

Cisco Unity 3.1(6) Installation Guide

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Introduction

This document is the Index page for a set of documents that are designed to help you understand the different options available for the installation of Cisco Unity 3.1(6). They also help you determine which option is best suited for your requirements. Once you have determined the installation type that you require, you are guided to the appropriate documents in this set in order to perform your installation.

These documents are intended for new Cisco Unity 3.1(6) server installations only. If you choose to upgrade, or otherwise change an existing Cisco Unity configuration, refer to the correct online product documentation for Cisco Unity.

This document set helps you create a Cisco Unity server that is ready to integrate with a voice network such as a Cisco CallManager and IP Telephony environment. The Cisco Unity server is also ready for you to perform other common administration tasks such as the configuration of users, greetings, call handlers, and so forth.

This documentation set does not explain how to perform any post installation tasks. Instead, once you have an operational Cisco Unity server, you are referred to the online product manuals for assistance in the performance of the additional tasks that your system requires.

Note: These documents apply to Cisco Unity version 3.1(6)

Note: This document set is written for networks that run a Windows 2000 server.

Prerequisites

Requirements

There are several tasks for the installation of Cisco Unity that require specific skills. Although this document explains all of the configuration steps required in order to complete an initial Cisco Unity installation, you need to be familiar with these subjects in order to help ensure that you are successful:

1. Installation of the Windows 2000 Server.
2. Configuration of TCP/IP parameters on a Windows 2000 Server.
3. Installation of Active Directory.
4. Administration of User Accounts, Computer Accounts, and Security Policies (Local server and Active Directory Domain controllers).
5. Active Directory domain structures.
6. Installation of and administration of an Exchange Server.
7. Installation of and administration of a SQL server or SQL Desktop Engine (MSDE) (depends on your configuration).

If you intend to build a complete system on a single server, there are no integration issues with an existing Exchange or Active Directory infrastructure. On the other hand, the integration of Cisco Unity servers into an existing Exchange and Active Directory network takes a lot of time to plan in order to make it a success. If you are not also the administrator for your Exchange and Active Directory environments, you need to work with the person or team that is in order to ensure that your Cisco Unity server is able to participate in the corporate network in the way that you require. Cisco Technical Support does not provide support for any changes on servers that do not run Cisco Unity in order to integrate a Cisco Unity server into an existing network.

Note: If your Cisco Unity server runs Active Directory in an environment with other Active Directory Domain Controllers, you need to know how Active Directory needs to be setup on the Cisco Unity server before you install Active Directory on the Cisco Unity server. If you make a mistake, you need to reconfigure, or possibly uninstall Active Directory and start over.



Caution: It is possible to introduce problems in an existing network if you bring a new server online without making adequate preparations.

Components Used

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

- Cisco Unity version 3.1(6)

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

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

Task Overview for the Installation of Cisco Unity

The common tasks involved with the installation of a Cisco Unity system on a server can be broken down into four phases.

1. Planning

- Determine which installation type is appropriate for your network.
- Assemble the required hardware and software for your installation.

2. Hardware Installation

- Install Cisco Unity voice cards (if required)
- Install other server hardware such as network interface cards (NICs), hard disks, and so forth.

3. Build the Software Environment on the Server in Preparation for the Installation of Cisco Unity

- Install a Windows 2000 Server and the other required operating system components such as Service Packs and MSXML.
- Install Active Directory (optional, depends on configuration).
- Install the Data Store – SQL or MSDE.
- Install the Message Store. A version of Exchange (optional, depends on configuration).

4. Install Cisco Unity

- Set up accounts for the installation and administration of Cisco Unity.
- Install Cisco Unity.
- Configure the software settings for Cisco Unity voice cards (optional).

Terms Used

Term	Definition	Term	Definition
Unified Messaging (UM)	The installation supports both email and voice mail. Text-to-speech (TTS) and voice mail via email is supported.	Plain Old Voice (POV)	Only voice mail is supported.
On Box Exchange Server	Exchange is installed on the same server that Cisco Unity is installed on.	Off Box Exchange	Exchange is installed on a separate server.

Cisco Unity Installation Tasks

Note: Steps 1 and 2 apply to all installations. Perform step 3 if required. Perform either step 4 or step 5 as appropriate. Step 6 applies to all installations. Select the configuration that meets your requirement. Perform step 7 if required.



Caution: The ICS 7750 only supports configurations 2, 4 (POV with MSDE), or 6 (UM with MSDE and off-box Exchange server).

1. Determine which installation type is appropriate for your network.
2. Acquire an Activation Code for Cisco Unity License Keys.
3. Install Cisco Unity voice cards (optional).
4. Install Windows 2000 Server, service packs, and other components (component system only).
5. Install Windows 2000 Server, service packs, and other components (base line system only).
6. Install and configure the required software for your Cisco Unity server.

- ◆ Configuration 1 Applies to POV and UM installations with On Box Exchange Server using SQL 2000 and Exchange 2000.
 - ◆ Configuration 2 Applies to POV and UM installations with On Box Exchange Server using MSDE and Exchange 2000.
 - ◆ Configuration 3 Applies to POV and UM installations with On Box Exchange Server using SQL 2000 and Exchange 5.5.
 - ◆ Configuration 4 Applies to POV and UM installations with On Box Exchange Server using MSDE and Exchange 5.5.
 - ◆ Configuration 6 Applies to UM installations with Off Box Exchange Server using SQL MSDE.
7. Configure the software parameters for Cisco Unity voice cards (optional).
 8. Install other software (pcAnywhere, backup software, virus software, and so forth).

Once you have completed the steps in the configuration document that you selected, your system is ready to integrate with a phone system such as Cisco CallManager. See the Next Steps section.

Next Steps

Once you have completed the initial Cisco Unity installation, there are several other tasks that you can perform as required for your installation.

- Install other applications such as pcAnywhere, IDS Host Sensor, McAfee Virus protection, and so forth.

Note: As of Cisco Unity 3.1(6) pcAnywhere is no longer required and is no longer provided with the Cisco Unity Installation CDs.

- Integrate your phone system(s).
- If you are integrating Cisco Unity with Cisco CallManager, refer to the release notes for the applicable version of the Cisco Unity–CallManager TAPI service provider (TSP).
- If you are setting up Fail Over, refer to the Cisco Unity Fail Over Guide and How–to Configure the Cisco Unity Fail Over Wizard. If you are using Fail Over with Cisco CallManager, refer to Integrating Cisco CallManager with Cisco Unity 3.1 Fail Over.
- If you are setting up AMIS, refer to the Networking in Cisco Unity Guide.
- If you are setting up the Cisco Unity Bridge, refer to the Cisco Unity Bridge Installation Guide and Networking in Cisco Unity Guide.
- Configure the Cisco Unity Server.
- Troubleshoot the Cisco Unity Server.
- Consult the User Guide.

Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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