx_ccm_3.2.x.pkg
- cue-vm-license_25mbx_ccm_3.2.x.pkg
- cue-vm-license_50mbx_ccm_3.2.x.pkg
- cue-vm-license_100mbx_ccm_3.2.x.pkg
- cue-vm-license_150mbx_ccm_3.2.x.pkg
- cue-vm-license_200mbx_ccm_3.2.x.pkg
- cue-vm-license_250mbx_ccm_3.2.x.pkg

NME-CUE Port Licences

- cue-vm-license_8port_3.2.x.pkg (base license file for 8 ports)
- cue-vm-license_16port_3.2.x.pkg (base license file for 16 ports)
- cue-vm-license_24port_3.2.x.pkg (base license file for 24 ports)
- cue-vm-license_2port__inc_3.2.x.pkg (2 port increment file to be installed after base license)

Cisco Interactive Voice Response

- cue-vm-license_2port_ivr_3.2.x.pkg (2 session license)
- cue-vm-license_4port_ivr_3.2.x.pkg (4 session license)
- cue-vm-license_8port_ivr_3.2.x.pkg (8 session license)
- cue-vm-license_16port_ivr_3.2.x.pkg (16 session license)
- cue-vm-license_20port_ivr_3.2.x.pkg (20 session license)
- cue-vm-license_2port_ivr_inc_3.2.x.pkg (2 session increment license)

Step 3 Copy the file(s) to the FTP server.

What to Do Next

Save the current configuration. Then, install the new license file.

Installing a New Software License File

This section describes the procedure for installing a new software license using the online installer. The installation sequence is as follows:

1. Mailbox licenses
2. Port licenses
3. IVR licenses

**Note**

You cannot install a version 2.X license file on a version 3.X system.

Prerequisites



Note

We recommend that the license and software are the same version.

The following information is required to install the software license file using the online installer:

- FTP server username
- FTP server password
- License package name downloaded in the previous [“Downloading the License Files”](#) section on page 52.

SUMMARY STEPS

1. Save your current configuration.
2. Enter the **software install clean** command to install the new license software.
3. Enter **y** to continue the installation.
4. Reload the module for the license to take effect.

DETAILED STEPS

Step 1 Save the running configuration to the startup configuration using the **write** command:

```
se-172-16-0-0# write
```

Step 2 Enter the **software install clean** command to install the new software:

```
se-172-16-0-0# software install clean url
ftp://ftp_server_ip_address/path/Cisco-Unity-Express-license-package-filename username
username password password
```

or, to install the software when the FTP server is configured:

```
se-172-16-0-0# software install clean Cisco-Unity-Express-license-package-filename
```



Note

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

For example:

```
se-172-16-0-0# software install clean url
ftp://172.27.105.115/license_store/cue-vm-license_25mbx_cme_3.2.1.pkg username admin
password secret1234
```

Step 3 Enter **y** to continue the installation:

```
WARNING:: This command will install 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 4 Reload the module for the license to take effect. You can continue with another install or upgrade before you reload the module.

```
se-172-16-0-0# reload
```

Changing Your IVR License

You can upgrade, downgrade, or remove your IVR license.

- To upgrade your IVR license:
 - Order the license SKU from the configurator (either SCUE-IVRUPG-S2 or SCUE-IVRUPG-S2V as required).
 - Download the file. See the [“Downloading the License Files”](#) section on page 52.
 - Install the new file. See the [“Installing a New Software License File”](#) section on page 53.
- To downgrade your IVR license:
 - Order the license SKU from the configurator.
 - Download the appropriate IVR license file that matches your downgrade. See the [“Downloading the License Files”](#) section on page 52.
 - Install the new license which then overwrites the existing license. See the [“Installing a New Software License File”](#) section on page 53
- To remove your IVR license:
 - Download the file: cue-vm-license_0port_ivr_3.2.x.pkg. See the [“Downloading the License Files”](#) section on page 52.
 - Install the new file. See the [“Installing a New Software License File”](#) section on page 53.

What to Do Next

- Enter the **show software license** command to display the base port license on the system and to display the number of ports available in the field “Total usable system ports”. If a base port license is not available (this will be the case unless you have CUE-NME), “Total usable system ports” displays “24”.



Note If you have not yet reloaded the system with the new license, the old license information appears.

```
se-1-100-50-125> show software licenses
Installed license files:
- voicemail_lic.sig : 100 MAILBOX LICENSE
- ivr_lic.sig : 2 PORT IVR BASE LICENSE
- port_lic.sig : 8 PORT BASE LICENSE

Core:
- Application mode: CCME
- Total usable system ports: 24

Voicemail/Auto Attendant:
- Max system mailbox capacity time: 18000
- Default # of general delivery mailboxes: 20
- Default # of personal mailboxes: 100

- Max # of configurable mailboxes: 120
```

Interactive Voice Response:

- Max # of IVR sessions: 2

Languages:

- Max installed languages: 5
- Max enabled languages: 5



Appendix A: Backing Up Files

Last Updated: November 5, 2007

Enter backup commands in EXEC mode after moving the system offline. Active calls, IMAP, and VoiceView sessions are terminated, and no new calls are accepted. Consider doing the backup procedure at a time when telephone subscribers are least likely to be on the telephone.



Note

We recommend that you back up your configuration files whenever changes are made to the system or application files. Because data files contain voice messages, back them up daily to minimize data loss, such as from a hardware failure.

Numbering Scheme for Backup Files

Four types of backup requests are available: data only, configuration only, historical data, or all.

- Data—Backs up voice-mail messages.
- Configuration—Backs up the running configuration, greetings, recorded names, and custom scripts and prompts. Use the **show run** command to display the current running configuration.
- Historical Data—Backs up historical information about call and application activities that have occurred on the module.
- All—Backs up all data and configuration information.

Cisco Unity Express automatically numbers and dates the backup files and identifies the revision number in a **backupid** field.

Performing different backup types at various times causes different backup IDs for data backups and configuration backups. For example, the last data backup ID might be 3, and the last configuration backup might be 4. Performing an “all” backup might result in a backup ID of 5 for data, historical data, and configuration.

When restoring the files, see the backup ID for the backup file that you want to use. Use the **show backup server** command for a list of backup IDs.



Caution

Offline mode terminates all existing voice-mail calls, and no new voice-mail calls are allowed. Calls to autoattendant are allowed. We recommend doing a backup when telephone subscribers are not active on calls.

Prerequisite

- Before you can back up your data, you must have a configured backup server. See the *Cisco Unity Express 3.2 GUI Administrator Guide* and the *Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide*.

SUMMARY STEPS

1. **offline**
2. **backup category {all | configuration | historicaldata | data}**
3. **continue**
4. **show backup history**
5. **show backup server**

DETAILED STEPS

	Command or Action	Purpose
Step 1	offline Example: se-10-0-0-0# offline	Enters offline mode. All active voice-mail calls are terminated.
Step 2	backup category {all configuration historicaldata data} Example: se-10-0-0-0(offline)# backup category all se-10-0-0-0(offline)# backup category configuration se-10-0-0-0(offline)# backup category data se-10-0-0-0(offline)# backup category historicaldata	Specifies the type of data to be backed up and stored.
Step 3	continue Example: se-10-0-0-0(offline)# continue	Exits offline mode and enters EXEC mode.
Step 4	show backup history Example: se-10-0-0-0# show backup history	Displays the backup and restore procedures and the success or failure of those attempts.
Step 5	show backup server Example: se-10-0-0-0# show backup server	Displays the backup files available on the backup server, the date of each backup, and the backup file ID.



Appendix B: Restoring Files

Last Updated: December 10, 2010

After the backup files are created, you can restore them when needed. Restoring is done in offline mode. Active calls, IMAP, and VoiceView sessions are terminated, and no new calls are accepted (autoattendant calls are permitted). You should consider doing the restore when telephone subscribers are least likely to be on the telephone.

Use the **show backup server** command to locate the backup ID of the file that you want to restore.

See the [Cisco Unity Express 3.2 GUI Administrator Guide](#) and the [Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide](#).

SUMMARY STEPS

1. **show backup server**
2. **offline**
3. **restore id *backupid* category {all | configuration | data}**
4. **reload**
5. **show backup history**

DETAILED STEPS

	Command or Action	Purpose
Step 1	show backup server Example: se-10-0-0-0# show backup server	Lists the data and configuration backup files. Look at the backup ID field for the revision number of the file that you want to restore.
Step 2	offline Example: se-10-0-0-0# offline	Enters offline mode. All active voice-mail calls are terminated.

	Command or Action	Purpose
Step 3	<p>restore id <i>backupid</i> category {all configuration historicaldata data}</p> <p>Example: se-10-0-0-0(offline)# restore id 22 category all se-10-0-0-0(offline)# restore id 8 category configuration se-10-0-0-0(offline)# restore id 3 category data</p>	Specifies the backup ID <i>backupid</i> value and the file type to be restored.
Step 4	<p>reload</p> <p>Example: se-10-0-0-0(offline)# reload</p>	Resets the Cisco Unity Express module so that the restored values take effect.
Step 5	<p>show backup history</p> <p>Example: se-10-0-0-0# show backup history</p>	Displays the backup and restore procedures and the success or failure of those attempts.



Appendix C: Language Upgrade Preparation

Last Updated: December 10, 2010

When upgrading your Cisco Unity Express software version, you can change the default system language supported. There are tasks required if you want to update the system language support as part of the upgrade. If any users, audio prompts, triggers or selected custom script steps have a language defined that is different from the system default language, then those elements of the system must be updated accordingly. Otherwise, some voice-mail users might have difficulty accessing their mailboxes.

If you are changing the default system language during an upgrade, then you must use the **software install clean** command. For more information, see the [“What to Do Next” section on page 37](#).

Updating Language Support for Specific Voice-Mail Users

Use this procedure to update voice-mail language support for specific users.

SUMMARY STEPS

1. **show users**
2. **show user detail username userid**
3. **username *userid* language *xx_YY***

DETAILED STEPS

- Step 1** Enter the **show users** command to get a list of users.
- Step 2** For each user, enter the **show user detail username *userid*** command.
The display shows the voice-mail subscriber, and the language used for prompts for the subscriber.
For each subscriber whose language support is different from the new language that is being installed, proceed to the next step.
- Step 3** Enter the **username *userid* language *xx_YY*** command, and change the language to systemDefault.
`username johnsmith language en_US`
-


Updating the System Audio Prompt Languages

Use this procedure to update the system audio prompt language.

SUMMARY STEPS

1. **show ccn prompts**
2. **ccn copy prompt** *prompt-filename* **url ftp://destination-ip-address/prompt-filename** [**language** *xx_YY*] [**username** *name* **password** *password*]
3. Perform the system upgrade.
4. **ccn copy url ftp://source-ip-address/prompt-filename.wav** **prompt** *prompt-filename.wav* [**language** *xx_YY*] [**username** *name* **password** *password*]

DETAILED STEPS

-
- Step 1** Enter the **show ccn prompts** command to get a list of audio prompts
- Each audio prompt shown in the display must be backed up individually. You can back up the prompts using the GUI, or you can use the CLI in the next step.
- Step 2** Copy each file to an FTP server using the following command syntax:
- ccn copy prompt** *prompt-filename* **url ftp://destination-ip-address/prompt-filename** [**language** *xx_YY*] [**username** *name* **password** *password*]
-
-  **Caution** If this step is not done, then the audio prompts disappear and cannot be restored using the regular restore procedure.
-
- Step 3** Perform the system upgrade. Follow the instructions in the [“What to Do Next” section on page 37](#).
- Step 4** After the system is initialized with the new language, upload each prompt using either the GUI or the following command syntax:
- ccn copy url ftp://source-ip-address/prompt-filename.wav** **prompt** *prompt-filename.wav* [**language** *xx_YY*] [**username** *name* **password** *password*]
-

Updating the Application Prompt Languages in Triggers

Before upgrading to a different language, you must first make sure all triggers are configured to the system Default value. Use this procedure to update the application prompt languages in any configured triggers.

SUMMARY STEPS

1. **show ccn trigger**
2. **config t**
3. **ccn trigger {jtapi | sip} phonenumber** *number*
4. **locale** *xx_YY*

DETAILED STEPS

-
- Step 1** Enter the **show ccn trigger** command to get a list of phone numbers that are assigned to any configured triggers on your system.
 - Step 2** Enter **config t** to enter configuration mode.
 - Step 3** Enter **ccn trigger {jtapi | sip} phonenumber number** to enter either JTAPI or SIP trigger configuration mode.
 - Step 4** Enter the **locale xx_YY** command to change the language heard by the caller when a JTAPI or SIP trigger is activated for the phone number to the system default value.
-

Updating Custom Autoattendant Steps

If your system is configured with a custom autoattendant script, check each step for any possible language dependencies. Some setups that generate prompts might allow the language to be specified. Back up any custom scripts separately. You must change these steps if the language is changed during an upgrade. For more information on writing custom scripts, see the [Cisco Unity Express 3.2 Guide to Writing and Editing Scripts](#).

Verifying the New Language Support

After you perform the upgrade and restore the old configuration files and data, test the autoattendant and selected voice-mail boxes. Make sure that you can hear the correct system greetings when you log in to a voice-mail mailbox. Check the autoattendants to make sure all prompts are properly uploaded.



INDEX

A

- access lists [14](#)
- active calls
 - backup [57, 59](#)
- administrator
 - password [17](#)
 - user ID [17](#)

B

- backup
 - active calls [57, 59](#)
 - numbering scheme [57](#)
- backup category command [58](#)
- boot helper [39](#)

C

- call processing [14](#)
- Cisco Unified CME
 - Flash memory files [10](#)
 - IP path command [10, 11](#)
 - web administrator [12](#)
- Cisco Unified CME web page [10](#)
- Cisco Unified Communications Manager
 - CTI ports [13](#)
- Cisco Unity Express
 - software files [21, 27, 40](#)
- Cisco Unity Express software website [52](#)
- command
 - backup category [58](#)
 - continue [58](#)

- interface Service-Engine [19](#)
- ip address [19](#)
- IP path [10](#)
- ip unnumbered [19](#)
- offline [58, 59](#)
- reload [59](#)
- restore id [59](#)
- service-module [19](#)
- show backup history [58, 59](#)
- show backup server [59](#)
 - show backup server command [58](#)
- show software versions [35, 46](#)
- show software versions detail [35, 46](#)
- configuring
 - dial peer [11](#)
 - ephone-dn [10](#)
 - IP addresses [17](#)
- configuring IP connectivity [11](#)
- continue command [58](#)
- creating users and telephones [9](#)
- CTI ports [13](#)

D

- default gateway [18](#)
- Device option [13](#)
- dial peer [11](#)
- DNS server [17](#)
- downloading license files [52](#)

E

- ephone [10](#)

ephone-dn [10](#)
 Etherswitch module [11, 13](#)

F

factory-set system limits [4](#)
 FTP
 server [52](#)

G

G.711 ulaw [11](#)
 graceful shutdown [3](#)

I

installer file [52](#)
 installing
 software image [40](#)
 Interactive Voice-Mail license [49](#)
 interface Service-Engine command [19](#)
 IP
 addressing [17](#)
 IP address, Cisco Unity Express module [11, 13](#)
 ip address command [19](#)
 IP connectivity, configuring [11](#)
 IP path for Cisco Unified CME [10, 11](#)
 ip unnumbered command [19](#)
 IVR [49](#)
 License, changing [55](#)

J

JTAPI traffic, prioritizing [14](#)

L

Languages

 installing additional [20](#)
 removing [23](#)
 language upgrades [61](#)
 license files [52](#)
 downloading [52](#)
 installing [54](#)

M

maximum number of triggers [4](#)
 module IP address [11, 13](#)
 modules, network [4](#)

N

network modules [4](#)
 NTP server [17](#)
 numbering scheme, backup files [57](#)

O

offline command [58, 59](#)
 offline mode [57, 59](#)
 option
 Device [13](#)

P

Prerequisites
 Cisco Unified Communications Manager [12](#)
 Cisco Unified Communications Manager Express [9](#)

R

reload command [59](#)
 restore
 procedure [59](#)
 restore id command [59](#)

S

servers

DNS [17](#)NTP [17](#)service-module command [19](#)show backup history command [58, 59](#)show backup server command [59](#)show software versions command [35, 46](#)show software versions detail command [35, 46](#)SIP dial peer [11](#)SKUs [51](#)software files [21, 27, 40](#)installer [52](#)license [52](#)software image, installing [40](#)

system limits

factory set [4](#)

T

triggers

maximum number [4](#)

Uuninterruptible power supply [3](#)

Upgrades

types [2](#)

upgrading

languages [61](#)UPS [3](#)

VVLAN interface [11, 13](#)

Wweb administrator [12](#)

web page

Cisco Unified CME [10](#)

