



## **Cisco Unity Express 3.1 Installation and Upgrade Guide**

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# Overview of Cisco Unity Express Software Installation

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

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



## Note

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

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This chapter contains the following sections:

- [Checklist for New Software Installation, page 8](#)
- [Types of Cisco Unity Express Software Upgrades, page 8](#)
- [Platforms and Cisco IOS Software Images, page 8](#)
- [Differences Between the AIM-CUE and the NM-CUE and NME-CUE Modules, page 9](#)
- [Software Licenses and Factory-Set Limits, page 10](#)
- [Additional References, page 10](#)

# Checklist for New Software Installation

A new Cisco Unity Express installation requires the following procedures:

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

## Types of Cisco Unity Express Software Upgrades

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

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

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

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

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

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

## Platforms and Cisco IOS Software Images

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

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



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

## Uninterruptible Power Supply Recommendations

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

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

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

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

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

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

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

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

## Software Licenses and Factory-Set Limits

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

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

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

## Additional References

### Obtaining Documentation, Obtaining Support, and Security Guidelines

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

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

## Related Cisco Unity Express Documents

Related Topic	Document Title
Cisco Unity Express	<ul style="list-style-type: none"> <li>• <a href="#">Cisco Unity Express Documentation, All Versions</a></li> </ul>

## MIBs

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

## 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><a href="http://www.cisco.com/techsupport">http://www.cisco.com/techsupport</a></p>



# Prerequisites for Installing Cisco Unity Express Software

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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 13](#)
- [Prerequisites for Cisco Unified Communications Manager, page 16](#)



**Caution**

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

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## Prerequisites for Cisco Unified Communications Manager Express



**Note**

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This section is for a new installation of Cisco Unity Express 3.1.

---

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 the Cisco Unity Express configuration can be started. 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 3.1](#).
- 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 the [“Uninterruptible Power Supply Recommendations”](#) section on page 9.

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

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 3.1](#).
  - 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 9.

2. (Required) Install and verify Cisco Unified Communications Manager software functionality.



- a. You should 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 may 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 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. (Required) 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: November 5, 2007**

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

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

## Task List



**Note**

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

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

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

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

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

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

## Activating IP Connectivity to Cisco Unity Express Software

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

### Prerequisites

The following information is required for activating the software:

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

### SUMMARY STEPS

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

## DETAILED STEPS

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

## Examples

The following example illustrates the IP connectivity activation procedure:

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

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

## Adding or Removing Languages

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

## Installing Additional Languages

### Prerequisites

The following information is required for installing languages:

- URL of the FTP server.

### Restrictions

- You are limited to 2 concurrent languages with an AIM-CUE module license  
To install a second language on the AIM-CUE, you may need to perform some additional steps. See the [“Adding a Second Language on the AIM-CUE” section on page 23](#).
- 
- You are limited to 5 concurrent languages with an NM-CUE, NM-CUE-EC, or NME-CUE module license



#### Note

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

### SUMMARY STEPS

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

### DETAILED STEPS

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

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

## Adding a Second Language on the AIM-CUE

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

### SUMMARY STEPS

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

### DETAILED STEPS

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

## Examples

The following example illustrates choosing additional languages.

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

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

Language Installation Menu:

#	Selected	SKU	Language Name (version)
1		ITA	CUE Voicemail Italian (3.0.0.0)
2		ESP	CUE Voicemail European Spanish (3.0.0.0)
3		ENU	CUE Voicemail US English (3.0.0.0)
4		FRA	CUE Voicemail European French (3.0.0.0)
5		ESO	CUE Voicemail Latin American Spanish (3.0.0.0)
6		ESM	CUE Voicemail Mexican Spanish (3.0.0.0)
7		NLD	CUE Voicemail Dutch (3.0.0.19)
8		SVE	CUE Voicemail Swedish (3.0.0.19)
9		FRC	CUE Voicemail Canadian French (3.0.0.0)
10		ENG	CUE Voicemail UK English (3.0.0.0)
11		DEU	CUE Voicemail German (3.0.0.0)
12		DAN	CUE Voicemail Danish (3.0.0.0)
13		PTB	CUE Voicemail Brazilian Portuguese (3.0.0.0)
14		KOR	CUE Voicemail Korean (3.0.0.0)
15		CHS	CUE Voicemail Mandarin Chinese (3.0.0.0)
16		JPN	CUE Voicemail Japanese (3.0.0.0)

Available commands are:

# - enter the number for the language to select one  
 r # - remove the language for given #  
 i # - more information about the language for given #  
 x - Done with language selection

Enter Command: **11**

Language Installation Menu:

#	Selected	SKU	Language Name (version)
1		ITA	CUE Voicemail Italian (3.0.0.0)
2		ESP	CUE Voicemail European Spanish (3.0.0.0)
3		ENU	CUE Voicemail US English (3.0.0.0)
4		FRA	CUE Voicemail European French (3.0.0.0)
5		ESO	CUE Voicemail Latin American Spanish (3.0.0.0)
6		ESM	CUE Voicemail Mexican Spanish (3.0.0.0)
7		NLD	CUE Voicemail Dutch (3.0.0.19)
8		SVE	CUE Voicemail Swedish (3.0.0.19)
9		FRC	CUE Voicemail Canadian French (3.0.0.0)
10		ENG	CUE Voicemail UK English (3.0.0.0)
11	*	DEU	CUE Voicemail German (3.0.0.0)
12		DAN	CUE Voicemail Danish (3.0.0.0)
13		PTB	CUE Voicemail Brazilian Portuguese (3.0.0.0)
14		KOR	CUE Voicemail Korean (3.0.0.0)
15		CHS	CUE Voicemail Mandarin Chinese (3.0.0.0)
16		JPN	CUE Voicemail Japanese (3.0.0.0)

Available commands are:

# - enter the number for the language to select one  
 r # - remove the language for given #  
 i # - more information about the language for given #  
 x - Done with language selection

Enter Command: **x**

ui\_install scripts executed successfully.  
 Starting payload download



## Removing a Language

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

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

Add-On Uninstallation Menu:

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

Language Installation Menu:

#	Selected	SKU	Language Name (version)
1		ITA	CUE Voicemail Italian (3.0.0.0)
2		ESP	CUE Voicemail European Spanish (3.0.0.0)
3		ENU	CUE Voicemail US English (3.0.0.0)
4		FRA	CUE Voicemail European French (3.0.0.0)
5		ESO	CUE Voicemail Latin American Spanish (3.0.0.0)
6		ESM	CUE Voicemail Mexican Spanish (3.0.0.0)
7		NLD	CUE Voicemail Dutch (3.0.0.19)
8		SVE	CUE Voicemail Swedish (3.0.0.19)
9	*	FRC	CUE Voicemail Canadian French (3.0.0.0)
10		ENG	CUE Voicemail UK English (3.0.0.0)
11		DEU	CUE Voicemail German (3.0.0.0)
12		DAN	CUE Voicemail Danish (3.0.0.0)
13		PTB	CUE Voicemail Brazilian Portuguese (3.0.0.0)
14		KOR	CUE Voicemail Korean (3.0.0.0)
15		CHS	CUE Voicemail Mandarin Chinese (3.0.0.0)
16		JPN	CUE Voicemail Japanese (3.0.0.0)

Available commands are:

```
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
x - Done with language selection
```

Enter Command: **r9**

Language Installation Menu:

#	Selected	SKU	Language Name (version)
1		ITA	CUE Voicemail Italian (3.0.0.0)
2		ESP	CUE Voicemail European Spanish (3.0.0.0)
3		ENU	CUE Voicemail US English (3.0.0.0)
4		FRA	CUE Voicemail European French (3.0.0.0)
5		ESO	CUE Voicemail Latin American Spanish (3.0.0.0)
6		ESM	CUE Voicemail Mexican Spanish (3.0.0.0)
7		NLD	CUE Voicemail Dutch (3.0.0.19)
8		SVE	CUE Voicemail Swedish (3.0.0.19)
9		FRC	CUE Voicemail Canadian French (3.0.0.0)
10		ENG	CUE Voicemail UK English (3.0.0.0)
11		DEU	CUE Voicemail German (3.0.0.0)
12		DAN	CUE Voicemail Danish (3.0.0.0)
13		PTB	CUE Voicemail Brazilian Portuguese (3.0.0.0)
14		KOR	CUE Voicemail Korean (3.0.0.0)
15		CHS	CUE Voicemail Mandarin Chinese (3.0.0.0)
16		JPN	CUE Voicemail Japanese (3.0.0.0)

Available commands are:

```
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
x - Done with language selection
```

Enter Command:**x**

```
ui_install scripts executed successfully.
Starting payload download
```

## What to Do Next

After configuring connectivity to the Cisco Unity Express module or changing languages, run the initialization wizard to begin configuring the Cisco Unity Express database. See the [Cisco Unity Express 3.1 GUI Administrator Guide](#).



### Note

If you want to use CLI commands to perform the configuration tasks covered by the initialization wizard (for example, if you want to use a configuration script), you can skip the initialization wizard by using the **web skipinitwizard** command in Cisco Unity Express EXEC mode. This command turns off the initialization wizard. You cannot turn it on or restart it unless you reimage the Cisco Unity Express module.



# Upgrading to Cisco Unity Express 3.1

---

**Last Updated: April 14, 2008**

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

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

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

Use this procedure to upgrade to version 3.1:

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

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

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

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

The following conditions apply:

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

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

This section includes:

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

## Prerequisites

- The following information is required:
  - FTP server IP address
  - FTP server username
  - FTP server password
  - Software package name (contains a .pkg extension)
  - If you are installing a language, see the [Cisco Unity Express Compatibility Matrix](#) for a list of available languages.
- Ensure that the FTP server is configured and active.
- Ensure that you can ping the Cisco Unity Express network module from the FTP server.
- If Cisco Unity Express is configured to use DNS, hostnames can be used to identify the FTP server. If Cisco Unity Express is not configured to use DNS, use the IP address of the FTP server.

## Upgrading to Cisco Unity Express 3.1

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



### Note

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

## Task List

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

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

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

## Downloading and Installing a New Software Image

Use this procedure to install a new Cisco Unity Express software image.

**Caution**

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

**SUMMARY STEPS**

1. Log in and go to the Cisco Unity Express page on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.
2. Download the Cisco Unity Express software files.
3. Copy the software files to the FTP server.
4. (Optional) Enter the **software download clean** command to download the new software from the FTP server.

**Note**

Although the **software download clean** command is optional, it is useful for staging the installation. The command stores the software files on the hard disk, which can save time during any subsequent installation or upgrade.

5. (Required for Step 4.) Enter **y** to continue the installation.
6. Select the language version from the language selection menu.
7. Enter **x** when you finish with the language selection menu.
8. Enter the **software download status** command to check that the software has downloaded.
9. Enter the **software install clean** command to install the new software.  
The system automatically reloads after the installation is complete.
10. Enter **y** to begin the initial configuration.
11. Enter **y** to restore the configuration saved in flash memory or **n** to use your backup to restore your configuration.
12. Enter the Cisco Unity Express administrator ID. This is the username to log in to the Cisco Unity Express GUI.

**DETAILED STEPS**

**Step 1** Log in and go to the Cisco Unity Express page on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

- Step 2** Download the Cisco Unity Express software files.
- NM-CUE, NM-CUE-EC, and AIM-CUE modules
    - cue-vm-k9.nm-aim.3.1.x.pkg (main package files)
    - cue-vm-installer-k9.nm-aim.3.1.x.prt1 (installer payload file)
    - cue-vm-full-k9.nm-aim.3.1.x.prt1 (voice-mail application)
    - cue-vm-langpack.nm-aim.3.1.x.pkg (language package file)
    - cue-vm-en\_US-langpack.nm-aim.3.1.x.prt1 (language prompts)

**Note**

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

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




---

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

---

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




---

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

---

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

```
se-172-16-0-0# software download clean url
ftp://ftp_server_ip_address/cue-vm-k9.nm-aim.3.1.x.pkg username username password password
```

or, if the FTP server has been configured:

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




---

**Note** If the FTP server was set in configuration mode, you do not need to use the FTP parameters. To set the FTP server, see the **software download server** command in the [Cisco Unity Express Command Reference](#).

---

**Step 5** (Required for Step 4.) Enter **y** to continue the download:

```
WARNING:: This command will download the necessary software to
WARNING:: complete a clean install. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
```

**Step 6** Select the language version from the language selection menu:

```
# Selected  SKU      Language Name (version)
-----
1           ITA      CUE Voicemail Italian (3.0.0.0)
2           ESP      CUE Voicemail European Spanish (3.0.0.0)
3           ENU      CUE Voicemail US English (3.0.0.0)
4           FRA      CUE Voicemail European French (3.0.0.0)
5           ESO      CUE Voicemail Latin American Spanish (3.0.0.0)
6           ESM      CUE Voicemail Mexican Spanish (3.0.0.0)
7           NLD      CUE Voicemail Dutch (3.0.0.19)
8           SVE      CUE Voicemail Swedish (3.0.0.19)
9           FRC      CUE Voicemail Canadian French (3.0.0.0)
10          ENG      CUE Voicemail UK English (3.0.0.0)
11          DEU      CUE Voicemail German (3.0.0.0)
12          DAN      CUE Voicemail Danish (3.0.0.0)
13          PTB      CUE Voicemail Brazilian Portuguese (3.0.0.0)
14          KOR      CUE Voicemail Korean (3.0.0.0)
15          CHS      CUE Voicemail Mandarin Chinese (3.0.0.0)
16          JPN      CUE Voicemail Japanese (3.0.0.0)
-----
```

Available commands are:

- # - enter the number for the language to select one
- r # - remove the language for given #
- i # - more information about the language for given #
- x - Done with language selection

>12



**Note**

Select the language that was previously configured as the system default on the system running the earlier version. If you want to change the language support as part of the upgrade, additional preparation is required. For example, users, audio prompts, triggers and some custom scripts might be defined with a different language than the system default. If these are not updated correctly, then audio prompts for users defined with other languages may not work. For more information, see [Appendix C: Language Upgrade Preparation, page 59](#).

**Step 7** Your choice appears as a “\*” in the language selection menu. Use the menu to add, remove, or get information about languages. Enter x when finished. The example below shows that Italian, US English, and Danish are selected.

```
# Selected  SKU      Language Name (version)
-----
1           *      ITA      CUE Voicemail Italian (3.0.0.0)
2           ESP      CUE Voicemail European Spanish (3.0.0.0)
3           *      ENU      CUE Voicemail US English (3.0.0.0)
4           FRA      CUE Voicemail European French (3.0.0.0)
5           ESO      CUE Voicemail Latin American Spanish (3.0.0.0)
6           ESM      CUE Voicemail Mexican Spanish (3.0.0.0)
7           NLD      CUE Voicemail Dutch (3.0.0.19)
8           SVE      CUE Voicemail Swedish (3.0.0.19)
9           FRC      CUE Voicemail Canadian French (3.0.0.0)
10          ENG      CUE Voicemail UK English (3.0.0.0)
11          DEU      CUE Voicemail German (3.0.0.0)
12          *      DAN      CUE Voicemail Danish (3.0.0.0)
13          PTB      CUE Voicemail Brazilian Portuguese (3.0.0.0)
14          KOR      CUE Voicemail Korean (3.0.0.0)
15          CHS      CUE Voicemail Mandarin Chinese (3.0.0.0)
16          JPN      CUE Voicemail Japanese (3.0.0.0)
-----
```

```

Available commands are:
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
x - Done with language selection

```

```
>x
```

At this point the new software is downloaded from the FTP server.




---

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

---

**Step 8** Enter the **software download status** command to check the download status:

```

se-172-16-0-0# software download status
Download request in progress.
downloading file : cue-vm.3.1.1.pkg
bytes downloaded : 18612224
se-172-16-0-0#

```

```

se-172-16-0-0# software download status
Download request completed successfully.
se-172-16-0-0#

```




---

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

---

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




---

**Caution** This step cleans the disk. All configuration and voice messages are lost after this step. Verify that a backup has been done. If it has not, abort at this step and do a backup first. See [Appendix A: Backing Up Files, page 55](#).

---

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




---

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

---




---

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

---

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



**Step 10** Enter **y** to begin the initial configuration:

```

IMPORTANT::
IMPORTANT::   Welcome to Cisco Systems Service Engine
IMPORTANT::   post installation configuration tool.
IMPORTANT::
IMPORTANT:: This is a one time process which will guide
IMPORTANT:: you through initial setup of your Service Engine.
IMPORTANT:: Once run, this process will have configured
IMPORTANT:: the system for your location.
IMPORTANT::
IMPORTANT:: If you do not wish to continue, the system will be halted
IMPORTANT:: so it can be safely removed from the router.
IMPORTANT::

Do you wish to start configuration now (y,n)? y

```

**Step 11** Enter the appropriate response **y** or **n**. See the output below to determine your configuration needs.


---

**Note** If this is a new install or the flash has been erased, this output is not displayed.

---

```

IMPORTANT::
IMPORTANT:: A Cisco Unity Express configuration has been found in flash.
IMPORTANT:: You can choose to restore this configuration into the
IMPORTANT:: current image.
IMPORTANT::
IMPORTANT:: A stored configuration contains some of the data from a
IMPORTANT:: previous installation, but not as much as a backup. For
IMPORTANT:: example: voice messages, user passwords, user PINs, and
IMPORTANT:: auto attendant scripts are included in a backup, but are
IMPORTANT:: not saved with the configuration.
IMPORTANT::
IMPORTANT:: If you are recovering from a disaster and do not have a
IMPORTANT:: backup, you can restore the saved configuration.
IMPORTANT::
IMPORTANT:: If you are going to restore a backup from a previous
IMPORTANT:: installation, you should not restore the saved configuration.
IMPORTANT::
IMPORTANT:: If you choose not to restore the saved configuration, it
IMPORTANT:: will be erased from flash.
IMPORTANT::

Would you like to restore the saved configuration? (y,n)

```

**Caution**


---

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

---

**Step 12** Enter the Cisco Unity Express administrator ID. This is the username to log in to the Cisco Unity Express GUI.

```

IMPORTANT::
IMPORTANT::   Administrator Account Creation
IMPORTANT::
IMPORTANT:: Create an administrator account. With this account,
IMPORTANT:: you can log in to the Cisco Unity Express GUI and
IMPORTANT:: run the initialization wizard.
IMPORTANT::

Enter administrator user ID:
  (user ID): Admin

```

```

Enter password for admin:
(password): *****
Confirm password for admin by reentering it:
(password): *****

SYSTEM ONLINE
se-172-16-0-0>

```

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

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



### Note

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

## Task List

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

## Downloading and Installing an Upgrade Image

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

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

Use this procedure to download and install an upgrade image.



### Note

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

**Note**

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

**SUMMARY STEPS**

1. Go to the Cisco Unity Express page on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.
2. Download the Cisco Unity Express software files.
3. Copy the software files to the FTP server.
4. (Optional) Enter the **software download upgrade** command to download the new software.

**Note**

Although the **software download upgrade** command is optional, it is useful for staging the installation. The command stores the software files on the hard disk, which can save time during any subsequent installation or upgrade.

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

**DETAILED STEPS**

- 
- Step 1** Go to the Cisco Unity Express page on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.
- Step 2** Download the Cisco Unity Express upgrade software files (for the NM-CUE, NM-CUE-EC, or AIM-CUE modules)
- cue-vm-k9.nm-aim.3.1.x.pkg (main package files)
  - cue-vm-installer-k9.nm-aim.3.1.x.prt1 (installer payload file)
  - cue-vm-upgrade-k9.nm-aim.2.3.4\_nm-aim.3.1.x.prt1 (voice-mail application; download the prt language files that correspond to the language currently installed)
  - cue-vm-langpack.nm-aim.3.1.x.pkg (language package file)
- See the [Cisco Unity Express Compatibility Matrix](#) for a list of the available languages.
- cue-vm-en\_US-upg-lang-pack.nm-aim.2.3.4\_nm-aim.3.1.x.prt1 (language prompts)

**Note**

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

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

**Note**

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

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

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



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

or, if the FTP server has been configured:

```
se-172-16-0-0# software download upgrade cue-package.pkg
```



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

- Step 5** (Required for Step 4.) Enter **y** to begin the download:

```
WARNING:: This command will download the necessary software to
WARNING:: complete an upgrade. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
Downloading software install upgrade cue-vm-k9.nm-aim.3.1.1.pkg
Bytes downloaded : 63648
```

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



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

- Step 6** Enter the **software download status** command to check the download status:

```
se-172-16-0-0# software download status
Download request in progress.
downloading file : cue-vm-full-k9.nm-aim.3.1.1.prt1
bytes downloaded : 18612224
se-172-16-0-0#
```

```
se-172-16-0-0# software download status
Download request completed successfully.
se-172-16-0-0#
```



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

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



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

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

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

**Note**


---

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

---

**Step 8** Enter `y` to begin the upgrade:

```
WARNING:: This command will install the necessary software to
WARNING:: complete an upgrade. It is recommended that a backup be done
WARNING:: before installing software.
```

```
Would you like to continue? [n] y
```

**Caution**


---

An upgrade does not replace everything on the disk, just the files necessary to make the upgrade. We recommend that you do a backup before any software installation.

---

**Note**


---

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

---

The system reloads after the upgrade is complete.

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

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

```
Installed Packages:
Software Version: 3.1.1
- Installer 3.1.1.0
  - Thirdparty 2.3.1.0
  - Bootloader (Primary) 2.1.14
  - Infrastructure 2.3.2.0
  - Global 3.1.1.0
  - Service Engine license 2.1.2.0
  - Auto Attendant 3.1.0.12
  - Voice Mail 10.2.3.1.0
  - Bootloader (Secondary) 2.1.15.0
  - Core 2.4.0.1
  - GPL Infrastructure 2.2.1.0

Installed Plug-ins:

- CUE Voicemail Language Support 3.1.0.0
- CUE Voicemail Brazilian Portuguese 3.1.0.0
- CUE Voicemail US English 3.1.0.0
```

---

## What to Do Next

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

**Note**

---

If you do not have any backup files for your system and cannot do a restore of the data, run the initialization wizard. See the [“Configuring the Cisco Unity Express Software Using the Initialization Wizard”](#) section in the *Cisco Unity Express 3.1 GUI Administrator Guide*.

---

**Note**

---

If you want to use CLI commands to perform the configuration tasks covered by the initialization wizard (for example, if you want to use a configuration script), you can skip the initialization wizard by using the **web skipinitwizard** command in Cisco Unity Express EXEC mode. This command turns off the initialization wizard. You cannot restart it unless you reimage the Cisco Unity Express module.

---

2. Install the license files, making sure they are the same version as the software package. See the [“Upgrading or Downgrading the Cisco Unity Express License in the Same Version”](#) section on page 39.
3. Configure new system features. See the *Cisco Unity Express 3.1 VoiceMail and Auto-Attendant CLI Administrator Guide*, the *Cisco Unity Express 3.1 Interactive Voice Response CLI Administrator Guide*, and the *Cisco Unity Express 3.1 GUI Administrator Guide*.



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

**Last Updated: November 5, 2007**

This chapter describes the procedures to upgrade or downgrade to a different license size for Cisco Unity Express systems without changing the version. The procedures in this chapter apply whether 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.



**Note**

If your system is already configured, you cannot change the license type from Cisco Unified Communications Manager to Cisco Unified Communications Manager Express. To make that change, you must reinstall and reconfigure the system. The data cannot be restored. However, you can change the license type before running the initialization wizard.



**Note**

If you are changing to a smaller mailbox license, verify that the system meets the new license limit 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 extra mailboxes before downgrading the 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. Only an FTP server is required for the installation.

This chapter contains the following sections:

- [Task List, page 39](#)
- [Downloading the License Files, page 41](#)
- [Installing a New Software License File, page 42](#)
- [Changing Your IVR License, page 43](#)

## Task List

Changing your license requires the following sequence of activities:

**Note**

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 Release 3.1](#).

Checklist	Checkoff
<p>1. Order the license SKU from the Configurator. Choose from the following list:</p> <p><b>Note</b> If you require Interactive Voice Response (IVR), you must purchase an additional license as listed below.</p> <p><b>Cisco Unified Communications Manager Express</b></p> <ul style="list-style-type: none"> <li>• 12-mailbox package: SCUE-LIC-12CME=</li> <li>• 25-mailbox package: SCUE-LIC-25CME=</li> <li>• 50-mailbox package: SCUE-LIC-50CME=</li> <li>• 100-mailbox package: SCUE-LIC-100CME=</li> <li>• 150-mailbox package: SCUE-LIC-150CME=</li> <li>• 200-mailbox package: SCUE-LIC-200CME=</li> <li>• 250-mailbox package: SCUE-LIC-250CME=</li> </ul> <p><b>Cisco Unified Communications Manager</b></p> <ul style="list-style-type: none"> <li>• 12-mailbox package: SCUE-LIC-12CCM=</li> <li>• 25-mailbox package: SCUE-LIC-25CCM=</li> <li>• 50-mailbox package: SCUE-LIC-50CCM=</li> <li>• 100-mailbox package: SCUE-LIC-100CCM=</li> <li>• 150-mailbox package: SCUE-LIC-150CME=</li> <li>• 200-mailbox package: SCUE-LIC-200CME=</li> <li>• 250-mailbox package: SCUE-LIC-250CME=</li> </ul> <p><b>Interactive Voice Response</b></p> <ul style="list-style-type: none"> <li>• 2-session license: SCUE-IVR-S2=</li> <li>• 4-session license: SCUE-IVR-S4=</li> <li>• 8-session license: SCUE-IVR-S8=</li> <li>• 16-session license: SCUE-IVR-S16=</li> <li>• 20-session license: SCUE-IVR-S20=</li> <li>• SCUE-IVRUPG-S2= (add 2 sessions if you have 2-14 sessions)</li> <li>• SCUE-IVRUPG-S2V= (add 2 sessions if you have more than 16 sessions)</li> </ul>	<input type="checkbox"/>
<p>2. Download the license files from Cisco.com. See the <a href="#">“Downloading the License Files” section on page 41</a>.</p>	<input type="checkbox"/>
<p>3. Save the current configuration.</p>	<input type="checkbox"/>



Checklist	Checkoff
4. Install the new license file. See the “Installing a New Software License File” section on page 42.	<input type="checkbox"/>
5. Run the initialization wizard. See the <i>Cisco Unity Express 3.1 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:

#### Cisco Unified Communications Manager Express

- cue-vm-license\_12mbx\_cme\_3.1.x.pkg
- cue-vm-license\_25mbx\_cme\_3.1.x.pkg
- cue-vm-license\_50mbx\_cme\_3.1.x.pkg
- cue-vm-license\_100mbx\_cme\_3.1.x.pkg
- cue-vm-license\_150mbx\_cme\_3.1.x.pkg
- cue-vm-license\_200mbx\_cme\_3.1.x.pkg
- cue-vm-license\_250mbx\_cme\_3.1.x.pkg

#### Cisco Unified Communications Manager

- cue-vm-license\_12mbx\_ccm\_3.1.x.pkg
- cue-vm-license\_25mbx\_ccm\_3.1.x.pkg
- cue-vm-license\_50mbx\_ccm\_3.1.x.pkg
- cue-vm-license\_100mbx\_ccm\_3.1.x.pkg
- cue-vm-license\_150mbx\_ccm\_3.1.x.pkg
- cue-vm-license\_200mbx\_ccm\_3.1.x.pkg

- cue-vm-license\_250mbx\_ccm\_3.1.x.pkg

#### Cisco Interactive Voice Response

- cue-vm-license\_2port\_ivr\_3.1.1.pkg (2 session license)
- cue-vm-license\_4port\_ivr\_3.1.1.pkg (4 session license)
- cue-vm-license\_8port\_ivr\_3.1.1.pkg (8 session license)
- cue-vm-license\_16port\_ivr\_3.1.1.pkg (16 session license)
- cue-vm-license\_20port\_ivr\_3.1.1.pkg (20 session license)
- cue-vm-license\_2port\_ivr\_inc\_3.1.1.pkg (2 session increment license)

**Step 3** Copy the file 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.



#### Note

Installing a Version 2.X license file on a Version 3.X system is not supported.

---



#### Note

You can also install a new language using the boothelper and do a complete installation. See the [“Reinstalling a Cisco Unity Express Image Using the Boothelper”](#) section on page 45. If you use that procedure, you must substitute the license package you just downloaded for the full package described in the procedure.

---

## 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 41.

## 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 affect.

## 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 the [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_3.1.1.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 affect. You may 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 41.
  - Install the new file. See the “[Installing a New Software License File](#)” section on page 42.
- 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 41.
- Install the new license which then overwrites the existing license. See the “[Installing a New Software License File](#)” section on page 42
- To remove your IVR license:
  - Download the file: cue-vm-license\_0port\_ivr\_3.1.1.pkg. See the “[Downloading the License Files](#)” section on page 41.
  - Install the new file. See the “[Installing a New Software License File](#)” section on page 42.

## What to Do Next

- Enter the **show software license** command to verify the software license type.



**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 : 12 MAILBOX LICENSE
- ivr_lic.sig : 2 PORT IVR BASE LICENSE

Core:
- Application mode: CCM
- Total usable system ports: 8

Voicemail/Auto Attendant:
- Max system mailbox capacity time: 6000
- Default # of general delivery mailboxes: 5
- Default # of personal mailboxes: 12

- Max # of configurable mailboxes: 17

Interactive Voice Response:
- Max # of IVR ports: 2

Languages:
- Max installed languages: unlimited
- Max enabled languages: 2
```



# Reinstalling a Cisco Unity Express Image Using the Boothelper

---

**Last Updated: November 5, 2007**

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



**Note**

The boothelper method may be used for emergency situations when your system is not responding as required or for a new installation. The helper supports only installations of licenses and full images. The 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**

You can also use the clean install procedure described in the [“Upgrading to Cisco Unity Express 3.1” section on page 28](#).

---

This chapter contains the following sections:

- [Prerequisites, page 45](#)
- [Task List, page 46](#)
- [Downloading the Software Files, page 46](#)
- [Entering Configuration Parameter Values, page 47](#)
- [Installing the Software Image Files, page 48](#)

## 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 sequence of tasks described in [Table 1](#):

**Table 1** Task List for Upgrading Using the Boothelper

Checklist	Checkoff
1. Backing up your data and configuration files. See <a href="#">Appendix A: Backing Up Files, page 55</a> .	<input type="checkbox"/>
2. Downloading the software image files. See <a href="#">Downloading the Software Files, page 46</a> .	<input type="checkbox"/>
3. Entering bootloader configuration parameter values. See <a href="#">Entering Configuration Parameter Values, page 47</a> .	<input type="checkbox"/>
4. Installing the software files. See <a href="#">Installing the Software Image Files, page 48</a> .	<input type="checkbox"/>
5. Restoring the data and configuration files. See <a href="#">Appendix B: Restoring Files, page 57</a> .	<input type="checkbox"/>

## Downloading the Software Files

Downloading the Cisco Unity Express software files is the first software installation task. Review the prerequisites listed above to ensure that all servers and modules are active and available.

### SUMMARY STEPS

1. Log in and go to the Cisco Unity Express page on the Cisco Software Center website.
2. Download the Cisco Unity Express software files.
3. Copy the cue-installer.3.1.x files to the TFTP server.
4. Copy the other software files to the FTP server.

### DETAILED STEPS

**Step 1** Log in and go to the Cisco Unity Express page on the Cisco Software Center website at <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

**Step 2** Download the Cisco Unity Express software files.

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



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

- NME-CUE module
  - cue-installer.nme.3.1.x (helper installer)
  - cue-vm-installer-k9.nme.3.1.x.prt1 (installer payload file)
  - cue-vm-k9.nme.3.1.x.pkg (main package files)
  - cue-vm-full.nme.3.1.x.prt1 (voice-mail application)
  - cue-vm-langpack.nme.3.1.x.pkg (language package file)
  - cue-vm-en\_US-langpack.nme.3.1.x.prt1 (language prompts)



---

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

---

- Step 3** Copy the cue-installer.nm-aim.3.1.x or cue-installer.nme.3.1.x file to the TFTP server.
- Step 4** 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, page 55](#).
- After backing up the files, configure several parameter values. See [Entering Configuration Parameter Values, page 47](#).

## 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 the 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.3.1.x
  - 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 boot loader mode.
- Step 3** Type **config** to enter configuration mode.
- Step 4** Enter the values for the following parameters:
- Network module’s IP address
  - Subnet mask
  - TFTP server address
  - Gateway router address
  - Ethernet interface: **internal**
  - Default helper image: **cue-installer.3.1.x**
  - 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 the Software Image Files”](#) section on page 48.

# Installing the Software Image Files

After the helper installer (from [Step 5](#) above) comes up, you are ready to install the software image files.

## Prerequisites

Installing the software image files requires the following information:

- TFTP server IP address
- FTP server IP address
- FTP server 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.3.1.1.pkg
Server url: ftp://10.33.162.120/
Username: cue
Password: *****
Software installation will clear disk contents
Continue [y/n]? y
```



**Caution** This step cleans the disk. All configuration and voice messages are lost after this step. For future upgrades and installations, verify that a backup has been done. If it has not, abort at this step and do a backup. See [Appendix A: Backing Up Files, page 55](#).

---

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

Language Selection Menu:

```
# Selected  SKU      Language Name (version)
-----
1           ITA      CUE Voicemail Italian (3.0.0.0)
2           ESP      CUE Voicemail European Spanish (3.0.0.0)
3           ENU      CUE Voicemail US English (3.0.0.0)
4           FRA      CUE Voicemail European French (3.0.0.0)
5           ESO      CUE Voicemail Latin American Spanish (3.0.0.0)
6           ESM      CUE Voicemail Mexican Spanish (3.0.0.0)
7           NLD      CUE Voicemail Dutch (3.0.0.19)
8           SVE      CUE Voicemail Swedish (3.0.0.19)
9           FRC      CUE Voicemail Canadian French (3.0.0.0)
10          ENG      CUE Voicemail UK English (3.0.0.0)
11          DEU      CUE Voicemail German (3.0.0.0)
12          DAN      CUE Voicemail Danish (3.0.0.0)
13          PTB      CUE Voicemail Brazilian Portuguese (3.0.0.0)
14          KOR      CUE Voicemail Korean (3.0.0.0)
15          CHS      CUE Voicemail Mandarin Chinese (3.0.0.0)
16          JPN      CUE Voicemail Japanese (3.0.0.0)
-----
```

Available commands are:

```
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
x - Done with language selection
```

>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 may not work. See [Appendix C: Language Upgrade Preparation, page 59](#).

**Step 4** Your choice will appear as a "\*" in the language selection menu. Use the menu to add, remove, or get information about languages. Enter x when finished. The example below shows that Italian, US English, and Mexican Spanish are selected.

Language Selection Menu:

```
# Selected  SKU      Language Name (version)
-----
 1      *      ITA      CUE Voicemail Italian (3.0.0.0)
 2              ESP      CUE Voicemail European Spanish (3.0.0.0)
 3      *      ENU      CUE Voicemail US English (3.0.0.0)
 4              FRA      CUE Voicemail European French (3.0.0.0)
 5              ESO      CUE Voicemail Latin American Spanish (3.0.0.0)
 6      *      ESM      CUE Voicemail Mexican Spanish (3.0.0.0)
 7              NLD      CUE Voicemail Dutch (3.0.0.19)
 8              SVE      CUE Voicemail Swedish (3.0.0.19)
 9              FRC      CUE Voicemail Canadian French (3.0.0.0)
10             ENG      CUE Voicemail UK English (3.0.0.0)
11             DEU      CUE Voicemail German (3.0.0.0)
12             DAN      CUE Voicemail Danish (3.0.0.0)
13             PTB      CUE Voicemail Brazilian Portuguese (3.0.0.0)
14             KOR      CUE Voicemail Korean (3.0.0.0)
15             CHS      CUE Voicemail Mandarin Chinese (3.0.0.0)
16             JPN      CUE Voicemail Japanese (3.0.0.0)
-----
```

Available commands are:

```
# - enter the number for the language to select one
r # - remove the language for given #
i # - more information about the language for given #
x - Done with language selection
```

>x



#### Note

The software is installed and the system restarts.

#### Step 5 After the system reloads, enter **y** to begin the initial configuration:

```
IMPORTANT::
IMPORTANT:: Welcome to Cisco Systems Service Engine
IMPORTANT:: post installation configuration tool.
IMPORTANT::
IMPORTANT:: This is a one time process which will guide
IMPORTANT:: you through initial setup of your Service Engine.
IMPORTANT:: Once run, this process will have configured
IMPORTANT:: the system for your location.
IMPORTANT::
IMPORTANT:: If you do not wish to continue, the system will be halted
IMPORTANT:: so it can be safely removed from the router.
IMPORTANT::
```

Do you wish to start configuration now (y,n)? **y**

#### Step 6 Enter the appropriate response **y** or **n**. See the output below to determine your configuration needs.

```
IMPORTANT::
IMPORTANT:: A Cisco Unity Express configuration has been found in flash.
IMPORTANT:: You can choose to restore this configuration into the
IMPORTANT:: current image.
IMPORTANT::
IMPORTANT:: A stored configuration contains some of the data from a
IMPORTANT:: previous installation, but not as much as a backup. For
IMPORTANT:: example: voice messages, user passwords, user PINs, and
IMPORTANT:: auto attendant scripts are included in a backup, but are
IMPORTANT:: not saved with the configuration.
IMPORTANT::
```

```

IMPORTANT:: If you are recovering from a disaster and do not have a
IMPORTANT:: backup, you can restore the saved configuration.
IMPORTANT::
IMPORTANT:: If you are going to restore a backup from a previous
IMPORTANT:: installation, you should not restore the saved configuration.
IMPORTANT::
IMPORTANT:: If you choose not to restore the saved configuration, it
IMPORTANT:: will be erased from flash.
IMPORTANT::

```

Would you like to restore the saved configuration? (y,n)

**Step 7** Enter the Cisco Unity Express administrator ID. This is the username to log in to the Cisco Unity Express GUI.

```

IMPORTANT::
IMPORTANT:: Administrator Account Creation
IMPORTANT::
IMPORTANT:: Create an administrator account. With this account,
IMPORTANT:: you can log in to the Cisco Unity Express GUI and
IMPORTANT:: run the initialization wizard.
IMPORTANT::

```

```

Enter administrator user ID:
  (user ID): Admin
Enter password for admin:
  (password): *****
Confirm password for admin by reentering it:
  (password): *****

```

se-172-16-0-0>

**Step 8** Use the **show software version** command to verify the installation. The following shows the versions after upgrading to version 3.1.1.

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

```

Installed Packages:
Software Version: 3.1.1
- Installer 3.1.1.0
  - Thirdparty 2.3.1.0
  - Bootloader (Primary) 2.1.14
  - Infrastructure 2.3.2.0
  - Global 3.1.1.0
  - Service Engine license 2.1.2.0
  - Auto Attendant 3.1.0.12
  - Voice Mail 10.2.3.1.0
  - Bootloader (Secondary) 2.1.15.0
  - Core 2.4.0.1
  - GPL Infrastructure 2.2.1.0

```

Installed Plug-ins:

```

- CUE Voicemail Language Support 3.1.0.0
  - CUE Voicemail Brazilian Portuguese 3.1.0.0
  - CUE Voicemail US English 3.1.0.0

```

## What to Do Next

1. Restore the data and configuration files. See [Appendix B: Restoring Files, page 57](#).
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 39](#).
4. Configure new system features. See the *Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide* and the *Cisco Unity Express 3.1 GUI Administrator Guide*.





## Appendix A: Backing Up Files

---

**Last Updated: November 5, 2007**

Backup commands must be entered 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. Data files, which contain voice messages, should be backed 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, 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 3.1 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 | historical | data}**
3. **continue**
4. **show backup history**
5. **show backup server**

### DETAILED STEPS

	Command or Action	Purpose
Step 1	<b>offline</b>  <b>Example:</b> se-10-0-0-0# <b>offline</b>	Enters offline mode. All active voice-mail calls are terminated.
Step 2	<b>backup category {all   configuration   historical   data}</b>  <b>Example:</b> se-10-0-0-0(offline)# <b>backup category all</b> se-10-0-0-0(offline)# <b>backup category configuration</b> se-10-0-0-0(offline)# <b>backup category data</b> se-10-0-0-0(offline)# <b>backup category historical data</b>	Specifies the type of data to be backed up and stored.
Step 3	<b>continue</b>  <b>Example:</b> se-10-0-0-0(offline)# <b>continue</b>	Exits offline mode and enters EXEC mode.
Step 4	<b>show backup history</b>  <b>Example:</b> se-10-0-0-0# <b>show backup history</b>	Displays the backup and restore procedures and the success or failure of those attempts.
Step 5	<b>show backup server</b>  <b>Example:</b> se-10-0-0-0# <b>show backup server</b>	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: November 5, 2007**

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 3.1 GUI Administrator Guide](#) and the [Cisco Unity Express Voice-Mail and AutoAttendant 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

	<b>Command or Action</b>	<b>Purpose</b>
<b>Step 1</b>	<b>show backup server</b>  <b>Example:</b> 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.
<b>Step 2</b>	<b>offline</b>  <b>Example:</b> se-10-0-0-0# <b>offline</b>	Enters offline mode. All active voice-mail calls are terminated.

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



## Appendix C: Language Upgrade Preparation

---

**Last Updated: November 5, 2007**

When upgrading your Cisco Unity Express software version, you can change the default system language supported. There are tasks required if you wish 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 may 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 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** command, and change the language to systemDefault.  
`username johnsmith language SystemDefault`
-


## 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 systemDefault 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, then each step should be checked for any possible language dependencies. Some setups that generate prompts may allow the language to be specified. Any custom scripts should be backed up 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 3.1 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 into a voice-mail mailbox. Check the autoattendants to make sure all prompts are properly uploaded.





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