

Cisco Unity 3.1(6) Installation Guide: Acquiring an Activation Code for Cisco Unity License Keys

Document ID: 44320

Introduction

Prerequisites

Requirements

Components Used

Conventions

Installation Checklist

Cisco Unity Activation Code

Register Cisco Unity

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

Note: This document is part of a set of documents that explain how to determine which Cisco Unity installation option is correct for your network. These documents also explain how to install the correct Cisco Unity option in your network. These documents are intended to be used for new Cisco Unity installations only. If you need to upgrade or change an existing Cisco Unity configuration, refer to the correct online product documentation for Cisco Unity.

Note: These documents do not explain how to integrate your Cisco Unity server with your phone system or how to configure your Cisco Unity server. Once you complete the initial Cisco Unity installation, you are referred to the online product documentation for further instructions. Refer to the Next Steps section on the Index page.

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

Note: Return to the Index page for this documentation set.

This document explains the the process you use to acquire an activation code for Cisco Unity license keys.

Prerequisites

Requirements

This document addresses a new installation and not an upgrade.

Components Used

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

- A Cisco Approved server. Refer to Cisco Unity 3.1 System Requirements, and Supported Hardware and Software.
- Unity Dongle (USB or Parallel port).
- Cisco Unity 3.1(6) CDs. These include the Message Store CD (Exchange) and the Data Store CD (SQL).

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.

Installation Checklist

You need these items during the installation of the Cisco Unity system:

- Cisco Unity Activation Code (unless you install a demonstration system).
- Cisco Unity System Key (Parallel port or USB port).
- Voice cards (only for an integration with a circuit-switched phone system, and the related cables, line splitters, and adapters).
- **Cisco Unity 3.1(6) installation CDs:** Program CD, Service Pack CDs, Data Store CD, Message Store CD, Additional Languages CDs (optional), Remote Support CD (optional), and IE 5.5 CD.
- A customer provided copy of Exchange (Message Store) if Unified messaging is configured.
- A customer provided copy of the Windows 2000 Server CD if a Component System is used.
- A customer provided server if a Component System that meets the requirements listed in Cisco Unity 3.1 System Requirements, and Supported Hardware and Software is used.

Cisco Unity Activation Code

You must have an activation code for the system key in order to complete the Cisco Unity installation or upgrade. In order to set up Fail Over, you must have two activation codes, one for each Cisco Unity server.

Cisco sends you an E-mail with the code which activates license settings once the Cisco Unity software is registered on Cisco.com.

A registration notice shipped with Cisco Unity contains instructions on how to register the software. The E-mail from Cisco instructs the recipient to save the code to a blank disk labeled "Cisco Unity Activation Code" and to store the disk with the Cisco Unity software and documentation.

If the Cisco Unity software is not registered, do so immediately. It can take up to one business day to receive the activation code for the system key. Refer to Registering Cisco Unity for instructions on how to register the software, or on how to get another copy of the activation code if it is misplaced.

Register Cisco Unity

The Cisco Unity system key is shipped with a minimal number of settings. In order to activate the system key so that it includes the settings that you purchased, you must register the Cisco Unity software on Cisco.com.

Within one business day of registration, you receive an E-mail with a Cisco Unity activation code.

Registrations are processed only during regular business hours.



Caution: You cannot complete the Cisco Unity installation without a Cisco Unity activation code.

Register Cisco Unity on Cisco.com

Use this procedure in order to register Cisco Unity on Cisco.com.

1. Browse to the applicable software registration site (URLs are case sensitive):

Not a registered user on Cisco.com	http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl
Registered user on Cisco.com	http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl

2. In the Voice Products/Cisco Unity Software section, click the applicable registration link.
3. Enter the requested information and submit the form.

Within one business day of registration, you receive an E-mail with the Cisco Unity activation code. If the Cisco Unity activation code is misplaced or lost, it can take up to one business day to get another copy.

Receive Another Copy of the Activation Code

Use this procedure in order to receive another copy of the activation code.

1. Call Cisco Technical Support and ask for the Acquisitions and Special Handling Team:

In the U.S.	800 553 NETS (6387)
Outside the U.S.	For your local Technical Support phone number, refer to the Technical Support directory.

2. Provide the appropriate information in order to verify Cisco Unity ownership.

For example, the purchase order number, the serial number on the system key, or the product authorization key in the Cisco Unity compact disc wallet.

Return to the Index page for this documentation set.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications

Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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Updated: Feb 02, 2006

Document ID: 44320
