



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. You must back up your configuration and data files before starting the clean installation, then restore the configuration and data files after the installation takes place. Both FTP and TFTP servers are required.



Note

Do not use the boothelper unless you were unsuccessful using the clean install procedure described in [“Upgrading to Cisco Unity Express 7.1 for New Installations” on page 34](#).

This chapter contains the following sections:

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- [Task List, page 50](#)
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- [Entering Configuration Parameter Values, page 51](#)
- [Installing Software Image Files, page 53](#)

Prerequisites

- Ensure that the TFTP and FTP servers are configured and active.
- Ensure that you can ping the Cisco Unity Express module from the TFTP and FTP servers.
- See the [Cisco Unity Express Compatibility Matrix](#) for a list of supported languages.

Task List

Installing a software image entails the following sequence of tasks:

Table 9 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: Backing Up Files” on page 63.	<input type="checkbox"/>
2. Download the software image files. See “Downloading the Software Files” on page 50.	<input type="checkbox"/>
3. Enter bootloader configuration parameter values. See “Entering Configuration Parameter Values” on page 51.	<input type="checkbox"/>
4. Install the software files. See “Installing Software Image Files” on page 53.	<input type="checkbox"/>
5. Restore the data and configuration files. See “Appendix B: Restoring Files” on page 65.	<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 product website at:
<http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>
2. Click the Download Software link.
3. Download the Cisco Unity Express software files, one zip file and one language package file for each language.
4. Extract the five core files from the zip file.
5. Copy the extracted files and the language package file(s) to the FTP server.
6. Copy the cue-installer.<platform>. <ver> file to the TFTP server.
7. Copy the other software files to the FTP server.

DETAILED STEPS

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

The key to the placeholders in the above-mentioned filenames is in [Table 5 on page 22.](#)

Step 4 From the zip file, extract the core files:

For AIM-CUE/AIM2-CUE and NME-CUE:

- cue-installer.nmx.7.1.x
- cue-vm-k9.nmx.7.1.x.pkg
- cue-vm-full-k9.nmx.7.1.x.prt1
- cue-vm-installer-k9.nmx.7.1.x.prt1
- cue-vm-langpack.nmx.7.1.x.prt1

For ISM-SRE-300-K9 modules:

- cue-installer.sme.7.1.x
- cue-vm-k9.sme.7.1.x.pkg
- cue-vm-full-k9.sme.7.1.x.prt1
- cue-vm-installer-k9.sme.7.1.x.prt1
- cue-vm-langpack.sme.7.1.x.prt1

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

- cue-installer.ise.7.1.x
- cue-vm-k9.ise.7.1.x.pkg
- cue-vm-full-k9.ise.7.1.x.prt1
- cue-vm-installer-k9.ise.7.1.x.prt1
- cue-vm-langpack.ise.7.1.x.prt1

Step 5 For the AIM-CUE/AIM2-CUE and NME-CUE, copy the **cue-installer.nmx.7.1.x** file to the TFTP server. For the ISM-SRE-300-K9, copy the **cue-installer.sme.7.1.x** file to the TFTP server. For the ISE-CUE on the Cisco 1861, copy the **cue-installer.ise.7.1.x** file to the TFTP server.

Step 6 Copy the other software files to the FTP server.

What to Do Next

- Back up your data and configuration files. See [“Appendix A: Backing Up Files”](#) on page 63.
- After backing up the files, configure parameter values. See [“Entering Configuration Parameter Values”](#) on page 51.

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 53.

Installing Software Image Files

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

Prerequisites

Installing the software image files requires the following information:

- TFTP server IP address
- FTP server IP address
- FTP server username
- FTP server password
- Software package name

SUMMARY STEPS

From the list of options presented by the helper installer:

1. Select the first choice, Install Software, from the install menu.
2. Enter the package name, FTP server address, username, and password.
3. Select the language version from the language selection menu.
4. Enter **x** when finished with the language selection menu.
5. Enter **y** to begin the initial configuration in the postinstallation configuration menu.
6. Enter **y** to restore the configuration saved in flash memory or **n** to use your backup to restore your configuration.
7. Enter the Cisco Unity Express administrator ID. This is the username to log in to the Cisco Unity Express GUI.
8. Enter the **show software versions** command to verify the installation.

DETAILED STEPS

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

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

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

```
Package name: cue-vm-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**

This step cleans the disk. All configuration and voice messages are lost after this step. For future upgrades and installations, verify that a backup has been done. If it has not, abort at this step and do a backup. See [“Appendix A: Backing Up Files”](#) on page 63.

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

Language Selection Menu:

```
# Selected  SKU      Language Name (version)
-----
1 PTB CUE Voicemail Brazilian Portuguese (7.1.1.0)
2 RUS CUE Voicemail Russian (7.1.1.0)
3 DEU CUE Voicemail German (7.1.1.0)
4 NLD CUE Voicemail Dutch (7.1.1.0)
5 FRC CUE Voicemail Canadian French (7.1.1.0)
6 KOR CUE Voicemail Korean (7.1.1.0)
7 CHS CUE Voicemail Mandarin Chinese (7.1.1.0)
8 ESO CUE Voicemail Latin American Spanish (7.1.1.0)
9 ITA CUE Voicemail Italian (7.1.1.0)
10 ESM CUE Voicemail Mexican Spanish (7.1.1.0)
11 ESP CUE Voicemail European Spanish (7.1.1.0)
12 TUR CUE Voicemail Turkish (7.1.1.0)
13 ENG CUE Voicemail UK English (7.1.1.0)
14 ARA CUE Voicemail Arabic (7.1.1.0)
15 SVE CUE Voicemail Swedish (7.1.1.0)
16 FRA CUE Voicemail European French (7.1.1.0)
17 DAN CUE Voicemail Danish (7.1.1.0)
18 JPN CUE Voicemail Japanese (7.1.1.0)
-----
```

Available commands are:

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

>6

**Note**

Select the language that was previously configured as the system default on the system running the earlier version. If you want to change the language support as part of the upgrade, additional preparation is required. For example, users, audio prompts, triggers and some custom scripts might be defined with a different language than the system default. If these are not updated correctly, then audio prompts for users defined with other languages might not work. See [“Appendix C: Language Upgrade Preparation”](#) on page 67.

- 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 PTB CUE Voicemail Brazilian Portuguese (7.1.1.0)
2 RUS CUE Voicemail Russian (7.1.1.0)
3 DEU CUE Voicemail German (7.1.1.0)
4 NLD CUE Voicemail Dutch (7.1.1.0)
5 FRC CUE Voicemail Canadian French (7.1.1.0)
6 KOR CUE Voicemail Korean (7.1.1.0)
7 CHS CUE Voicemail Mandarin Chinese (7.1.1.0)
8 ESO CUE Voicemail Latin American Spanish (7.1.1.0)
9 * ITA CUE Voicemail Italian (7.1.1.0)
10 * ESM CUE Voicemail Mexican Spanish (7.1.1.0)
11 ESP CUE Voicemail European Spanish (7.1.1.0)
12 TUR CUE Voicemail Turkish (7.1.1.0)
13 ENG CUE Voicemail UK English (7.1.1.0)
14 ARA CUE Voicemail Arabic (7.1.1.0)
15 SVE CUE Voicemail Swedish (7.1.1.0)
16 FRA CUE Voicemail European French (7.1.1.0)
17 DAN CUE Voicemail Danish (7.1.1.0)
18 JPN CUE Voicemail Japanese (7.1.1.0)
-----
```

Available commands are:

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

>x



Note The software is installed and the system restarts.

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

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

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

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

```
IMPORTANT::
IMPORTANT:: A Cisco Unity Express configuration has been found in flash.
IMPORTANT:: You can choose to restore this configuration into the
IMPORTANT:: current image.
IMPORTANT::
```

```

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

```

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

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

```

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

```

```

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

```

se-172-16-0-0>

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

```

se-172-16-0-0# show software version
Cisco Unity Express version (7.1.1)

```

Components:

```

- CUE Voicemail Language Support version 7.1.1.0

```

se-172-16-0-0#

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

```

se-172-16-0-0# sh soft ver detail
Cisco Unity Express version (7.1.1)

```

Applications:

```

Name: Installer (7.1.1)
Desc: Installer application
  id: a0fb9f0a-fa5c-4b21-a64c-0cb9d6379573
Type: (installer)

```

```

Name: Thirdparty (7.1.1.0)
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 (7.1.1.0)
Desc: Service Engine Infrastructure
id: a36e1be1-ce8a-4f53-ace7-1844262aa0b9
Type: (application)

Name: Global (7.1.1)
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 (7.1.1.0)
Desc: Service Engine Telephony Infrastructure
id: e3db91b0-f47d-460c-ad22-65001a5d45a9
Type: (application)

Name: Voice Mail (7.1.1.0)
Desc: Voicemail application
id: 8e7823e2-0e92-4470-8860-653246345f9d
Type: (application)

Name: Bootloader (Secondary) (2.1.15.14)
Desc: Service Engine Bootloader
id: 9d7b26fb-21b2-416e-8b65-425c2f8da5d8
Type: (bootloader)

Name: Core (7.1.1.0)
Desc: Service Engine OS Core
id: 430f25f9-0fed-48a4-b362-823937138501
Type: (application)

Name: GPL Infrastructure (7.1.1.0)
Desc: Service Engine GPL Infrastructure
id: 9f112eb1-6f58-4dd4-8faa-8530467af3b9
Type: (application)

Components:

Name: CUE Voicemail Language Support (7.1.1.0)
Desc: Languages global pack
id: e2e81cc6-39b5-47e1-9f83-b83c897fc50c
Type: (plug-in)

Name: CUE Voicemail US English (7.1.1.0)
Desc: English language pack
id: 27e5e2ab-1622-4c02-8a0a-cfad0d932148
Type: (plug-in)

Name: CUE Voicemail UK English (7.1.1.0)
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 65.
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 57.
4. Configure new system features. See the *Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 and Later Versions* and the *Cisco Unity Express 7.1 GUI Administrator Guide*.