



Cisco Unity Express 8.6 Installation and Upgrade Guide

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Cisco Unity Express 8.6 Installation and Upgrade Guide
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Overview of Cisco Unity Express 8.6 Software Installation

Last updated: September 19, 2019

This guide describes the set of Cisco Unity Express CLI commands and GUI options for installing and upgrading Cisco Unity Express software.

Use the tasks and procedures in this guide before performing the administrative tasks described in [Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions](#).



Note

Use this guide for a Cisco Unity Express installation or upgrade. It does not provide information on installation of Cisco routers, Cisco network modules, the Cisco Unified Communications Manager, or the Cisco Unified Communications Manager Express router. For late-breaking information about this version of Cisco Unity Express, see [Release Notes for Cisco Unity Express 8.6](#).

This chapter contains the following sections:

- [Licensing System, page 2](#)
- [Cisco Unity Express 8.6 Module Support, page 2](#)
- [Checklist for New Software Installation, page 3](#)
- [Types of Cisco Unity Express Software Upgrades, page 4](#)
- [Platforms and Cisco IOS Software Images, page 5](#)
- [Uninterruptible Power Supply Recommendations, page 5](#)
- [Software Licenses and Factory-Set Limits, page 5](#)
- [Additional References, page 6](#)

Licensing System

Cisco Unity Express 8.6 supports the Cisco Software Licensing (CSL) system. With CSL licenses, the mailbox license count includes both personal mailboxes and General Delivery Mailboxes (GDMs). The type of mailbox is determined when it is configured. Also, the call-agent is no longer specified using licenses and can be configured either as part of post-install process during bootup or using the CLI or GUI. The system must be rebooted for the call agent configuration to take effect if it is configured using the the CLI or GUI.

CSL licensing is explained further in this guide and in [Software Activation for Cisco Unity Express 7.1 and Later Versions](#).

Cisco Unity Express 8.6 Module Support

This section describes Cisco Unity Express 8.6 module support. It is divided into the following sections:

- [Support for SM-SRE-710-K9 and SM-SRE-910-K9, page 2](#)
- [Differences Between the AIM2-CUE, NME-CUE, and SRE Modules, page 2](#)

Support for SM-SRE-710-K9 and SM-SRE-910-K9

Cisco Unity Express 8.6 adds support for the the SM-SRE-710-K9 and SM-SRE-910-K9 Service Ready Engine (SRE) module. These modules are supported only on the Cisco 2900 Series and Cisco 3900 Series routers. For more information about the capacity for scripts and prompts, and other specifications for this module, see [Release Notes for Cisco Unity Express 8.6](#).

The Cisco Unity Express application is normally pre-installed on these modules at the factory. However, there may be cases in which the software may need to be re-installed. For more information, see the [“Installing Cisco Unity Express 8.6 Software on SRE Modules”](#) section on page 33.

Differences Between the AIM2-CUE, NME-CUE, and SRE Modules

Cisco Unity Express 8.6 is supported on the advanced integration module (AIM2-CUE) and the enhanced network module (NME-CUE). The AIM2-CUE is a replacement module for the AIM-CUE, but all software functionality and system capacity is the same on both modules unless otherwise documented. The ISM-SRE and SM-SRE modules are for use with Cisco Integrated Services Router Generation 2 router platforms only.



Note

The AIM-CUE module is not supported in Cisco Unity Express 8.6.

Cisco Unity Express features work the same way on these modules with the following exceptions:

- Physical differences:
 - The AIM2-CUE is a 6-port module that stores a maximum of 65 voice mailboxes and 14 hours of voice messages.
 - The NME-CUE is a 24-port module that stores a maximum of 275 voice mailboxes and 300 hours of voice messages.
 - The ISM-SRE-300-K9 module is a 10-port module that stores a maximum of 100 mailboxes and 60 hours of voice messages. This module is supported on Cisco 2900 Series and Cisco 3900 Series routers only.
 - The SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9, and SM-SRE-910-K9 modules are 32-port modules that store a maximum of 500 mailboxes and 600 hours of voice messages. These modules are supported on Cisco 2900 Series and Cisco 3900 Series routers only.
- A **trace** or **log** command used on the NME-CUE and SM-SRE automatically saves the data to the disk. On the AIM2-CUE and ISM-SRE, the trace and log data are not saved to flash memory. The **log trace buffer save** command is available to save the data to the AIM2-CUE and ISM-SRE flash memory.
- The different hardware modules support different capacities for scripts and prompts. See [Release Notes for Cisco Unity Express 8.6](#) for these capacities.

Checklist for New Software Installation

[Table 1](#) shows the checklist for Cisco Unity Express new installation procedures.

Table 1 *Task List for Cisco Unity Express New Software Installation*

| Checklist | Checkoff |
|---|--------------------------|
| 1. Activate Cisco Unity Express software licenses. See Software Activation for Cisco Unity Express 7.1 and Later Versions . | <input type="checkbox"/> |
| 2. Review the prerequisites for your system to prepare for the Cisco Unity Express installation. See the “Prerequisites for Installing Cisco Unity Express Software” section on page 15. | <input type="checkbox"/> |
| 3. Perform a “clean” installation or an upgrade from a previous version. See the “Upgrading to Cisco Unity Express 8.6” section on page 41. | <input type="checkbox"/> |
| 4. For “clean” installations, configure the required components of Cisco Unity Express as described in the “Installing Cisco Unity Express 8.6 Software” section on page 23. For upgrades from a previous version, optionally perform the steps described in the “Adding or Removing Languages” section on page 27. | <input type="checkbox"/> |
| 5. Configure other components and subscribers. See the Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions . | <input type="checkbox"/> |

Types of Cisco Unity Express Software Upgrades

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

For a complete list of versions and the upgrade processes available for them, see [Release Notes for Cisco Unity Express 8.6](#).

Software Upgrade Overview

Depending on the Cisco Unity Express version you are upgrading from and your platform, different software upgrade methods are available. The following methods are supported to upgrade to Cisco Unity Express 8.6:

- Upgrade using the online installer with the **software install upgrade** command. For specific instructions, see the “[Upgrading to Cisco Unity Express 8.6 for Existing Installations](#)” section on page 49.
- A “clean” installation process upgrade using the online installer with the **software install clean** command. For specific instructions, see the “[Upgrading to Cisco Unity Express 8.6 for New Installations](#)” section on page 42.
- A “clean” installation process upgrade using the boothelper. For specific instructions, see the “[Reinstalling a Cisco Unity Express Image Using the Boothelper](#)” section on page 59. Note that this upgrade process is recommended primarily for emergency situations when your system is not responding as required.



Caution

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

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

When planning your software upgrade, consider the following:

- If you upgrade the software using the online installer, downgrading to an earlier software version is not supported.
- When you upgrade from a release earlier than Cisco Unity Express 7.1, you must migrate from pre-CSL licenses to CSL licenses. For more information, see [Software Activation for Cisco Unity Express 7.1 and Later Versions](#).



Note

In versions prior to Cisco Unity Express 7.1, licenses were purchased for the specific call agents, Cisco Unified Communications Manager, or Cisco Unified Communications Manager Express. In version 7.1 and later, the licenses cover both call agents, and the specific call agent is selected during the installation process.

- If your system is using an AIM-CUE module, you must upgrade to AIM module 7.4.1 before upgrading the software to Cisco Unity Express 8.6.

- Downgrading to a license with support for fewer personal mailboxes is not supported. To change the system to support fewer mailboxes, you cannot restore any previous backups on the larger system, you must purchase a new license and perform a new installation.

Platforms and Cisco IOS Software Images

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

Cisco Unity Express hardware modules and platforms use the Cisco IOS commands for their operation.

See [Release Notes for Cisco Unity Express 8.6](#) for detailed information about the supported Cisco Unity Express software images and hardware platforms.

Uninterruptible Power Supply Recommendations

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

Automatic switchover to the UPS device (connected to aux 0) is supported if the following configuration is added to the router:



Note

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

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

Software Licenses and Factory-Set Limits

Factory-set system limits are determined by the license you have purchased. See [Release Notes for Cisco Unity Express 8.6](#) for information about system limits and license information.

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

Further information about the Cisco Unity Express Open Source Software Licenses is provided at: http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel7_1/Licensing/COSI_Licences.html

Additional References

This section describes additional references of information regarding Cisco Unity Express.

Related Cisco Unity Express Documents

| Related Topic | Document Title |
|--|--|
| Activating Cisco Unity Express software licenses. | Software Activation for Cisco Unity Express 7.1 and Later Versions |
| Cisco Unity Express, including links to Cisco Unity Express hardware documentation | Cisco Unity Express Documentation, By Version |

Related Cisco IOS Documents

| Related Topic | Document Title |
|---|--|
| Cisco IOS configuration | Cisco IOS Voice Configuration Library, Release 12.4T Cisco IOS Voice Port Configuration Guide, Release 15.0 Dial Peer Configuration on Voice Gateway Routers, Release 15.0 Cisco IOS Debug Command Reference Cisco IOS Voice Command Reference |
| Cisco IOS voice troubleshooting information | Cisco IOS Voice Troubleshooting and Monitoring Guide |

MIBs

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

RFCs

| RFC | Title |
|------------|---|
| 1869 | <i>SMTP Service Extensions</i> |
| 1893 | <i>Enhanced Mail System Status Codes</i> |
| 2045 | <i>Multipurpose Internet Mail Extensions Part One: Format of Internet Message Bodies, RFC</i> |
| 2421 | <i>Voice Profile for Internet Mail - Version 2</i> |
| 2821 | <i>Simple Mail Transfer Protocol</i> |
| 2833 | <i>RTP Payloads for DTMF Digits, Telephony Tones and Telephony Signals</i> |
| 3261 | <i>SIP: Session Initiation Protocol</i> |
| 3501 | <i>Internet Message Access Protocol - Version 4 rev1</i> |
| 2327 | <i>SDP: Session Description Protocol</i> |
| 3263 | <i>SIP: Session Initiation Protocol: Locating SIP Servers</i> |
| 3264 | <i>Offer/Answer Model With Session Description Protocol</i> |
| 3265 | <i>Session Initiation Protocol (SIP)-Specific Event Notification</i> |
| 3515 | <i>Session Initiation Protocol (SIP) Refer Method</i> |
| 3842 | <i>Message Summary and Message Waiting Indication Event Package for the Session Initiation Protocol (SIP)</i> |
| 3891 | <i>Session Initiation Protocol (SIP) "Replaces" Header</i> |
| 3892 | <i>Session Initiation Protocol (SIP) Referred-By Mechanism</i> |

Technical Assistance

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



Prerequisites for Installing Cisco Unity Express Software

Last Updated: September 19, 2019

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 15](#)
- [Prerequisites for Cisco Unified Communications Manager, page 19](#)

See *Cisco Unity Express Documentation, By Version* for the hardware installation documentation for your Cisco Unity Express module. See *Software Activation for Cisco Unity Express 7.1 and Later Versions* for information on activating Cisco Unity Express software licenses.

Prerequisites for Cisco Unified Communications Manager Express



Note

This section applies to a new installation of Cisco Unity Express 8.6.

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

1. Verify that the version of Cisco Unified CME is compatible with Cisco Unity Express 8.6. See the *Cisco Unity Express Compatibility Matrix*.
2. 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 hardware module you are using. For information on the minimum Cisco IOS release required to support these modules, see [Release Notes for Cisco Unity Express 8.6](#).
- c. Verify that the Enable LED on the Cisco Unity Express hardware module is lit.


Note

See the [“Uninterruptible Power Supply Recommendations”](#) section on page 5.

3. Install and verify Cisco Unified CME software functionality.

Depending on the version of Cisco Unified CME, you can perform some configuration using the Cisco Unified CME graphical user interface. If the version of Cisco Unified CME does not support the GUI, see [Cisco Unified Communications Manager Express Administrator Guide](#). If your version of Cisco Unified CME supports the GUI, proceed with the following steps:

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

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

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

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

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




---

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

---

The example above applies to the NME-CUE. The command to enter interface configuration mode is different depending on the Cisco Unity Express module. Table 1 shows the different commands used for each module.

**Table 1** Interface Configuration Mode Commands for Cisco Unity Express Modules

| Cisco Unity Express Module | Command to Enter Interface Configuration Mode           |
|----------------------------|---------------------------------------------------------|
| ISM-SRE-300-K9             | <code>interface ism 0/unit</code>                       |
| SM-SRE-700-K9              | <code>interface sm slot/0</code>                        |
| SM-SRE-900-K9              |                                                         |
| SM-SRE-710-K9              |                                                         |
| SM-SRE-910-K9              |                                                         |
| NME-CUE<br>1861/ISE        | <code>interface integrated-service-engine slot/0</code> |
| AIM2-CUE                   | <code>interface internal-service-module 0/unit</code>   |

- 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 8.6. The following is an example configuration:

```
dial-peer voice 6000 voip <----- SIP dial peer pointing to Cisco Unity Express
destination-pattern 6...
session protocol sipv2
dtmf-relay sip-notify
session target ipv4:10.3.6.128 <---- Cisco Unity Express IP address
codec g711ulaw
no vad
```

- g. Configure the appropriate number of SIP dial peers to support your dial plan.
- h. Verify that a Cisco Unified CME web administrator is configured with a username and password, for example:

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

or

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

4. 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.
5. (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 on your Cisco Unity Express system, Cisco Unified Communications Manager must be installed before the Cisco Unity Express configuration can be started.

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

1. Verify that the version of Cisco Unified Communications Manager is compatible with Cisco Unity Express 8.6. See [Cisco Unity Express Compatibility Matrix](#).
2. (Required) Install all Cisco Unified Communications Manager and Cisco Unity Express hardware and verify functionality. See [Cisco Unity Express Documentation, By Version](#) for the hardware installation documentation for your module.
  - a. Attach the telephones so that they register with the Cisco Unified Communications Manager server.
  - b. Verify that the Enable LED is lit on the Cisco Unity Express hardware module.



---

**Note** See the [“Uninterruptible Power Supply Recommendations”](#) section on page 5.

---

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

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

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

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



---

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

---

The previous example applies to the NME-CUE. The command to enter interface configuration mode is different depending on the Cisco Unity Express module. Table 1 shows the different commands used for each module.

**Table 1** *Interface Configuration Mode Commands for Cisco Unity Express Modules*

| Cisco Unity Express Module | Command to Enter Interface Configuration Mode           |
|----------------------------|---------------------------------------------------------|
| ISM-SRE-300-K9             | <code>interface ism 0/unit</code>                       |
| SM-SRE-700-K9              | <code>interface sm slot/0</code>                        |
| SM-SRE-900-K9              |                                                         |
| SM-SRE-710-K9              |                                                         |
| SM-SRE-910-K9              |                                                         |
| NME-CUE<br>1861/ISE        | <code>interface integrated-service-engine slot/0</code> |
| AIM2-CUE                   | <code>interface internal-service-module 0/unit</code>   |

- c. On the Cisco Unified Communications Manager, configure up to 24 CTI ports for a Cisco Unity Express system with an NME-CUE module. For the AIM2-CUE, configure 6 CTI ports on Cisco Unified Communications Manager. For the ISM-SRE-300-K9, configure 10 CTI ports on Cisco Unified Communications Manager. For the SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9, and SM-SRE-910-K9, configure 32 CTI ports. 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, auto attendant, and Administration via Telephone [AvT]) to terminate calls.

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 auto attendant application uses one route point. If you plan to use the Cisco Unity Express AvT, configure a third route point on Cisco Unified Communications Manager. You need as many route points as the number of call-in numbers on Cisco Unity Express.



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

- e. Create a Cisco Unified Communications Manager JTAPI user with the **User > Add new user** option. Use the **Device Association** option to associate the CTI ports and route points with this JTAPI user. (The JTAPI user is not assigned a Cisco Unity Express voice mailbox. It is a placeholder for Cisco Unity Express to establish a connection with Cisco Unified Communications Manager.) Verify that the Enable CTI Application Use check box is checked for this JTAPI user. Verify that the JTAPI user is able to perform Standard CTI Enable by selecting the appropriate option or group on the CUCM.

- f. 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.
```

4. 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.
5. (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 8.6 Software

Last Updated: September 19, 2019

After ensuring that the prerequisites described in the “[Prerequisites for Installing Cisco Unity Express Software](#)” section on page 15 are completed, the Cisco Unity Express software is ready to be installed. This chapter describes how to install Cisco Unity Express software and contains the following information and procedures:

- [Task List](#), page 23
- [Activating IP Connectivity to Cisco Unity Express Software](#), page 25
- [Adding or Removing Languages](#), page 27

## 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 perform a new installation of Cisco Unity Express:

Table 1

Task List for Performing a New Installation of Cisco Unity Express

| Checklist                                                                                                                                                                                                                                                                                                                                                            | Checkoff                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1. Create the Cisco Unity Express administrator username and password and specify the IP addresses for the DNS server and NTP server. This username and password is needed to log in to the initialization wizard. See <a href="#">Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions</a> and the GUI online help. | <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 25.                                                                                                                                                                                         | <input type="checkbox"/> |
| 3. Add or remove languages. See the “ <a href="#">Adding or Removing Languages</a> ” section on page 27.                                                                                                                                                                                                                                                             | <input type="checkbox"/> |

| Checklist (continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Checkoff                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <p>4. Begin configuring the Cisco Unity Express software. See <i>Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions</i> and the GUI online help for the configuration tasks.</p> <p><b>Note</b> To use CLI commands to perform the configuration tasks covered by the initialization wizard (for example, to use a configuration script), 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.</p> <p> <b>Caution</b> You cannot turn on or restart the initialization wizard 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 software, activate the IP communication link between the Cisco Unified Communications Manager system and the Cisco Unity Express module.

## 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. Choose one of the following:

For the ISM-SRE-300-K9, enter:

```
interface ism 0/unit
```

For the SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9 and SM-SRE-910-K9, enter:

```
interface sm slot/0
```

For the NME-CUE and 1861/ISE, enter:

```
interface integrated-service-engine slot/0
```

For the AIM2-CUE, enter:

```
interface internal-service-module 0/unit
```

2. **ip address** *router-ip-addr subnet-mask*  
or  
**ip unnumbered** *interface-type number*  
**ip route** *prefix-mask interface-type interface-number*
3. **service-module ip address** *cue-side-ip-addr subnet-mask*
4. **service-module ip default-gateway** *gw-ip-addr*
5. **no shutdown**
6. **exit**

## DETAILED STEPS

|        | Command or Action                                                                                                                                           | Purpose                                                                                                                                                                                                         |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 1 | Choose one of the following:                                                                                                                                |                                                                                                                                                                                                                 |
|        | <code>interface ism slot/unit</code>                                                                                                                        | Enters interface configuration mode on the ISM-SRE-300-K9.                                                                                                                                                      |
|        | <b>Example:</b><br>Router(config)# interface ism 0/1                                                                                                        |                                                                                                                                                                                                                 |
|        | <code>interface sm slot/0</code>                                                                                                                            | Enters interface configuration mode on: <ul style="list-style-type: none"> <li>• SM-SRE-700-K9</li> <li>• SM-SRE-710-K9</li> <li>• SM-SRE-900-K9</li> <li>• SM-SRE-910-K9</li> </ul>                            |
|        | <code>interface integrated-service-engine slot/unit</code>                                                                                                  | Enters interface configuration mode on the NME-CUE and 1861/ISE.                                                                                                                                                |
|        | <b>Example:</b><br>Router(config)# interface integrated-service-engine 2/0                                                                                  |                                                                                                                                                                                                                 |
|        | <code>interface internal-service-module slot/unit</code>                                                                                                    | Enters interface configuration mode on the AIM2-CUE.                                                                                                                                                            |
|        | <b>Example:</b><br>Router(config)# interface internal-service-module 0/1                                                                                    |                                                                                                                                                                                                                 |
| Step 2 | Choose one of the following:                                                                                                                                |                                                                                                                                                                                                                 |
|        | <code>ip address router-ipaddr subnet-mask</code>                                                                                                           | Specifies the IP address and subnet mask of the Cisco IOS router hosting Cisco Unity Express.                                                                                                                   |
|        | <b>Example:</b><br>Router(config-if)# ip address 172.16.231.195 255.255.0.0                                                                                 |                                                                                                                                                                                                                 |
|        | or                                                                                                                                                          |                                                                                                                                                                                                                 |
|        | Router(config-if)# <code>ip unnumbered interface-type number</code><br>Router(config-if)# <code>ip route prefix-mask interface-type interface-number</code> | Specifies the interface <i>type</i> and <i>number</i> for the Cisco IOS router hosting Cisco Unity Express. If specifying the <b>ip unnumbered</b> command, the <b>ip route</b> command must also be specified. |
|        | <b>Example:</b><br>Router(config-if)# ip unnumbered Service-Engine 1/0<br>Router(config-if)# ip route 1.100.50.44 255.255.255.255 ServiceEngine 1/0         |                                                                                                                                                                                                                 |
| Step 3 | <code>service-module ip address cue-side-ipaddr subnet-mask</code>                                                                                          | 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.                                        |
|        | <b>Example:</b><br>Router(config)# service-module ip address 172.16.231.190 255.255.0.0                                                                     |                                                                                                                                                                                                                 |

|        | Command or Action                                                                                                                                        | Purpose                                                                          |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Step 4 | <pre>service-module ip default-gateway gw-ipaddr</pre> <p><b>Example:</b><br/> Router(config)# service-module ip default-gateway<br/> 172.16.231.195</p> | Specifies the IP address of the Cisco IOS router that hosts Cisco Unity Express. |
| Step 5 | <pre>exit</pre> <p><b>Example:</b><br/> Router(config-if)# exit</p>                                                                                      | Exits interface configuration mode.                                              |

## Examples

The following example illustrates the IP connectivity activation procedure:

```
Router(config)# interface Integrated-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)# no shutdown
Router(config-if)# exit
```

## Adding or Removing Languages

Installing additional languages or removing languages must be done in online mode only. You cannot add or remove languages using the boothelper except when you perform a complete installation of the Cisco Unity Express software. For instructions on doing this, see the [“Installing Cisco Unity Express 8.6 Software” section on page 23](#).

## Installing Additional Languages

### Prerequisites

The following information is required for installing languages:

- URL of the FTP server.

### Restrictions

- You are limited to two concurrent languages with an AIM2-CUE module license.
- You are limited to five concurrent languages with an NME-CUE, ISM-SRE-300-K9, SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9 or SM-SRE-910-K9 module license.



#### Note

See the [“Upgrading or Downgrading the Cisco Unity Express License in the Same Version” section on page 69](#).

## SUMMARY STEPS

1. **configure terminal**
2. **software download server url ftp://server-ip-address[/dir] [username username password password]**
3. **exit**
4. **software install add cue-vm-langpack.plat.ver.pkg** (language package file)
5. Select the language from the list shown by the above command.

The key to the placeholders in the above-mentioned filename is in [Table 2](#).

**Table 2** Download File Variable Key

| Placeholder | Explanation                                                                                                                                                                                                      |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>plat</i> | Platform for which the image is built. The options are as follows:<br>nmx—For the AIM2-CUE and NME-CUE modules<br>sme—For the ISM-SRE and SM-SRE modules<br>ise—For the Integrated Services Engine (ISE) modules |
| <i>ver</i>  | Cisco Unity Express release Package version. Examples are 8.6.1, 8.6.2, and so on.                                                                                                                               |
| <i>lang</i> | Language code. Examples are en_US, fr_FR, it_IT, and so on.                                                                                                                                                      |

## DETAILED STEPS

- 
- Step 1** Use **configure terminal** to enter configuration mode.
  - Step 2** Enter **software download server url ftp://server-ip-address[/dir][username username password password]** where:
    - *server-ip-address* is the URL of the FTP server
    - *username* is the name of the valid user on the FTP server
    - *password* is the username's password to allow access to the FTP server
  - Step 3** Enter **exit** to exit configuration mode.
  - Step 4** Enter **software install add cue-vm-langpack.plat.ver.pkg**.
  - Step 5** Select the language from the list shown by the above command.
-

## 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 (8.6.1.0)
Maximum 2 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 (8.6.1)
2 ESP CUE Voicemail European Spanish (8.6.1)
3 FRA CUE Voicemail European French (8.6.1)
4 ESO CUE Voicemail Latin American Spanish (8.6.1)
5 ESM CUE Voicemail Mexican Spanish (8.6.1)
6 ARA CUE Voicemail Arabic (8.6.1)
7 NLD CUE Voicemail Dutch (8.6.1)
8 SVE CUE Voicemail Swedish (8.6.1)
9 NOR CUE Voicemail Norwegian (8.6.1)
10 FRC CUE Voicemail Canadian French (8.6.1)
11 PTG CUE Voicemail Portuguese (8.6.1)
12 TUR CUE Voicemail Turkish (8.6.1)
13 HUN CUE Voicemail Hungarian (8.6.1)
14 ENG CUE Voicemail UK English (8.6.1)
15 HBR CUE Voicemail Hebrew (8.6.1)
16 DAN CUE Voicemail Danish (8.6.1)
17 PTB CUE Voicemail Brazilian Portuguese (8.6.1)
18 DEU CUE Voicemail German (8.6.1)
19 CHT CUE Voicemail Traditional Chinese (Taiwan) (8.6.1)
20 KOR CUE Voicemail Korean (8.6.1)
21 CHS CUE Voicemail Simplified Chinese (PRC) (8.6.1)
22 JPN CUE Voicemail Japanese (8.6.1)
23 ZHH CUE Voicemail Hong Kong Chinese (8.6.1)
24 RUS CUE Voicemail Russian (8.6.1)

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:24
Language Installation Menu:

Selected SKU Language Name (version)

1 ITA CUE Voicemail Italian (8.6.1)
2 ESP CUE Voicemail European Spanish (8.6.1)
3 FRA CUE Voicemail European French (8.6.1)
4 ESO CUE Voicemail Latin American Spanish (8.6.1)
5 ESM CUE Voicemail Mexican Spanish (8.6.1)
6 ARA CUE Voicemail Arabic (8.6.1)
7 NLD CUE Voicemail Dutch (8.6.1)
8 SVE CUE Voicemail Swedish (8.6.1)
9 NOR CUE Voicemail Norwegian (8.6.1)
10 FRC CUE Voicemail Canadian French (8.6.1)
11 PTG CUE Voicemail Portuguese (8.6.1)
12 TUR CUE Voicemail Turkish (8.6.1)
```

```

13 HUN CUE Voicemail Hungarian (8.6.1)
14 ENG CUE Voicemail UK English (8.6.1)
15 HBR CUE Voicemail Hebrew (8.6.1)
16 DAN CUE Voicemail Danish (8.6.1)
17 PTB CUE Voicemail Brazilian Portuguese (8.6.1)
18 DEU CUE Voicemail German (8.6.1)
19 CHT CUE Voicemail Traditional Chinese (Taiwan) (8.6.1)
20 KOR CUE Voicemail Korean (8.6.1)
21 CHS CUE Voicemail Simplified Chinese (PRC) (8.6.1)
22 JPN CUE Voicemail Japanese (8.6.1)
23 ZHH CUE Voicemail Hong Kong Chinese (8.6.1)
24 RUS CUE Voicemail Russian (8.6.1)

```

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

## Removing a Language

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

```

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

Add-On Uninstallation Menu:
Selected Add-On SSID Add-On Name (version)

1 3f968fd0-6598-48e2-be1c-4af6c2e02e02 CUE Voicemail German (8.6.1.0)
2 27e5e2ab-1622-4c02-8a0a-cfad0d932148 CUE Voicemail US English (8.6.1.0)

Available commands are:
r # - remove Add On for given #
i # - more information about Add On for given #
c # - clear Add On selection for given #
x - Done with Add On selection
Enter Command:r 1
Add-On Uninstallation Menu:
Selected Add-On SSID Add-On Name (version)

1 * 3f968fd0-6598-48e2-be1c-4af6c2e02e02 CUE Voicemail German (8.6.1.0)
2 27e5e2ab-1622-4c02-8a0a-cfad0d932148 CUE Voicemail US English (8.6.1.0)

Available commands are:
r # - remove Add On for given #
i # - more information about Add On for given #
c # - clear Add On selection for given #
x - Done with Add On selection
Enter Command:x
Are you sure? [y/n]: y
There are add-on subsystems on uninstall list.
Running Script Processor for ui_uninstall
ui_uninstall scripts executed successfully.
Generating the add-on-uninstall work order :

```

```
Validating installed manifests
.complete.
:::/sw/installed/manifest/de_DE_lang_manifest.sig:remove
:::/usr/wfavvid/Prompts/system/de_DE:remove
:::/usr/wfavvid/Prompts/user/de_DE:remove
:::/usr/wfavvid/Grammars/system/de:remove
:::/usr/wfavvid/Grammars/system/de_DE:remove
:::/usr/wfavvid/i18n/com/cisco/prompt/impl/PromptGenerators_de_DE.properties:remove
:::/usr/wfavvid/i18n/com/cisco/grammar/impl/DigitRecognitionStrings_de_DE.
properties:remove
:::/usr/tomcat/webapps/voicemail/prompts/DEU:remove
Starting to uninstall:
```

## What to Do Next

After configuring connectivity to the Cisco Unity Express module or changing languages, run the initialization wizard to begin configuring the Cisco Unity Express database.



### Note

---

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

---







# Installing Cisco Unity Express 8.6 Software on SRE Modules

---

**Last Updated: September 19, 2019**

This chapter describes the procedure for installing Cisco Unity Express software on the Services Ready Engine (SRE) modules and contains the following information and procedures:

- [Overview, page 33](#)
- [Task List, page 34](#)
- [Activating IP Connectivity to Cisco Unity Express Module, page 34](#)
- [Cisco Deployment Agent for SRE, page 36](#)
- [Installing Cisco Unity Express on an SRE Module, page 36](#)
- [Monitoring the Installation Status, page 38](#)
- [Uninstalling tCisco Unity Express on an SRE Module, page 39](#)
- [What to Do Next, page 39](#)

## Overview

Cisco Unity Express 8.6 is supported on the following Services Ready Engine (SRE) modules:

- ISM-SRE-300-K9
- SM-SRE-700-K9
- SM-SRE-710-K9
- SM-SRE-900-K9
- SM-SRE-910-K9

In most cases, Cisco Unity Express is pre-installed on the SRE modules when shipped from the factory. This chapter describes how to install Cisco Unity Express on these modules in the event the application needs to be re-installed.

For more information about the Cisco SRE Service Modules, see [Cisco SRE Service Module Configuration and Installation Guide](#).

After ensuring that the prerequisites described in the [“Prerequisites for Installing Cisco Unity Express Software”](#) section on [page 15](#) are completed, the Cisco Unity Express software is ready to be installed.


# 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 are shipped with the software and license installed.

The following procedures in [Table 1](#) are required to configure a new installation of Cisco Unity Express:

**Table 1** *Task List for Performing a New Installation of Cisco Unity Express*

| Checklist                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Checkoff                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1. Configure the IP addressing between the Services Ready Engine module and the router. See the <a href="#">“Activating IP Connectivity to Cisco Unity Express Module”</a> section on page 34.                                                                                                                                                                                                                                                                                                                                          | <input type="checkbox"/> |
| 2. Install Cisco Unity Express software on the Services Ready Engine module. See the <a href="#">“Installing Cisco Unity Express on an SRE Module”</a> section on page 36.                                                                                                                                                                                                                                                                                                                                                              | <input type="checkbox"/> |
| 3. 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 <a href="#">Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions</a> and the GUI online help.                                                                                                                                                                    | <input type="checkbox"/> |
| 4. Begin configuring the Cisco Unity Express software. See <a href="#">Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions</a> and the GUI online help for the configuration tasks.                                                                                                                                                                                                                                                                                                    | <input type="checkbox"/> |
| <p><b>Note</b> To use CLI commands to perform the configuration tasks covered by the initialization wizard (for example, to use a configuration script), you can skip the initialization wizard by using the <b>web skipinitwizard</b> command in Cisco Unity Express EXEC mode.</p> <p> <b>Caution</b> This command turns off the initialization wizard. You cannot turn it on or restart it unless you reimage the Cisco Unity Express module.</p> |                          |

## Activating IP Connectivity to Cisco Unity Express Module

Before installing the software, activate the IP communication link between the system and the Cisco Unity Express module.

### Prerequisites

The following information is required for activating the link to the Cisco Unity Express module:

- 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 ism** *slot/unit*  
or  
**interface sm** *slot/0*
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:<br><pre>interface ism slot/unit</pre> or<br><pre>interface sm slot/0</pre><br><b>Example:</b><br><pre>Router(config)# interface ism 0/1</pre>                                                                                                                                                 | Enters interface configuration mode on the Integrated Service Module (ISM) SRE module.<br><br>Enters interface configuration mode on the Service Module (SM) SRE module.                                         |
| Step 2 | Choose one of the following:<br><pre>ip address router-ipaddr subnet-mask</pre><br><b>Example:</b><br><pre>Router(config-if)# ip address 172.16.231.195 255.255.0.0</pre> or<br><pre>Router(config-if)# ip unnumbered type number</pre><br><b>Example:</b><br><pre>Router(config-if)# ip unnumbered FastEthernet 0/0</pre> | Specifies the IP address and subnet mask of the Cisco IOS router hosting Cisco Unity Express.<br><br>Specifies the interface <i>type</i> and <i>number</i> for the Cisco IOS router hosting Cisco Unity Express. |

|        | Command or Action                                                                                                                                                        | Purpose                                                                                                                                                                  |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 3 | <pre>service-module ip address cue-side-ipaddr subnet-mask</pre> <p><b>Example:</b><br/>Router(config-if)# service-module ip address<br/>172.16.231.190 255.255.0.0 </p> | Specifies the IP address of the Cisco Unity Express module interface. This IP address must be on the same subnet as the Cisco IOS router that hosts Cisco Unity Express. |
| Step 4 | <pre>service-module ip default-gateway gw-ipaddr</pre> <p><b>Example:</b><br/>Router(config-if)# service-module ip default-gateway<br/>172.16.231.195 </p>               | Specifies the IP address of the Cisco IOS router that hosts Cisco Unity Express.                                                                                         |
| Step 5 | <pre>exit</pre> <p><b>Example:</b><br/>Router(config-if)# exit </p>                                                                                                      | Exits interface configuration mode.                                                                                                                                      |

## Examples

The following example illustrates the IP connectivity activation procedure:

```
Router(config)# interface sm 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)# no shutdown
Router(config-if)# exit
```

## Cisco Deployment Agent for SRE

An earlier version of this document described support for this feature. This feature is not supported.

## Installing Cisco Unity Express on an SRE Module

Use this procedure to install Cisco Unity Express on an SRE module.



### Note

The Cisco Deployment Agent for SRE is not supported on ISM modules.

### SUMMARY STEPS

1. `service-module sm slot/0 install url url [script script-name] [argument argument] [force]`

## DETAILED STEPS

| Command or Action                                                                                                                                                                                                                                                                                                       | Purpose                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b> <code>service-module sm slot/0 install url url [script script-name] [argument argument] [force]</code></p> <p><b>Example:</b><br/> Router(config)# service-module sm 0/0 install url<br/> ftp://username:password@128.107.146.189/dir/cue-vm-<br/> k9.sme.7.1.2.pkg script cue-vm-k9.sme.7.1.2.sre</p> | <p>Starts the process of installing application software on the SRE.</p> <p>You can use the <b>argument</b> option to specify which languages to install. If you select the <b>force</b> option with the <b>argument</b> option, the installation will proceed without prompting you.</p> <p>If you do not specify the optional <b>argument</b> and <b>force</b> keywords, you will be prompted to select the language(s) to install.</p> |

After you enter the **service-module sm install** command, the system will install the application.

The following is an example of the installation process display:

```
3945-cme-86#92.168.202.62/8.6.1./sme/cue-vm-k9.SPA.sme.8.6.1.pkg
Delete the installed Cisco Unity Express and proceed with new installation? [no]: yes
Loading 8.6.1.0/sme/cue-vm-k9.SPA.sme.8.6.1.pkg.install.sre !
[OK - 38648/4096 bytes]
No local store partition
Do you want to create and setup the local store partition? [no]: no
```

Following languages are available for installation.

```
SKU Language Code Language Name

1 ARA ar_SA CUE Voicemail Arabic
2 DAN da_DK CUE Voicemail Danish
3 DEU de_DE CUE Voicemail German
4 ENG en_GB CUE Voicemail UK English
5 ENU en_US CUE Voicemail US English
6 ESO es_CO CUE Voicemail Latin American Spanish
7 ESP es_ES CUE Voicemail European Spanish
8 ESM es_MX CUE Voicemail Mexican Spanish
9 FRC fr_CA CUE Voicemail Canadian French
10 FRA fr_FR CUE Voicemail European French
11 HUN hu_HU CUE Voicemail Hungarian
12 ITA it_IT CUE Voicemail Italian
13 HBR iw_IL CUE Voicemail Hebrew
14 JPN ja_JP CUE Voicemail Japanese
15 KOR ko_KR CUE Voicemail Korean
16 NLD nl_NL CUE Voicemail Dutch
17 NOR no_NO CUE Voicemail Norwegian
18 PTB pt_BR CUE Voicemail Brazilian Portuguese
19 PTG pt_PT CUE Voicemail Portuguese
20 RUS ru_RU CUE Voicemail Russian
21 SVE sv_SE CUE Voicemail Swedish
22 TUR tr_TR CUE Voicemail Turkish
23 CHS zh_CN CUE Voicemail Simplified Chinese (PRC)
24 ZHH zh_HK CUE Voicemail Hong Kong Chinese
25 CHT zh_TW CUE Voicemail Traditional Chinese(Taiwan)

```

You can install upto 5 language(s) on this platform.

Please select the language(s) you want to install by entering the language number(s)

Languages can be entered as comma separated or space separated list  
 Example: 1,3 would select 'CUE Voicemail Arabic' and 'CUE Voicemail German'

```
Enter languages:5
Following languages will be installed on the system:
CUE Voicemail US English
Do you want to continue with the selected options?(y/n):y
```

The system begins the installation process. After the system installation is complete, you will receive the following display:

```
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)?
```

Press Y to begin the configuration process.

## Monitoring the Installation Status

During the installation process, you can monitor the status of the Cisco Unity Express application installation.

### SUMMARY STEPS

1. **service-module ism slot/unit status**  
 or  
**service-module sm slot/0 status**

### DETAILED STEPS

|        | Command or Action                                                                                                                                                                        | Purpose                                               |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Step 1 | <pre>service-module ism slot/unit status</pre> <p>or</p> <pre>service-module sm slot/0 status</pre> <p><b>Example:</b><br/>           Router(config)# service-module ism 2/0 status </p> | Monitors the status of the integrated Service Engine. |

If you enter the **service-module ism slot/unit status** command while the installation is in progress, the output displayed will be similar to the following:

```
c2911#service-module ism 0/0 status
Service Module is Cisco ISM0/0
Service Module supports session via TTY line 131
Service Module is in Steady state
Service Module heartbeat-reset is enabled
Getting status from the Service Module, please wait..
Cisco Unity Express 8.6.1
CUE Running on ISM
No install/uninstall in progress
```

## Uninstalling tCisco Unity Express on an SRE Module

To uninstall Cisco Unity Express from an SRE module, perform the following steps.



Note

This process will clear the contents of the disk/compact flash, but will leave the licenses on the module.

### SUMMARY STEPS

1. **service-module ism *slot/unit* uninstall**  
or  
**service-module sm *slot/0* uninstall**

### DETAILED STEPS

|        | Command or Action                                                                                                                                                                 | Purpose                                                                                                                                                   |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 1 | <pre>service-module ism <i>slot/unit</i> uninstall or service-module sm <i>slot/0</i> uninstall</pre> <p><b>Example:</b><br/>Router(config)# service-module ism 2/0 uninstall</p> | Uninstalls the Cisco Unity Express application from the module. The disk/compact flash contents will be cleared, but the licenses are left on the module. |

## 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 GUI online help for more information.



Note

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







# Upgrading to Cisco Unity Express 8.6

---

**Last Updated: September 19, 2019**

This chapter describes procedures for upgrading to Cisco Unity Express 8.6 software. This chapter includes:

- [Preparing for Your Upgrade, page 41](#)
- [Introduction to Upgrade Procedures, page 42](#)
- [Prerequisites, page 42](#)
- [Upgrading to Cisco Unity Express 8.6 for New Installations, page 42](#)
- [Upgrading to Cisco Unity Express 8.6 for Existing Installations, page 49](#)
- [What to Do Next, page 57](#)

## Preparing for Your Upgrade

Before upgrading, you need to determine whether the version of Cisco Unity Express you are upgrading to supports the following:

- Your current Cisco Unity Express hardware module
  - The call control application version(s) you are currently using:
    - Cisco Unified Communications Manager Express (CUCME)
- or
- Cisco Unified Communications Manager (CUCM) and Cisco Unified Survivable Remote Site Telephony (SRST)

If Cisco Unity Express 8.6 does not support your current configuration, you will need to either migrate to a new Cisco Unity Express hardware module or upgrade your call control version, or do both. For more information, see [Cisco Unity Express Guide to Hardware Migration and Software Upgrades](#) or [Cisco Unity Express Compatibility Matrix](#).

# Introduction to Upgrade Procedures

This section describes important information you need to know before beginning your upgrade.



Note

Cisco Unity Express 8.6 licenses are based on the CSL licensing system. CSL licensing is explained further in this guide and in [Software Activation of Cisco Unity Express 7.1](#).

## Upgrading to Cisco Unity Express 8.6 by Performing a Clean Install

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

This procedure uses the **software install clean** command. For more information, see the “[Upgrading to Cisco Unity Express 8.6 for New Installations](#)” section on page 42.

## Upgrading Cisco Unity Express by Performing a Software Upgrade

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

This procedure uses the **software install upgrade** command. For more information, see the “[Upgrading to Cisco Unity Express 8.6 for Existing Installations](#)” section on page 49.

## Prerequisites

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

## Upgrading to Cisco Unity Express 8.6 for New Installations

This section describes the “clean” procedure for upgrading to Cisco Unity Express 8.6. Because this procedure erases any existing configuration and voice-mail data, you must first back up your data, and restore it following the software installation.

**Note**

You also have the option to upgrade without backing up the system data and restoring it after the software installation. For more information, see the [“Upgrading to Cisco Unity Express 8.6 for Existing Installations”](#) section on page 49.

**Note**

If you are upgrading to Cisco Unity Express 8.6 from either version 7.0, or 7.1, depending on the maintenance release version you are upgrading from, the upgrade may fail and you may receive the following error message: “Error: Required Subsystem ID e2497725-368d-48b5-a7d5-7f87d889a608 was not found either on Installed or Candidate list.” For more information, see the description for CSCtd56585 in [Release Notes for Cisco Unity Express 8.0](#).

## Task List

Upgrading to Cisco Unity Express 8.6 entails the following sequence of tasks:

**Table 1** *Task List for Upgrading to Cisco Unity Express 8.6 Using Clean Install Method*

| Checklist                                                                                                                                               | Checkoff                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1. Back up your data and configuration files. See <a href="#">“Appendix A: Manually Backing Up Files”</a> on page 73.                                   | <input type="checkbox"/> |
| 2. Download and install the new CSL license file(s) as described in <a href="#">Software Activation of Cisco Unity Express 7.1 and Later Versions</a> . | <input type="checkbox"/> |
| 3. Download and install the software image files. See the <a href="#">“Downloading and Installing a New Software Image”</a> section on page 43.         | <input type="checkbox"/> |
| 4. Restore the data and configuration files. See <a href="#">“Appendix B: Restoring Files”</a> on page 75.                                              | <input type="checkbox"/> |
| 5. Reboot the system.                                                                                                                                   | <input type="checkbox"/> |

## Downloading and Installing a New Software Image

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

**Caution**

If you have not already done so, back up your data and configuration files before starting the installation. See [“Appendix A: Manually Backing Up Files”](#) on page 73. The disk is wiped clean before the new image is installed.

## SUMMARY STEPS

1. Log in and go to the Cisco Unity Express support page at <http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
2. Click the Download Software link.
3. Select your Cisco Unity Express release.
4. Download the Cisco Unity Express software files, one zip file and one language package file for each language.
5. Extract the five core files from the zip file.
6. Copy the extracted files and the language package file(s) to the FTP server.
7. (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.

---

8. Press **y** to continue the installation.
9. Select the language version from the language selection menu.
10. Press **x** when you finish with the language selection menu.
11. Enter the **software download status** command to check that the software has downloaded.
12. Enter the **software install clean** command to install the new software.  
The system automatically reloads after the installation is complete.
13. Press **y** to begin the initial configuration.
14. Press **y** to restore the configuration saved in flash memory or press **n** to use your backup to restore your configuration.
15. 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 support page at <http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
  - Step 2** Click the Download Software link.
  - Step 3** Select your Cisco Unity Express release.
  - Step 4** Download the appropriate Cisco Unity Express software files.
    - **cue-vm-k9.plat.ver.zip** (application package file)
    - **cue-vm-lang-langpack.plat.ver.prt1** (language package file)
 The key to the placeholders in the above-mentioned filenames is in [Table 2](#).

**Step 5** From the zip file, extract the core files:

**For AIM2-CUE and NME-CUE:**

- cue-installer.nmx.8.6.x
- cue-vm-k9.nmx.8.6.x.pkg
- cue-vm-full-k9.nmx.8.6.x.prt1
- cue-vm-installer-k9.nmx.8.6.x.prt1
- cue-vm-langpack.nmx.8.6.x.prt1

**For ISM-SRE-300-K9, SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9, and SM-SRE-910-K9 modules:**

- cue-installer.SPA.sme.8.6.x
- cue-vm-k9.SPA.sme.8.6.x.pkg
- cue-vm-full-k9.SPA.sme.8.6.x.prt1
- cue-vm-installer-k9.SPA.sme.8.6.x.prt1
- cue-vm-langpack.sme.8.6.x.prt1

**For ISE-CUE modules pre-installed on the Cisco 1861:**

- cue-installer.ise.8.6.x
- cue-vm-k9.ise.8.6.x.pkg
- cue-vm-full-k9.ise.8.6.x.prt1
- cue-vm-installer-k9.ise.8.6.x.prt1
- cue-vm-langpack.ise.8.6.x.prt1

**Step 6** Copy the core files and the language package file for your hardware module to the FTP server.

**Step 7** (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.nmx.pkg
username username password password
```

or, if the FTP server has been configured:

```
se-172-16-0-0# software download clean cue-vm-k9.nmx.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 for 3.0 and Later Versions](#).

**Step 8** 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 9** Select the language version from the language selection menu:



**Note** Select the language that was previously configured as the system default on the system running the earlier version. To change the language support as part of the upgrade, additional preparation is required. For example, users, audio prompts, triggers, and some custom scripts might be defined with a language other than the system default. If these are not updated correctly, audio prompts for users defined with other languages might not work. For more information, see [Appendix C: Language Upgrade Preparation, page 77](#).

```
Selected SKU Language Name (version)

1 ITA CUE Voicemail Italian (8.6.1)
2 ESP CUE Voicemail European Spanish (8.6.1)
3 FRA CUE Voicemail European French (8.6.1)
4 ESO CUE Voicemail Latin American Spanish (8.6.1)
5 ESM CUE Voicemail Mexican Spanish (8.6.1)
6 ARA CUE Voicemail Arabic (8.6.1)
7 NLD CUE Voicemail Dutch (8.6.1)
8 SVE CUE Voicemail Swedish (8.6.1)
9 NOR CUE Voicemail Norwegian (8.6.1)
10 FRC CUE Voicemail Canadian French (8.6.1)
11 PTG CUE Voicemail Portuguese (8.6.1)
12 TUR CUE Voicemail Turkish (8.6.1)
13 HUN CUE Voicemail Hungarian (8.6.1)
14 ENG CUE Voicemail UK English (8.6.1)
15 HBR CUE Voicemail Hebrew (8.6.1)
16 DAN CUE Voicemail Danish (8.6.1)
17 PTB CUE Voicemail Brazilian Portuguese (8.6.1)
18 DEU CUE Voicemail German (8.6.1)
19 CHT CUE Voicemail Traditional Chinese (Taiwan) (8.6.1)
20 KOR CUE Voicemail Korean (8.6.1)
21 CHS CUE Voicemail Simplified Chinese (PRC) (8.6.1)
22 JPN CUE Voicemail Japanese (8.6.1)
23 ZHH CUE Voicemail Hong Kong Chinese (8.6.1)
24 RUS CUE Voicemail Russian (8.6.1)

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.
```

**Step 10** Your choice appears as an "\*" in the language selection menu. Use the menu to add, remove, or get information about languages. Enter x when finished. The following example shows that Italian and Danish are selected.

| #  | Selected | SKU | Language Name (version)                      |
|----|----------|-----|----------------------------------------------|
| 1  |          | ITA | CUE Voicemail Italian (8.6.1)                |
| 2  |          | ESP | CUE Voicemail European Spanish (8.6.1)       |
| 3  |          | ENU | CUE Voicemail US English (8.6.1)             |
| 4  |          | FRA | CUE Voicemail European French (8.6.1)        |
| 5  |          | ESO | CUE Voicemail Latin American Spanish (8.6.1) |
| 6  |          | ESM | CUE Voicemail Mexican Spanish (8.6.1)        |
| 7  |          | ARA | CUE Voicemail Arabic (8.6.1)                 |
| 8  |          | NLD | CUE Voicemail Dutch (8.6.1)                  |
| 9  |          | SVE | CUE Voicemail Swedish (8.6.1)                |
| 10 |          | NOR | CUE Voicemail Norwegian (8.6.1)              |
| 11 |          | FRC | CUE Voicemail Canadian French (8.6.1)        |
| 12 |          | PTG | CUE Voicemail Portuguese (8.6.1)             |
| 13 |          | TUR | CUE Voicemail Turkish (8.6.1)                |
| 14 |          | HUN | CUE Voicemail Hungarian (8.6.1)              |
| 15 |          | ENG | CUE Voicemail UK English (8.6.1)             |
| 16 |          | DEU | CUE Voicemail German (8.6.1)                 |
| 17 |          | DAN | CUE Voicemail Danish (8.6.1)                 |
| 18 |          | PTB | CUE Voicemail Brazilian Portuguese (8.6.1)   |
| 19 |          | KOR | CUE Voicemail Korean (8.6.1)                 |
| 20 |          | CHS | CUE Voicemail Mandarin Chinese (8.6.1)       |
| 21 |          | JPN | CUE Voicemail Japanese (8.6.1)               |
| 22 |          | RUS | CUE Voicemail Russian (8.6.1)                |

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 11** Enter the **software download status** command to check the download status:

```
se-172-16-0-0# software download status
Download request in progress.
downloading file : cue-vm-k9.nmx.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 12** After the software is downloaded, enter the **software install clean** command to install the new software:

**Caution**

If you have not already done so, back up your data and configuration files before starting the installation. See [“Appendix A: Manually Backing Up Files” on page 73](#).

**Note**

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

**Note**

To set the FTP server, see the **software download server** command in [Cisco Unity Express Command Reference for 3.0 and Later Versions](#).

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

**Step 13** 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**

**Note**

If no response is given to the prompt, Cisco Unity Express will automatically configure the system with the default values for the NTP server, the time zone, and the call agent mode after two minutes.

**Step 14** Enter the appropriate **y** or **n** response. See the following output example to determine your configuration needs.**Note**

If this is a new installation 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 15** 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 8.6 for Existing Installations

This section describes the procedure to upgrade files by simply adding them to your existing Cisco Unity Express installation. Using this procedure, you upgrade your software version without having to back up your system data before the software installation and restore it afterward. Whether you can use this type of upgrade depends on the version you are upgrading from. To see which version combinations this method supports, see [Release Notes for Cisco Unity Express 8.6](#).

**Note**

Upgrading to Cisco Unity Express 8.6 from selected Cisco Unity Express 7.0.x and 7.1.x releases may require additional tasks to be performed. See the description for CSCtd56585 in [Release Notes for Cisco Unity Express 7.0](#) and [Release Notes for Cisco Unity Express 7.1](#).

## Task List

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

**Table 2** *Task List for Upgrading Cisco Unity Express Using Software Install Upgrade Method*

| Checklist                                                                                                                                               | Checkoff                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1. (Recommended) Back up your data and configuration files. See <a href="#">“Appendix A: Manually Backing Up Files”</a> section on page 73.             | <input type="checkbox"/> |
| 2. Download and install the new CSL license file(s) as described in <a href="#">Software Activation of Cisco Unity Express 7.1 and Later Versions</a> . | <input type="checkbox"/> |
| 3. Download and install the software image files. See the <a href="#">“Downloading and Installing an Upgrade Image”</a> section on page 51.             | <input type="checkbox"/> |
| 4. Restore the data and configuration files, if required. See <a href="#">“Appendix B: Restoring Files”</a> on page 75.                                 | <input type="checkbox"/> |
| 5. Reboot the system.                                                                                                                                   | <input type="checkbox"/> |

Use this procedure to download and install an upgrade image.



**Note**

We recommend that you back up your data and configuration files before starting the upgrade. See [“Appendix A: Manually Backing Up Files”](#) on page 73.



**Note**

To change your language selections, see the [“Adding or Removing Languages”](#) section on page 27.

## Downloading and Installing an Upgrade Image

### SUMMARY STEPS

1. Log in and go to the Cisco Unity Express support page at:  
<http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
2. Click the Download Software link.
3. Select your Cisco Unity Express release.
4. Download the appropriate Cisco Unity Express software files.
5. Extract the core files from the zip file.
6. Copy the files to the FTP server.
7. (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.

---

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

## DETAILED STEPS

- 
- Step 1** Log in and go to the Cisco Unity Express support page at:  
<http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
- Step 2** Click the Download Software link.
- Step 3** Select your Cisco Unity Express release.
- Step 4** Download the appropriate Cisco Unity Express software files.
- **cue-vm-k9.plat.ver.zip** (application package file)
  - **cue-vm-lang-langpack.plat.ver.prt1** (language package file)

Table 2 shows the key to the placeholders in those filenames. See also the following file names.

**For AIM2-CUE and NME-CUE:**

- cue-installer.nmx.8.6.x
- cue-vm-k9.nmx.8.6.x.pkg
- cue-vm-full-k9.nmx.8.6.x.prt1
- cue-vm-installer-k9.nmx.8.6.x.prt1
- cue-vm-langpack.nmx.8.6.x.prt1

**For ISM-SRE-300-K9, SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9, and SM-SRE-910-K9 modules:**

- cue-installer.SPA.sme.8.6.x
- cue-vm-k9.SPA.sme.8.6.x.pkg
- cue-vm-full-k9.SPA.sme.8.6.x.prt1
- cue-vm-installer-k9.SPA.sme.8.6.x.prt1
- cue-vm-langpack.sme.8.6.x.prt1

**For ISE-CUE modules pre-installed on the Cisco 1861:**

- cue-installer.ise.8.6.x
- cue-vm-k9.ise.8.6.x.pkg
- cue-vm-full-k9.ise.8.6.x.prt1
- cue-vm-installer-k9.ise.8.6.x.prt1
- cue-vm-langpack.ise.8.6.x.prt1

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



**Note**

---

To install the files without first downloading, use the **software install upgrade url** `ftp://ftp-server-ip-address/cue-vm-k9.plat.ver.8.6.x.pkg` **username** *username* **password** *password* command.

---

**Step 6** (Optional) Enter the **software download upgrade** command to download the software from the FTP server:

```
se-172-16-0-0# software download upgrade url ftp://ftp-server-ip-address/cue-vm-k9.nmx.pkg
```



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

or, if the FTP server is configured:

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



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

**Step 7** (Required for Step 4.) Enter **y** to begin the download:

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

```
Would you like to continue? [n] y
Downloading software install upgrade cue-vm-k9.nmx.8.6.1.pkg
Bytes downloaded : 63648
```

```
Validating package signature ... done
Validating installed manifestscomplete.
```



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

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

```
se-172-16-0-0# software download status
Download request in progress.
downloading file : cue-vm-k9.nmx.8.6.1.pkg bytes downloaded : 18612224
se-172-16-0-0#
```

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



**Note** Enter the **show software directory download** command to show the downloaded files.

- Step 9** When the download is complete, enter the **software install upgrade** command to install the new software:



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

```
se-172-16-0-0# software install upgrade cue-vm-k9.nmx.8.6.1.pkg
```

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



**Note** To install the package directly from the FTP without downloading the package before installing it, use the **software install upgrade url ftp://ftp\_server\_ip\_address/software install upgrade cue-vm-k9.nmx.pkg** command.

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



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



**Note** When upgrading the Cisco Unity Express software, you are not prompted for a language. Any language that is installed on the module will be upgraded to the 8.6.1 version of the language.

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

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

The system reloads after the upgrade is complete.

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

```
se-172-16-0-0# show software version
Cisco Unity Express version (8.6.1)
```

```
Components:
```

```
- CUE Voicemail Language Support version 8.6.1.0
```

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

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

```
se-172-16-0-0# show software version detail
Cisco Unity Express version (8.6.1)
```

Applications:

```
Name: Installer (8.6.1)
Desc: Installer application
 id: a0fb9f0a-fa5c-4b21-a64c-0cb9d6379573
Type: (installer)

Name: Thirdparty (8.6.1.0)
Desc: Service Engine Thirdparty Code
 id: a3442277-7890-4782-9e6b-9d19efc1e0d8
Type: (application)

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

Name: Infrastructure (8.6.1.0)
Desc: Service Engine Infrastructure
 id: a36e1be1-ce8a-4f53-ace7-1844262aa0b9
Type: (application)

Name: Global (8.6.1)
Desc: Global manifest
 id: edceaf0b-a890-4045-9086-5452fac85eba
Type: (application)

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

Name: Auto Attendant (8.6.1.0)
Desc: Service Engine Telephony Infrastructure
 id: e3db91b0-f47d-460c-ad22-65001a5d45a9
Type: (application)

Name: Voice Mail (8.6.1.0)
Desc: Voicemail application
 id: 8e7823e2-0e92-4470-8860-653246345f9d
Type: (application)

Name: Bootloader (Secondary) (2.1.36)
Desc: Service Engine Bootloader
 id: 9d7b26fb-21b2-416e-8b65-425c2f8da5d8
Type: (bootloader)

Name: Core (8.6.1.0)
Desc: Service Engine OS Core
 id: 430f25f9-0fed-48a4-b362-823937138501
Type: (application)

Name: GPL Infrastructure (8.6.1.0)
Desc: Service Engine GPL Infrastructure
 id: 9f112eb1-6f58-4dd4-8faa-8530467af3b9
Type: (application)
```

Components:

Name: CUE Voicemail Language Support (8.6.1.0)  
Desc: Languages global pack  
id: e2e81cc6-39b5-47e1-9f83-b83c897fc50c  
Type: (plug-in)

Name: CUE Voicemail US English (8.6.1.0)  
Desc: English language pack  
id: 27e5e2ab-1622-4c02-8a0a-cfad0d932148  
Type: (plug-in)

Name: CUE Voicemail UK English (8.6.1.0)  
Desc: British English language pack  
id: fa803d25-9c89-4171-a14c-ec12d6ed6b8c  
Type: (plug-in)

se-172-16-0-0#



## What to Do Next

1. If required, restore the data and configuration files. See [“Appendix B: Restoring Files” on page 75](#). This step is not required if you used the upgrade process in the [“Upgrading to Cisco Unity Express 8.6 for Existing Installations” section on page 49](#).



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 GUI online help.

---



Note

---

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

---

2. Configure new system features. See [Cisco Unity Express VoiceMail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions](#) and [Cisco Unity Express Interactive Voice Response CLI Administrator Guide](#).





# Reinstalling a Cisco Unity Express Image Using the Boothelper

---

Last Updated: September 19, 2019

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



Note

Use the boothelper method for emergency situations when your system is not responding as required or for a new installation. The helper supports only installations of licenses and full images. Boothelper mode does not support upgrades or language-only installations.

---

This is a *clean* installation. It cleans the disk by erasing any existing configuration and voice-mail data before loading the new files on the disk.



Caution

You must back up your configuration and data files before starting the clean installation. Restore the configuration and data files after the installation takes place.

---



Note

Both FTP and TFTP servers are required.

---



Note

Do not use the boothelper unless you were unsuccessful using the clean install procedure described in the [“Upgrading to Cisco Unity Express 8.6 for New Installations”](#) section on page 42.

---

This chapter contains the following sections:

- [Prerequisites, page 60](#)
- [Task List, page 60](#)
- [Downloading the Software Files, page 60](#)
- [Entering Configuration Parameter Values, page 62](#)
- [Installing Software Image Files, page 63](#)

## 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 *Cisco Unity Express Compatibility Matrix* for a list of supported languages.

## Task List

Perform the tasks outlined in [Table 1](#) to reinstall a Cisco Unity Express image using boothelper.

*Table 1 Task List for Reinstalling a Cisco Unity Express Image Using the Boothelper*

| Checklist                                                                                                                                  | Checkoff                 |
|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1. Back up your data and configuration files. See <a href="#">“Appendix A: Manually Backing Up Files” on page 73</a> .                     | <input type="checkbox"/> |
| 2. Download the software image files. See the <a href="#">“Downloading the Software Files” section on page 60</a> .                        | <input type="checkbox"/> |
| 3. Enter bootloader configuration parameter values. See the <a href="#">“Entering Configuration Parameter Values” section on page 62</a> . | <input type="checkbox"/> |
| 4. Install the software files. See the <a href="#">“Installing Software Image Files” section on page 63</a> .                              | <input type="checkbox"/> |
| 5. Restore the data and configuration files. See <a href="#">“Appendix B: Restoring Files” on page 75</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 support page at: <http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
2. Click the Download Software link.
3. Select your Cisco Unity Express release.
4. Download the Cisco Unity Express software files: one zip file and one language package file for each language.
5. Extract the five core files from the zip file.
6. Copy the extracted files and the language package file(s) to the FTP server.
7. Copy the cue-installer.<platform>. <ver> file to the TFTP server.
8. Copy the other software files to the FTP server.

## DETAILED STEPS

- 
- Step 1** Log in and go to the Cisco Unity Express support page at:  
<http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
- Step 2** Click the Download Software link.
- Step 3** Select your Cisco Unity Express release.
- Step 4** Download the appropriate Cisco Unity Express software files.
- **cue-vm-k9.plat.ver.zip** (application package file)
  - **cue-vm-lang-langpack.plat.ver.prt1** (language package file)
- The key to the placeholders in the above-mentioned filenames is in [Table 2](#).
- Step 5** From the zip file, extract the core files:
- For AIM2-CUE and NME-CUE:**
- cue-installer.nmx.8.6.x
  - cue-vm-k9.nmx.8.6.x.pkg
  - cue-vm-full-k9.nmx.8.6.x.prt1
  - cue-vm-installer-k9.nmx.8.6.x.prt1
  - cue-vm-langpack.nmx.8.6.x.prt1
- For ISM-SRE-300-K9, SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9, and SM-SRE-910-K9 modules:**
- cue-installer.SPA.sme.8.6.x
  - cue-vm-k9.SPA.sme.8.6.x.pkg
  - cue-vm-full-k9.SPA.sme.8.6.x.prt1
  - cue-vm-installer-k9.SPA.sme.8.6.x.prt1
  - cue-vm-langpack.sme.8.6.x.prt1
- For ISE-CUE modules pre-installed on the Cisco 1861:**
- cue-installer.ise.8.6.x
  - cue-vm-k9.ise.8.6.x.pkg
  - cue-vm-full-k9.ise.8.6.x.prt1
  - cue-vm-installer-k9.ise.8.6.x.prt1
  - cue-vm-langpack.ise.8.6.x.prt1
- Step 6** Copy the installer file for your hardware module to the TFTP server:
- AIM2-CUE and NME-CUE: **cue-installer.nmx.8.6.x**
  - ISM-SRE-300-K9, SM-SRE-700-K9, SM-SRE-710-K9, SM-SRE-900-K9, and SM-SRE-910-K9: **cue-installer.sme.8.6.x**
  - For the ISE-CUE on the Cisco 1861: **cue-installer.ise.8.6.x**
- Step 7** Copy the other software files to the FTP server.
-

## What to Do Next

- Back up your data and configuration files. See [“Appendix A: Manually Backing Up Files” on page 73](#).
- After backing up the files, configure parameter values. See the [“Entering Configuration Parameter Values” section on page 62](#).

## Entering Configuration Parameter Values

You must configure some parameters in the Cisco Unity Express server to be able to download the Cisco Unity Express software files.

### SUMMARY STEPS

1. **reload**
2. Type “\*\*\*” to enter bootloader mode.
3. **config**
4. Enter the values for the following parameters:
  - Network module’s IP address
  - Subnet mask
  - TFTP server address
  - Gateway router address
  - Ethernet interface is internal
  - Default helper image is **cue-installer.plat.ver**
  - Default boot setting
  - Default bootloader is primary
5. Boot the module with the boothelper.

### DETAILED STEPS

- 
- Step 1** Type **reload** to restart the system.
- Step 2** Type “\*\*\*” to enter the bootloader mode.
- Step 3** Type **config** to enter configuration mode.
- Step 4** Enter the values for the following parameters:
- Network module’s IP address
  - Subnet mask
  - TFTP server address
  - Gateway router address
  - Ethernet interface: **internal**
  - Default helper image: **cue-installer.plat.ver**
  - Default boot: **disk**

- Default bootloader: **primary**



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

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

## What to Do Next

Install the software files. See the [“Installing Software Image Files”](#) section on page 63.

# Installing Software Image Files

After the boot-helper installer (from [Step 5](#)) 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 **Install Software** from the install menu.
2. Enter the package name, FTP server address, username, and password.
3. Select the required languages from the language selection menu.
4. Enter **x** when finished with the language selection menu.
5. Enter **y** to begin the initial configuration in the postinstallation configuration menu.
6. Enter **y** to restore the configuration saved in flash memory or **n** to use your backup to restore your configuration.
7. Enter the Cisco Unity Express administrator ID. This is the username to log in to the Cisco Unity Express GUI.
8. Enter the **show software versions** command to verify the installation.

## DETAILED STEPS

### Step 1 Select the first choice, Install Software, from the install menu:

```
Welcome to Cisco Systems Service Engine Helper Software
Please select from the following
1 Install software
2 Reload module
(Type '?' at any time for help)
Choice: 1
```

### Step 2 Enter the package name, FTP server address, username, and password:

```
Package name: cue-vm-k9.plat.ver.pkg
Server url: ftp://10.37.162.120/
Username: cue
Password: *****
Software installation will clear disk contents
Continue [y/n]? y
```



### Caution

If you have not already done so, back up your data and configuration files before starting the installation. See [“Appendix A: Manually Backing Up Files” on page 73](#). The disk is wiped clean before the new image is installed.

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

```
Selected SKU Language Name (version)

1 ITA CUE Voicemail Italian (8.6.1)
2 ESP CUE Voicemail European Spanish (8.6.1)
3 FRA CUE Voicemail European French (8.6.1)
4 ESO CUE Voicemail Latin American Spanish (8.6.1)
5 ESM CUE Voicemail Mexican Spanish (8.6.1)
6 ARA CUE Voicemail Arabic (8.6.1)
7 NLD CUE Voicemail Dutch (8.6.1)
8 SVE CUE Voicemail Swedish (8.6.1)
9 NOR CUE Voicemail Norwegian (8.6.1)
10 FRC CUE Voicemail Canadian French (8.6.1)
11 PTG CUE Voicemail Portuguese (8.6.1)
12 TUR CUE Voicemail Turkish (8.6.1)
13 HUN CUE Voicemail Hungarian (8.6.1)
14 ENG CUE Voicemail UK English (8.6.1)
15 HBR CUE Voicemail Hebrew (8.6.1)
16 DAN CUE Voicemail Danish (8.6.1)
17 PTB CUE Voicemail Brazilian Portuguese (8.6.1)
18 DEU CUE Voicemail German (8.6.1)
19 CHT CUE Voicemail Traditional Chinese (Taiwan) (8.6.1)
20 KOR CUE Voicemail Korean (8.6.1)
21 CHS CUE Voicemail Simplified Chinese (PRC) (8.6.1)
22 JPN CUE Voicemail Japanese (8.6.1)
23 ZHH CUE Voicemail Hong Kong Chinese (8.6.1)
24 RUS CUE Voicemail Russian (8.6.1)

```

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:6



ui\_install scripts executed successfully.



**Note**

Select the language that was previously configured as the system default on the system running the earlier version. To change the language support as part of the upgrade, additional preparation is required. For example, users, audio prompts, triggers, and some custom scripts might be defined language other than the system default. If these are not updated correctly, audio prompts for users defined with other languages might not work. See [“Appendix C: Language Upgrade Preparation” on page 77](#).

- Step 4** Your choice appears as an “\*” in the language selection menu. Use the menu to add, remove, or get information about languages. Enter x when finished. The example below shows that Italian and Mexican Spanish are selected.

Language Selection Menu:

```
Selected SKU Language Name (version)

 1 ITA CUE Voicemail Italian (8.6.1)
 2 ESP CUE Voicemail European Spanish (8.6.1)
 3 ENU CUE Voicemail US English (8.6.1)
 4 FRA CUE Voicemail European French (8.6.1)
 5 ESO CUE Voicemail Latin American Spanish (8.6.1)
 6 ESM CUE Voicemail Mexican Spanish (8.6.1)
 7 ARA CUE Voicemail Arabic (8.6.1)
 8 NLD CUE Voicemail Dutch (8.6.1)
 9 SVE CUE Voicemail Swedish (8.6.1)
10 NOR CUE Voicemail Norwegian (8.6.1)
11 FRC CUE Voicemail Canadian French (8.6.1)
12 PTG CUE Voicemail Portuguese (8.6.1)
13 TUR CUE Voicemail Turkish (8.6.1)
14 HUN CUE Voicemail Hungarian (8.6.1)
15 ENG CUE Voicemail UK English (8.6.1)
16 DEU CUE Voicemail German (8.6.1)
17 DAN CUE Voicemail Danish (8.6.1)
18 PTB CUE Voicemail Brazilian Portuguese (8.6.1)
19 KOR CUE Voicemail Korean (8.6.1)
20 CHS CUE Voicemail Mandarin Chinese (8.6.1)
21 JPN CUE Voicemail Japanese (8.6.1)
22 RUS CUE Voicemail Russian (8.6.1)

```

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 **y** or **n** response. See the output below to determine your configuration needs.

```

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

```

```

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

```

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

```

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

```

```

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

```

```

se-172-16-0-0>

```

**Step 8** Use the **show software version** command to verify the upgrade.

```
se-172-16-0-0# show software version
Cisco Unity Express version (8.6.1)

Components:

- CUE Voicemail Language Support version 8.6.1.0

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

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

```
se-172-16-0-0# show software version detail
Cisco Unity Express version (8.6.1)

Applications:

Name: Installer (8.6.1)
Desc: Installer application
 id: a0fb9f0a-fa5c-4b21-a64c-0cb9d6379573
Type: (installer)

Name: Thirdparty (8.6.1.0)
Desc: Service Engine Thirdparty Code
 id: a3442277-7890-4782-9e6b-9d19efc1e0d8
Type: (application)

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

Name: Infrastructure (8.6.1.0)
Desc: Service Engine Infrastructure
 id: a36e1be1-ce8a-4f53-ace7-1844262aa0b9
Type: (application)

Name: Global (8.6.1)
Desc: Global manifest
 id: edceaf0b-a890-4045-9086-5452fac85eba
Type: (application)

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

Name: Auto Attendant (8.6.1.0)
Desc: Service Engine Telephony Infrastructure
 id: e3db91b0-f47d-460c-ad22-65001a5d45a9
Type: (application)

Name: Voice Mail (8.6.1.0)
Desc: Voicemail application
 id: 8e7823e2-0e92-4470-8860-653246345f9d
Type: (application)

Name: Bootloader (Secondary) (2.1.36)
Desc: Service Engine Bootloader
 id: 9d7b26fb-21b2-416e-8b65-425c2f8da5d8
Type: (bootloader)

Name: Core (8.6.1.0)
```

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

```
Name: GPL Infrastructure (8.6.1.0)
Desc: Service Engine GPL Infrastructure
 id: 9f112eb1-6f58-4dd4-8faa-8530467af3b9
Type: (application)
```

Components:

```
Name: CUE Voicemail Language Support (8.6.1.0)
Desc: Languages global pack
 id: e2e81cc6-39b5-47e1-9f83-b83c897fc50c
Type: (plug-in)
```

```
Name: CUE Voicemail US English (8.6.1.0)
Desc: English language pack
 id: 27e5e2ab-1622-4c02-8a0a-cfad0d932148
Type: (plug-in)
```

```
Name: CUE Voicemail UK English (8.6.1.0)
Desc: British English language pack
 id: fa803d25-9c89-4171-a14c-ec12d6ed6b8c
Type: (plug-in)
```

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

---

## What to Do Next

1. Restore the data and configuration files. See [“Appendix B: Restoring Files”](#) on page 75.
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 69.
4. Configure new system features. See the *Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions*.



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

---

Last Updated: September 19, 2019

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

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

This chapter contains the following sections:

- [Cisco Software Licensing System, page 69](#)
  - [Installation Sequence, page 70](#)
  - [Mailbox Licenses, page 70](#)
  - [Interactive Voice Response Sessions Licenses, page 70](#)
  - [Voice Port Licenses, page 70](#)
- [Task List, page 71](#)
- [Changing Your IVR License, page 71](#)

## Cisco Software Licensing System

Cisco Unity Express 8.6 licenses are based on the the Cisco Software Licensing (CSL) system. With CSL licenses, the mailbox license count includes both personal mailboxes and GDMs. The type of the mailbox is determined when it is configured. Also, the call-agent is no longer specified using licenses and can be configured either as part of post-install process or during bootup.

CSL licensing is explained further in this guide and in [Software Activation of Cisco Unity Express 7.1 and Later Versions](#).

## Installation Sequence

Install licenses in the following order:

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

## Mailbox Licenses

If you are changing to a smaller mailbox license, verify that you have reduced the number of configured mailboxes correspondingly before downloading the new license. For example, if you are downgrading from a 50 mailbox license to a 10 mailbox license, ensure that your system does not have more than 10 configured mailboxes. If you have more than 10 mailboxes, delete the superfluous mailboxes before downgrading the license.

## Voice Port Licenses

Devices ordered with CSL licenses will come with some number of voice port licenses pre-installed. The number varies by platform. On some platforms, you can add additional voice port licenses in increments of two voice ports for each license. See [Release Notes for Cisco Unity Express 8.6](#) for the number of voice ports supported for a given device.

Installing or removing an incremental license will fail if the resulting number of voice ports is more than the number of IVR sessions for which you have licenses plus two (2).

## Interactive Voice Response Sessions Licenses

If you are installing IVR, make sure that the IVR license is compatible with your platform and with your Cisco Unified Communications Manager system. See [Release Notes for Cisco Unity Express 8.6](#).

# Task List

Changing your license requires the activities outlined in [Table 1](#):

**Table 1** Task List for Upgrading or Downgrading the Cisco Unity Express License

| Checklist                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Checkoff                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <p>1. Determine which license SKU(s) you are currently using. Select from the following list or use the <b>show</b> commands as described in <a href="#">Software Activation of Cisco Unity Express 7.1 and Later Versions</a>.</p> <p><b>Note</b> If you require IVR, you must purchase an additional license specifically for this purpose.</p> <p style="padding-left: 40px;"><b>Mailbox Licenses</b></p> <ul style="list-style-type: none"> <li>•FL-CUE-MBX-5</li> <li>•FL-CUE-NR-MBX-5</li> </ul> <p style="padding-left: 40px;"><b>Interactive Voice Response Licenses</b></p> <ul style="list-style-type: none"> <li>•FL-CUE-IVR-2</li> <li>•FL-CUE-NR-IVR-2</li> </ul> <p style="padding-left: 40px;"><b>Voice Port Licenses</b></p> <ul style="list-style-type: none"> <li>•FL-CUE-PORT-2</li> <li>•FL-CUE-NR-PORT-2</li> </ul> | <input type="checkbox"/> |
| 2. Save the current configuration.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <input type="checkbox"/> |
| 3. Download and install the new CSL license file(s) as described in <a href="#">Software Activation of Cisco Unity Express 7.1 and Later Versions</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/> |
| 4. Run the initialization wizard. See the GUI online help.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <input type="checkbox"/> |

## Changing Your IVR License

You can upgrade, downgrade, or remove your IVR license. For more information, see [Software Activation of Cisco Unity Express 7.1 and Later Versions](#).

## What to Do Next

- Enter the **show license status application voicemail** command to display the voicemail license status.
 

```
se-10-0-0-0# show license status application voicemail
voicemail enabled: 6 ports, 2 sessions, 5 mailboxes
```
- Enter the **show license status application ivr** command to display the IVR license status.
 

```
se-10-0-0-0# show license status application ivr
ivr enabled, 4 sessions
```

- Enter the **show license status application timecardview** command to display the timecardview license status.

```
se-10-0-0-0# show license status application timecardview
tcv enabled: 4 users
```

- Enter the **show software license** command to display the voice port licenses on the system and to display the number of ports available in the field “Total usable system ports”.

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

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

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

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

- Max # of configurable mailboxes: 120

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

Languages:
- Max installed languages: 5
- Max enabled languages: 5
```





## Appendix A: Manually Backing Up Files

---

**Last Updated: September 19, 2019**

Enter backup commands in EXEC mode after moving the system offline. System configuration is not allowed when the system is in an offline state.



**Note**

---

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

---

For more detailed information about backing up files, including configuring scheduled backups, see [Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions](#) and the GUI online help.

### Numbering Scheme for Backup Files

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

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

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

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

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

## Prerequisite

- Before you can back up your data, you must have a configured backup server. See [Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions](#) and the GUI online help.

### SUMMARY STEPS

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

### DETAILED STEPS

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



## Appendix B: Restoring Files

Last Updated: September 19, 2019

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 (auto attendant 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 to restore.

For more detailed information about restoring files, see [Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions](#) and the GUI online help.

### SUMMARY STEPS

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

### DETAILED STEPS

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

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



## Appendix C: Language Upgrade Preparation

---

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When upgrading your Cisco Unity Express software version, you can change the default system language supported. There are 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, those elements of the system must be updated accordingly. Otherwise, some voice-mail users might have difficulty accessing their mailboxes.

If you are changing the default system language during an upgrade, you must use the **software install clean** command. For more information, see the [“What to Do Next” section on page 57](#).

### Updating Language Support for Specific Voice-Mail Users

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

#### SUMMARY STEPS

1. **show users**
2. **show user detail username** *userid*
3. **username** *userid* **language** *xx\_YY*

#### DETAILED STEPS

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


## Updating the System Audio Prompt Languages

Use this procedure to update the system audio prompt language.

### SUMMARY STEPS

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

### DETAILED STEPS

- 
- Step 1** Enter the **show ccn prompts** command to get a list of audio prompts
- Each audio prompt shown in the display must be backed up individually. You can back up the prompts using the GUI, or you can use the CLI in the next step.
- Step 2** Copy each file to an FTP server using the following command syntax:
- ccn copy prompt** *prompt-filename* **url ftp://destination-ip-address/prompt-filename** [**language** *xx\_YY*] [**username** *name* **password** *password*]
- 
-  **Caution** If this step is not done, 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 57](#).
- Step 4** After the system is initialized with the new language, upload each prompt using either the GUI or the following command syntax:
- ccn copy url ftp://source-ip-address/prompt-filename.wav** **prompt** *prompt-filename.wav* [**language** *xx\_YY*] [**username** *name* **password** *password*]
- 

## Updating the Application Prompt Languages in Triggers

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

### SUMMARY STEPS

1. **show ccn trigger**
2. **configure terminal**
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 Auto Attendant Steps

If your system is configured with a custom auto attendant script, check each step for any possible language dependencies. Some setups that generate prompts might allow the language to be specified. Back up any custom scripts separately. You must change these steps if the language is changed during an upgrade. For more information on writing custom scripts, see [Cisco Unity Express 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 auto attendant 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 auto attendants to make sure all prompts are properly uploaded.







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