

Configuring Cisco Unity 3.0 in Mixed-Mode when Exchange 5.5 Servers are in NT 4 Domains

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Introduction

This document explains how to configure Cisco Unity 3.0 services in a mixed-mode Exchange organization in which the Exchange 5.5 servers are in Windows NT 4 domains.

Note: This document only applies to Cisco Unity 3.0.

After the completion of a Cisco Unity installation, most of the Cisco Unity services run under a local system account. This can cause problems within a mixed-mode messaging organization (both Exchange 2000 and 5.5 servers) when the Exchange 5.5 server is in a Windows NT 4 domain. In this case, Cisco Unity subscribers using Exchange 5.5 hear the fail-safe conversation when listening to, or sending a message through Cisco Unity. The problem is resolved by granting the appropriate permissions to the Unity_<ServerName> account and configuring Cisco Unity to start using this account.

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 and hardware versions below.

- Cisco Unity 3.0 only

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.

Configuring Cisco Unity

Note: Complete the following procedure only when Cisco Unity is servicing both Exchange 5.5 and Exchange 2000 subscribers, and when the Exchange 5.5 servers are within a Windows NT 4 domain. For the changes to take effect, stop and restart Exchange 5.5 and Cisco Unity.

Use the following procedure for configuring Cisco Unity when an Exchange 5.5 server is running within a Windows NT 4 domain.

1. From the Cisco Unity server domain controller, log on as a domain administrator.
2. Start **Active Directory Users and Computers** and browse to either the **Users** container, or to the OU where the Unity_<ServerName> account is created.
3. Reset the password for the Unity_<ServerName> account.
4. Using Active Directory Users and Computers, add the **Unity_<ServerName>** account to the Exchange Domain Servers group.
5. From the Exchange 5.5 site serviced by the Cisco Unity server, or from any Exchange 5.5 server that is the home server for Cisco Unity subscribers, use the Exchange 5.5 Administrator to grant Service Account Admin permissions to the Unity_<ServerName> account at the site and configuration levels.
6. Add the Unity_<ServerName> account to the Local Administrators group on the Cisco Unity server.
7. From the Cisco Unity server, use the Services Microsoft Management Console (MMC) to configure the following Cisco Unity services to log on by using the Unity_<ServerName> account.
 - ◆ AvCsGateway
 - ◆ AvCsMgr
 - ◆ AvGaenSvr
 - ◆ AvUMRSynchSvr
8. Stop and restart Exchange 5.5 on the Exchange server where Service Account Admin permissions were granted in step 5.
9. Restart Cisco Unity.
10. Repeat steps 1 through 9 above for the other Cisco Unity servers within your organization.

Verify

Verify the configuration by logging into Cisco Unity as both an Exchange 5.5 and Exchange 2000 subscriber and confirm that you can send and receive messages.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

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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