



Reinstalling a Cisco Unity Express Image Using the Boothelper

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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:

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- [Task List, page 60](#)
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- [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 “Appendix A: Manually Backing Up Files” on page 73 .	<input type="checkbox"/>
2. Download the software image files. See the “Downloading the Software Files” section on page 60 .	<input type="checkbox"/>
3. Enter bootloader configuration parameter values. See the “Entering Configuration Parameter Values” section on page 62 .	<input type="checkbox"/>
4. Install the software files. See the “Installing Software Image Files” section on page 63 .	<input type="checkbox"/>
5. Restore the data and configuration files. See “Appendix B: Restoring Files” on page 75 .	<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: d1ba3d34-06c2-4461-8600-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*.