

Cisco Unity 3.1(1): Internet Explorer Software Reinstallation

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Introduction

IE 5.5 must be reinstalled on Cisco Unity servers purchased from Cisco or a Cisco reseller.

Cisco Unity version 3.1(1) requires Microsoft Internet Explorer (IE) version 5.5 and IE 5.5 Service Pack 2. Cisco Unity baseline systems servers purchased from Cisco or a Cisco reseller that are shipped with IE version 5.50.4134.0600 and other software preinstalled do not have IE 5.5 Service Pack 2 preinstalled. (The About box erroneously reports that Service Pack 2 has been installed.)

As a result, if you install Unity on a baseline system, you must first install IE version 5.50.4807.2300 with the Internet Explorer 5.5 compact disc that ships with Cisco Unity. The later version includes Service Pack 2.

Note: If you do not reinstall IE 5.5 before you install Cisco Unity, this error message appears when you run the Cisco Unity Setup program: The Internet Explorer version is lower than 5.5 Service Pack 2. Install Internet Explorer version 5.5 SP2 or higher.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

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.

Install IE 5.5 and IE 5.5 Service Pack 2

This procedure describes how to install the IE 5.5 and IE 5.5 Service Pack 2.

Step-by-step Instructions

Complete these steps:

1. On the Cisco Unity server, insert the Internet Explorer 5.5 disc in the CD-ROM drive.
2. Browse to the **I386** directory.
3. Double-click the **IE5Setup.exe**.
4. Follow the on-screen prompts to complete the installation.

Verify the Installation

This section provides information you can use to confirm that the IE 5.5 and IE 5.5 Service Pack 2 was installed properly.

1. Start Internet Explorer.
2. Click **Help**, then choose **About Internet Explorer** from the menu.

If the installation was successful, the version information in the About Internet Explorer window displays as 5.50.4807.2300.

Related Information

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

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