

Cisco Unity 3.0(1) or Later Error: Exchange System Manager is not Installed

Document ID: 15458

Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solution

Install Exchange 2000 Administration Software

Related Information

Introduction

This document applies to Cisco Unity 3.0(1) and later integrating with either Microsoft Exchange 2000 or a mixed Exchange Server environment (Exchange 2000 Server and Exchange Server 5.5).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unity 3.0(1)
- Microsoft Exchange Server 5.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When running the Cisco Unity Configuration Setup, the following error message is displayed:

```
Exchange System Manager is not installed
```

Cisco Unity 3.0(1) and later, integrating with either Microsoft Exchange 2000 or a mixed Exchange Server environment, requires that the Microsoft Exchange System Manager be installed on the Cisco Unity server. The Microsoft Exchange System Manager provides the Messaging Application Programming Interface

(MAPI) subsystem that Cisco Unity requires to communicate with Microsoft Exchange.

Solution

Install Exchange 2000 Administration Software

Complete these steps in order to install Exchange 2000 administration software:

1. Insert the Cisco Unity Message Store 2000 CD in the CD-ROM drive.

If the disc does not run automatically, browse to the root directory, and double-click **Launch.exe**.

2. Click **Exchange Server Setup**.
3. Follow the on-screen prompts until the Product Identification dialog box appears.
4. Enter the key for Cisco Unity Message Store 2000 from the Software CD Keys insert at the front of the CD wallet, and click **Next**.
5. In the Component Selection dialog box, in the Action column, change the action for Microsoft Exchange 2000 to **Custom**.
6. Change the action for Microsoft Exchange Messaging and Collaboration Services to **None**.
7. Leave the action for Microsoft Exchange System Management Tools as **Install**.
8. Click **Next**.
9. Follow the on-screen prompts to complete the installation.
10. Restart the server.

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Technical Support & Documentation – Cisco Systems](#)

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Feb 02, 2006

Document ID: 15458
