

Cisco Unity 3.0(1) or Later Error: Unable to find Exchange Administrator

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Introduction

This document applies to Cisco Unity 3.0(1) and later integrating with Microsoft Exchange 5.5.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

There are no specific prerequisites for this document.

Components Used

The information in this document is based on the software versions below.

- Cisco Unity 3.0(1) or later
- Microsoft Exchange 5.5

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Problem

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

```
Unable to find Exchange Administrator
```

Cisco Unity 3.0(1) and later, integrating with Microsoft Exchange 5.5, requires that the Microsoft Exchange 5.5 Administrator be installed on the Unity server. The Microsoft Exchange 5.5 Administrator provides the Messaging Application Programming Interface (MAPI) subsystem that Cisco Unity requires to communicate

with Microsoft Exchange.

Solution

Installing Microsoft Exchange 5.5 Administrator Software

To install the Microsoft Exchange 5.5 Administrator software, perform the following steps.

1. Insert Cisco Unity Message Store 5.5 Disc 1 in the CD-ROM drive.

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

2. When the Microsoft Exchange Server Version 5.5 window appears, click **Setup Server and Components**.
3. Click **Microsoft Exchange Server 5.5**.
4. Accept the license agreement.
5. Click **Complete/Custom**.
6. Uncheck all check boxes *except for* the **Microsoft Exchange Administrator** check box.
7. Click **Continue**.
8. When prompted to enter a CD key, enter the key for Cisco Unity Message Store 5.5 from the Software CD Keys insert at the front of the CD wallet.
9. Click **OK**.
10. Follow the on-screen prompts to complete the installation.
11. Restart the server.

Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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