# UC500 Manual Upgrade - UK Specific

## Overview

For typical deployments, Cisco Configuration Assistant should be used to upgrade UC500 firmware. Occasionally, it might be preferable to use a manual process. The following steps guide you through the process of completely reinitialising a UC500 and reinstalling using the UK Locale files.

⚠️**This is an advanced process and should only be attempted if you are comfortable with using IOS CLI**

⚠️**This process includes steps that completely reinitialise the product. All configuration will be erased. Make back ups of your IOS configuration and CUE Database before starting if required.**

## Preparation

The following is required to complete this process

1. PC with TFTP *and* FTP server software
   Downloaded the following code from Software Downloads
      1. Full UC500 software pack
      2. CUE Localisation files
      3. CME Localisation files
   Copy the following files from the UC500 firmware zip file (UC520-4.2.8.zip) to the TFTP root directory.
      1. The IOS image (uc500-advipservicesk9-mz.124-11.XW8)
      2. The factory default configuration files (or just the file for your specific product model)
      3. The CME Support Files tar file. Do not unzip this tar file

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        4.  The CME Phone Loads tar file.  Do not unzip this tar file
        5.  The cue-installer.ise.3.0.3 file from the SCUE-UC520-3.0.3.zip file
        6.  The CME Locale tar file. Do not unzip this tar file

2. Unzip all other files from the SCUE-UC520-3.0.3.zip file (not cue-installer.ise.3.0.3) to your FTP root directory
3. Copy the CUE localisation file (cue-vm-en_GB-langpack.ise.3.0.3.prt1) to your FTP root directory
   To avoid having to configure the UK network locale on reboot, edit the factory default file(s) and add the following lines:

   • Append the following to the list of tftp-server commands:

     tftp-server flash:/en-tc-sccp.jar alias English_United_Kingdom/tc-sccp.jartftp-server flash:/en-mk-sccp.jar alias English_United_Kingdom/mk-sccp.jartftp-server flash:/en-td-sccp.jar alias English_United_Kingdom/td-sccp.jartftp-server flash:/its/united_kingdom_7960-tones.xml alias United_Kingdom/g3-tones.xml

   • In the telephony-service section, add

     network-locale GB

When you have the software ready, ensure that *only* your PC is connected to the UC500 LAN ports and power up the device.

Ensure that you disconnect or switch off any other network interface on your PC.

# IOS and CME Reinstall

The following process describes how to reformat the IOS Flash card and reinstall IOS and CME firmware to provide a known good baseline.  This isn't entirely necessary to reset a baseline configuration, but may be desirable if you feel that some of the files have been deleted or otherwise tampered with.

1. Start your FTP and TFTP servers. Note the username and password required for FTP.
2. Use a Secure Shell client to access the UC500 CLI at the default address 192.168.10.1.

   If the default addressing has been changed, use whatever default gateway address was assigned to your PC via DHCP.

   If you don't get an IP address on your PC, it could be that the default configuration has been lost.

   A new UC500 should *always* be configured with the default address.  The rest of this document assumes that this is the case and that your PC has been assigned IP Address 192.168.10.11.
3. Log in with default username and password of cisco/cisco.
4. Format the IOS flash card format flash: and confirm.
5. Copy IOS copy tftp://192.168.10.11/uc500-advipservicesk9-mz.124-11.XW7 flash: confirm and accept default file name:
6. Copy CME support files: archive tar /xtract tftp://192.168.10.11/CME-Support-Files-4.2.7.tar flash:
7. Copy CME UK Locale Files: archive tar /xtract tftp://192.168.10.11/CME-locale-en_UK-4.1.0.0.tar flash:
8. Copy CME phone loads: archive tar /xtract tftp://192.168.10.11/CME-Phone-Loads-4.2.7.tar flash:
9. Copy default config (Use the specific file for your model): copy tftp://192.168.10.11/UC520W-8U-2BRI-K9-factory-4.2.7.cfg flash:

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10. Save the default config for the next restart (Use the specific file name for your model): copy flash:UC520W-8U-2BRI-K9-factory-4.2.7.cfg start

# CUE Clean Install

One you have installed IOS and CME, CUE can be reinstalled.  Provided that CUE is in a steady state, you will be able to install directly from FTP.  If the CUE application has failed for some reason, it may be necessary to install using the bootloader.

# Reinstall from Steady State

1. From your PC, ensure that there is a path to the CUE module: Ping 10.1.10.1
2. Assuming that this is ok, access the CUE console via the UC500 CLI: service-module integrated-Service-Engine 0/0 session
3. Log in if necessary, or just press enter on a new system to get the UC500-CUE prompt.
4. Start the clean install process: software install clean url ftp://192.168.10.11/cue-vm.ise.3.0.3.pkg username <ftp username> password <ftp password>
5. Confirm that you wish to continue.
6. At the Language Installation menu, press 8 for UK English, then x to continue the install.
7. Once the install has completed, the module will restart.
8. If required, the CUE module can also be reinitialised at this point.  To do this, first go Offline and confirm
9. Then restore factory default and confirm.
10. Press Enter to reload.

# Reinstall using the CUE Module Bootloader

If the CUE module is non-responsive, it may be necessary to reinstall from the bootloader. For more information see the CUE Install Guide

1. From IOS CLI reload the CUE module: service-module integrated-Service-Engine 0/0 reload and confirm.
2. Immediately open the CUE Module console service-module integrated-Service-Engine 0/0 session and note that the module restarts.
3. When you see the bootloader prompt type ***
   Type config to configure the module with the following settings
   - IP Address: **10.1.10.1**
   - Subnet Mask: **255.255.255.252**
   - TFTP Server: **192.168.10.11**
   - Gateway: **10.1.10.2**
   - Default Helper File: **cue-installer.ise.3.0.3**
   - Ethernet interface: **Internal**
   - Default Boot: **Disk**

- Default Bootloader: **Primary**

4. Once the flash has erased, start the install process by typing boot helper.
   At the Service Engine Helper Menu, select option **1** to install software and use the following configuration:
   - Package name: **cue-vm.ise.3.0.3.pkg**
   - Server URL: **ftp://192.168.10.11**
   - Username: ***<ftp username>***
   - Password: ***<ftp password>***

5. Confirm disk clearing.

6. At the Language Installation menu, press 8 for UK English, then x to continue the install.

7. Once the install has completed, the module will restart.  At this point CUE will be ready in its factory default state, ready for initialisation using CCA.