



Installing Cisco Unity Express 8.6 Software on SRE Modules

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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:

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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 “Activating IP Connectivity to Cisco Unity Express Module” section on page 34.	<input type="checkbox"/>
2. Install Cisco Unity Express software on the Services Ready Engine module. See the “Installing Cisco Unity Express on an SRE Module” 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 Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions and the GUI online help.	<input type="checkbox"/>
4. Begin configuring the Cisco Unity Express software. See Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions and the GUI online help for the configuration tasks.	<input type="checkbox"/>
<p>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.</p> <p> Caution 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: <pre>interface ism slot/unit</pre> or <pre>interface sm slot/0</pre> Example: <pre>Router(config)# interface ism 0/1</pre>	Enters interface configuration mode on the Integrated Service Module (ISM) SRE module. Enters interface configuration mode on the Service Module (SM) SRE module.
Step 2	Choose one of the following: <pre>ip address router-ipaddr subnet-mask</pre> Example: <pre>Router(config-if)# ip address 172.16.231.195 255.255.0.0</pre> or <pre>Router(config-if)# ip unnumbered type number</pre> Example: <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. 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>Example: Router(config-if)# service-module ip address 172.16.231.190 255.255.0.0 </p>	Specifies the IP address of the Cisco Unity Express module interface. This IP address must be on the same subnet as the Cisco IOS router that hosts Cisco Unity Express.
Step 4	<pre>service-module ip default-gateway gw-ipaddr</pre> <p>Example: Router(config-if)# service-module ip default-gateway 172.16.231.195 </p>	Specifies the IP address of the Cisco IOS router that hosts Cisco Unity Express.
Step 5	<pre>exit</pre> <p>Example: Router(config-if)# exit </p>	Exits interface configuration mode.

Examples

The following example illustrates the IP connectivity activation procedure:

```
Router(config)# interface 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>Step 1 <code>service-module sm slot/0 install url url [script script-name] [argument argument] [force]</code></p> <p>Example: Router(config)# service-module sm 0/0 install url ftp://username:password@128.107.146.189/dir/cue-vm- 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 argument option to specify which languages to install. If you select the force option with the argument option, the installation will proceed without prompting you.</p> <p>If you do not specify the optional argument and force 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>Example: 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>Example: 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.

