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Introduction

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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 want to upgrade or otherwise 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 have completed 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 how to create a Cisco Unity server with the use of SQL and Exchange 2000 that you can use as a plain old voice mail (POV) system or as a unified messaging (UM) system. It applies to installations where there is a single Cisco Unity server which runs all of the required applications. If you are not certain that this is the appropriate document for your environment, refer to Cisco Unity 3.1(6) Installation Guide: Selecting the Correct Installation Options.



Note: This configuration is not suitable for a server that you use for Fail Over.



Caution: This configuration assumes that you do not plan to connect this server to a network with an existing Active Directory or Exchange Environment. It is possible to cause problems with an existing Active Directory environment with the introduction of a server that runs Active Directory that has not been configured properly to participate in the existing Active Directory environment. If you decide to connect this server to your network, be aware of the implications and deal with them accordingly. Consider using one of the other configuration options. Refer to Cisco Unity 3.1(6) Installation Guide: Selecting the Correct Installation Options.

Prerequisites

Requirements

This document assumes that you have already configured a Windows 2000 Server in accordance with either the Cisco Unity Base Line Configuration Guidelines or the Cisco Unity Component System Configuration Guidelines. If you have not, refer to the appropriate document for instructions before you proceed with the tasks in this document.

Components Used

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

- A server configured in accordance with the Cisco Unity guidelines as noted in the Requirements section.
- Exchange 2000
- SQL 2000
- Cisco Unity 3.1(6) or later

You need these items in order to complete this installation:

- SQL CD (Data Store)
- Exchange 2000 CD (Message Store)
- Cisco Unity Application CD version 3.1(6) or later
- Cisco Unity additional languages CDs version 3.1(6) or later
- Cisco Unity supplemental files CDs version 3.1(6) or later
- Cisco Unity Service Pack CDs
- Windows 2000 Server CD

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 1: Disable McAfee NetShield

If McAfee NetShield is installed on the Cisco Unity server, disable the NetShield services before you start. Otherwise, start with Task 2. If you do not disable the NetShield services, Cisco Unity Setup can take several hours to complete.

Disable McAfee NetShield

Complete these steps in order to disable McAfee NetShield.

1. From the Windows Start menu, select **Programs > Administrative Tools > Services**.
2. In the right pane, double-click each of these services:
 - ◆ **Network Associates Alert Manager**
 - ◆ **Network Associates McShield**
 - ◆ **Network Associates Task Manager**
3. From the General tab, click **Stop**, in the Startup Type list, click **Disabled**, and click **OK**.
4. Close the **Services Microsoft Management Console (MMC)**.

Task 2: Install Active Directory

This task explains how to configure Active Directory on your server. It is assumed that you do not plan to

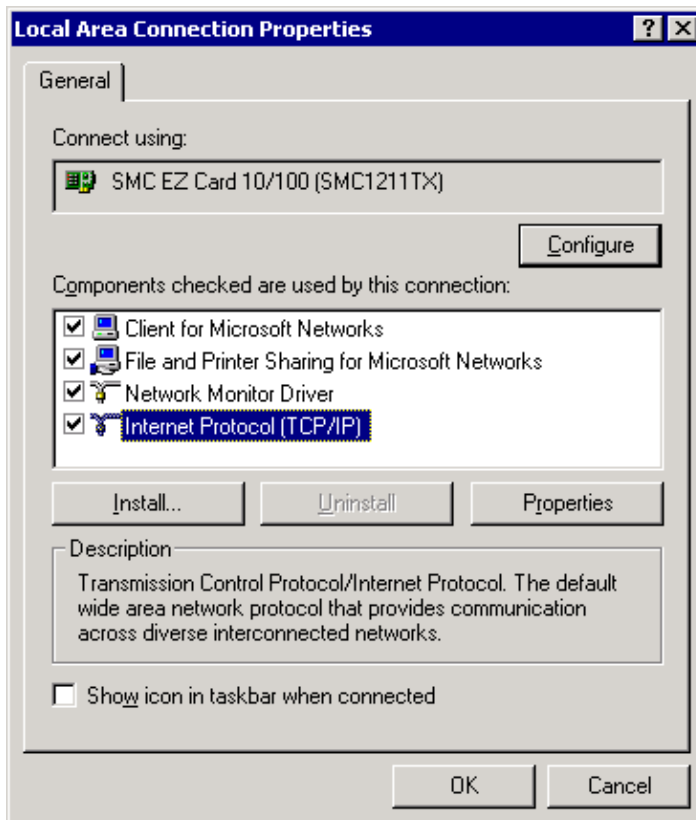
attempt to integrate this server into an existing Active Directory environment. If you have an existing Active Directory environment that you would like to integrate this server into, refer to Cisco Unity 3.1(6) Installation Guide: Selecting the Correct Installation Options to determine the configuration that meets your requirements.

Verify that Networking has been Enabled

Complete these steps in order to verify that Networking is enabled.

1. Open the **TCP/IP Properties** window for your network interface card (NIC) and select **Settings > Control Panel > Network and Dial-up Connections > Local Area Connection > Properties**.

A window similar to the image appears.



Note: This server has the optional Network Monitor utility installed.

Note: Client for Microsoft Networks is not required.



Caution: You must enable **File and Print Sharing For Microsoft Networks**. This is required because Active Directory uses Networking to share the Active Directory files. This applies even when the server is the only one in the entire network running Active Directory since the server accesses the files locally via the share path \\server_name\directory_name\file_name.

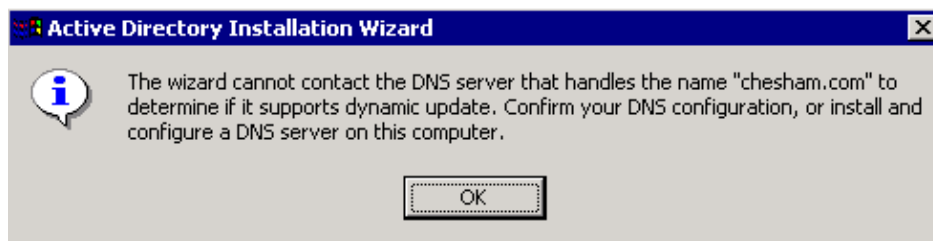
2. Click **OK**.

Set Up Active Directory

Complete these steps in order to set up the Active Directory.

Note: If you install Cisco Unity on an ICS 7750 SPE, you see an Active Directory error message regarding Dynamic Host Configuration Protocol (DHCP). This is because the ICS 7750 does not allow DHCP servers on the SPEs. It uses Cisco Network Registrar instead. Close this error message and continue.

1. From the Windows Start menu, select **Run** and run Dcpromo.
2. Click **Next**.
3. For Domain Controller Type select **Domain Controller for a New Domain**.
4. Click **Next**.
5. For Create Tree or Child Domain, select **Create a New Domain Tree**.
6. Click **Next**.
7. For Create or Join Forest, select **Create a New Forest of Domain Trees**.
8. Click **Next**.
9. For New Domain Name, enter the full domain name that this system intends to use. For example, my-domain.com.
10. Click **Next**.
11. For NetBIOS Domain Name, enter the prefix name. For example, my-domain.
12. Click **Next**.
13. For Database and Log Locations, if possible, choose separate hard disks for the database and the logs.
14. Click **Next**.
15. For Shared System Volume, select the default of C:\WINNT\SYSVOL.
16. Click **Next**.
17. If the server does not have DNS installed yet, or if it has been installed but is not yet active, this warning message appears.



18. Select **OK**. The next step prompts you to install the DNS.
19. For Configure DNS, select **Yes, install and configure DNS on this server**.

Note: If the DNS service has never been installed on the server, you might be prompted to enter the Windows 2000 CD later on in this task in order to complete the DNS installation. You might also be prompted to re-apply some of the Windows 2000 Service Pack files. If this happens, follow the prompts as indicated and then return to this task where you left off.

20. Click **Next**.
21. For Permissions, select **Permissions Compatible with Pre-Windows 2000 Servers**.
22. For Directory Services Restore Mode Administrator Password, enter and confirm a password.
23. Click **Next**.
24. Review the settings, and click **Next** to install Active Directory.
25. Click **Finish**.
26. Click **Restart Now**.

Verify the Active Directory Installation

Complete these steps in order to verify the Active Directory installation.

1. Select **Start > Administrative Tools** menus in order to look for the Active Directory administration tool entries.

2. Open a command prompt window and enter the command **C:\> net share**.

This shows that the C:\WINNT\SYSDVOL volume (or the alternative volume that you specified in step 9) has been shared.

3. Select **Start > Settings > Control Panel > System > Network Identification** in order to open the Systems property window.

The dialogue window for Network Identification states:

Note: The identification of this computer cannot be changed because the computer is a Domain Controller.

Troubleshoot the Active Directory Installation

Complete these steps in order to troubleshoot the Active Directory installation.

1. Check the Event Viewer logs for any messages that indicate a problem occurred.

If any errors occur, address them before you attempt the installation again.

2. Run **Dcpromo** again.

If it says that the computer is a Domain Controller, demote it back to a member server and try the Active Directory installation again. If it says that the computer is not a Domain Controller, try the installation again.

Task 3: Install SQL Server 2000

Complete these steps in order to install SQL Server 2000 on the Cisco Unity server.

SQL Server 2000 Installation Procedure

Complete these steps in order to install SQL Server 2000.

1. Insert the **Cisco Unity Data Store 2000** disc in the CD-ROM drive.
2. When the SQL Server 2000 Standard Edition window appears, click **SQL Server 2000 Components**.
3. In the Install Components window, click **Install Database Server**.
4. In the Welcome dialog box, click **Next**.
5. In the Computer Name dialog box, click **Next** to accept the default setting Local Computer.
6. In the Installation Selection dialog box, click **Next** to accept the default setting Create a New Instance of SQL Server, or Install Client Tools.
7. Follow the on-screen prompts until the CD Key dialog box appears.
8. Enter the key for Cisco Unity Data Store 2000 from the Software CD Keys booklet at the front of the CD wallet.
9. Click **Next**.
10. In the Installation Definition dialog box, click **Next** to accept the default setting Server and Client Tools.
11. In the Instance Name dialog box, check the **Default** check box.
12. Click **Next**.
13. In the Setup Type dialog box, click **Next** to accept the default setting Typical.
14. At the top of the Services Accounts dialog box, click **Use the Same Account for Each Service**.
15. Under Service Settings, click **Use a Domain User Account**.

16. Under Service Settings, in the Username, Password, and Domain boxes, specify the account that you want to use.

This is either an account that you created for this purpose or it is the Administrator account.

17. Click **Next**.
18. In the Authentication Mode dialog box, Cisco recommends that you select **Windows Authentication Mode**.

If you click Mixed Mode (which is supported, but less secure), under Add Password for the SA Login, enter and confirm a password for the SQL Server system administrator logon.

19. Click **Next**.
20. In the Start Copying Files dialog box, click **Next**.
21. In the Choose Licensing Mode dialog box, click **Processor License For** and specify the number of processors in the Cisco Unity server.
22. Click **Continue**.
23. If you are prompted about shutdown tasks before you continue with the installation, click **Next**.
24. Click **Finish**.
25. Restart the server.

SQL Server 2000 Service Pack 3 Installation Procedure

Complete these steps in order to install SQL Server 2000 Service Pack 3.

1. Insert **Cisco Unity 3.1(6) Service Packs CD 2** in the CD-ROM drive.
2. Browse to the folder **SQL 2000 SP3\x86\Setup**.
3. Double-click on the **Setupsql.exe** file.
4. Follow the on-screen prompts to install the service pack. Do not check the Enable Cross-Database Ownership Chaining For All Databases (Not Recommended) check box.

Note: You might be prompted to stop certain services because they are using files that the SQL Service Pack 3 installation needs to replace. If you choose not to do this, you need to reboot the server in order to finish the installation of Service Pack 3. Cisco recommends that you stop the services and then proceed with the installation.

Task 4: Install Exchange 2000

Exchange 2000 Server Installation Procedure

Complete these steps in order to install Exchange 2000 Server.

1. Log onto the server using the Administrator account.
2. Insert the **Cisco Unity Message Store 2000** disc in the CD-ROM drive.

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

3. Click **Exchange Server Setup**.
4. Follow the on-screen prompts until you are prompted to enter a product identification number/CD key.
5. Enter the key for Cisco Unity Message Store 2000 from the Software CD Keys booklet at the front of the CD wallet, and click **Next**.
6. In the Component Selection dialog box, change the drive and path where components will be installed, if applicable.

The default setup for Exchange 2000 selects the components required by Cisco Unity. Do not make any changes to the components selected.

7. Click **Next**.
8. Follow the on–screen prompts until the installation is complete.
9. Click **Finish**.

Exchange 2000 Service Pack 3 Installation Procedure

Complete these steps in order to install Exchange 2000 Service Pack 3.

1. Insert **Cisco Unity 3.1(6) Service Packs CD 2** in the CD–ROM drive.
2. Browse to the root folder **Exchange 2000 SP3\Setup\i386**.
3. Double–click the **Update.exe** file.
4. Follow the on–screen prompts until the installation is complete.

Update the Active Directory Schema

With Exchange 2000, several changes need to be made to the Active Directory schema for Cisco Unity to work properly.

1. Log onto the Active Directory server using the Administrator account.
2. Insert **Cisco Unity Disc 1** in the CD–ROM drive.
3. Browse to the directory **ADSchemaSetup** and double–click **ADSchemaSetup.exe**.
4. In the Active Directory Schema Setup dialog box, check the **Exchange 2000 Directory Monitor** check box.
5. Click **OK**.

When the schema update finishes, Ldif.log and Ldif.err files are saved to the desktop. View the contents of these files in order to confirm that the update completed successfully.

Create Active Directory Organizational Units and a Mailbox Store (Optional)

With Exchange 2000, users and distribution lists are created in a location that you specify. If you want users and distribution lists to be created in custom organizational units (OUs), create the OUs now. Both OUs need to be in the same domain. For information on creating OUs, refer to Active Directory Users and Computers Help.

You also have the option to create a custom mailbox store as the default for subscribers that are added through the Cisco Unity Administrator or that are imported from a CSV file. For information on creating a custom mailbox store, refer to Exchange System Manager Help. You configure Cisco Unity to use the mailbox store during the Cisco Unity Setup program.

Task 5: Install Cisco Unity

If you plan to use the Windows Administrator account for the installation of Cisco Unity and own the services, proceed to the Set Active Directory Permissions for the Cisco Unity Installation, Service, and Administration Accounts section of this document.

Understand the Cisco Unity Installation, Service, and Administration Accounts

You have the option to either use the Administrator account to install, administrate, and own the services for Cisco Unity or create your own unique accounts for these functions. You can create one, two, or three new accounts for Cisco Unity depending on your requirements. The individual Cisco Unity functions that can be assigned to accounts are:

- Installing Cisco Unity.
- Owning the Cisco Unity services.
- Administrating Cisco Unity.

Typical configurations are:

- A separate account for each function.
- One account for the installation of Cisco Unity and ownership of the services, and a second account for the administration of Cisco Unity.
- One account that handles all three functions.

The Cisco Unity Permissions Wizard quickly and easily configures the required permissions for the account, or accounts, that you create.

Installation Account

The Cisco Unity Setup program creates a number of Cisco Unity objects in Active Directory and in Exchange. The installation account, with which you log on to install Cisco Unity, must have proper security access to perform the necessary operations. The Permissions Wizard grants the required access privileges.

Service Account

By default, most Cisco Unity services are owned by the local system account when you use Exchange 2000. If you prefer that an account with fewer permissions own the services that Cisco Unity uses to interact with Exchange, you can create a separate service account and specify it during the Cisco Unity Setup program.

Administration Account

By default, the installation account is automatically associated with the Cisco Unity account named Installer, which has the right to administer Cisco Unity.

If you prefer to have a different account associated with the Installer account and thus have the right to administer Cisco Unity, you can create a separate administration account and specify it during the Cisco Unity Setup program.

Create the Cisco Unity Installation, Service, and Administration Accounts

This procedure and those on setting rights and permissions in this document, assume that you have access to Active Directory Users and Computers either because you use Exchange 2000 or because the Cisco Unity server is the domain controller.

1. Log onto the Cisco Unity server using the AD Domain Administrator account, not the local

- Administrator for the Cisco Unity server.
2. From the Windows Start menu, select **Programs > Administrative Tools > Active Directory Users and Computers** or, select **Programs > Exchange > Active Directory Users and Computers**.
 3. In the left pane, right-click **Users** or the organizational unit where you want to create the installation account, and select **New > Users**.
 4. Follow the on-screen prompts.

Note: The creation of an Exchange mailbox is optional.

Note: Do not select the option **User Must change password at next logon**.

Note: Cisco recommends that you select the **Password never expires** option.

5. In order to create Cisco Unity service and administration accounts, repeat steps 2 through 4 for each account.
6. Close **Active Directory Users and Computers**.

Assign the installation and service accounts necessary rights and permissions in the sections that follow.

Set the Active Directory Permissions for the Cisco Unity Installation, Service, and Administration Accounts

The Cisco Unity Permissions Wizard available on Cisco Unity CD 1 assign the required Active Directory permissions for the account, or accounts that you use for Cisco Unity. The Permissions Wizard cannot assign the required Exchange permissions for the Cisco Unity administration account that you used. You must do this manually. The Permissions Wizard instructs you on how to do this.

Note: If you have access to the Internet, it is recommended that you download the latest version of the Permissions Wizard Program and Readme file from Cisco's Software Center. This requires a valid Cisco.com account.

1. Log onto the Cisco Unity server using the AD Domain Administrator account, not the local Administrator for the Cisco Unity server.
2. Insert **Cisco Unity CD 1** into your CD-ROM drive.
3. Browse to the **Permissions Wizard** directory.
4. Double-click on the **Setup** folder.
5. Double-click on the **Setup** file.
6. Follow the prompts until the installation is complete.
7. Select the **Launch the Permission Wizard** program.

Note: You might see a message indicating that the server needs to be rebooted to activate the changes made by the Permissions Wizard. It is not required.

8. Log onto the Cisco Unity server using the Administrator account.
9. From the Windows Start menu, select **Programs > Permissions Wizard**.
10. Follow the prompts to assign the permissions to the accounts that you created.
11. When you finish the Permissions Wizard configuration, you are prompted with a web page that contains the same instructions provided in the Set the Exchange 2000 Permissions Required for Cisco Unity section.

You can either use the web page as a guide to the next task, or this information.

Set the Exchange 2000 Permissions Required for Cisco Unity

If you created an account for the Cisco Unity installation process, you must perform these steps in order to grant the Exchange 2000 permissions required for this account.

If you created an account to own the Cisco Unity services, you must perform these steps in order to grant the Exchange 2000 permissions that this account requires.

If you did not create an account for either purpose and plan on using the Administrator account to install Cisco Unity and the Local Services account to own the Cisco Unity services, you should skip this section and proceed to the Cisco Unity USB Key Installation Procedure.

1. Log onto the Cisco Unity server using the AD Domain Administrator account, not the local Administrator for the Cisco Unity server.
2. On the Cisco Unity server, from the Windows Start menu, select **Programs > Exchange > System Manager**.
3. In the left pane of the Exchange System Manager MMC, right-click the organization name at the top of the tree control and click **Delegate Control**.
4. In the Welcome to the Exchange Administration Delegation Wizard, click **Next**.
5. In the Users or Groups dialog box, click **Add**.
6. In the Delegate Control dialog box, click **Browse**.
7. From the Select Users, Computers, or Groups dialog box, in the Look In list, click the name of the domain to which the Cisco Unity server belongs.
8. In the list of users, computers, and groups, double-click the name of the installation or service account.

The Delegate Control dialog box reappears. The account you selected appears in the Group (Recommended) or User box.

9. From the installation account, in the Role list, click **Exchange Full Administrator**.

For the service account, in the Role list, click the applicable option:

Exchange Full Administrator	If you want to create Cisco Unity subscribers by using the Cisco Unity Administrator.
Exchange View Only Administrator	If you do not want to create Cisco Unity subscribers by using the Cisco Unity Administrator (meaning that you will create Cisco Unity subscribers only by importing Active Directory accounts).

10. Click **OK** to close the Delegate Control dialog box.
11. Repeat steps 4 through 9 for the service account, if you created one.
12. Click **Next**.
13. Click **Finish**.
14. Close the **Exchange System Manager MMC**.

Cisco Unity USB Key Installation Procedure

Complete these steps in order to install the Cisco Unity USB key.

Note: You can perform this step while logged in as the local Administrator or the Active Directory Domain Administrator.

1. If you installed Windows 2000 while the USB key was attached, a default USB driver was installed automatically. Perform the Remove the Default USB Driver if you Installed Windows 2000 with the USB Key Already Attached, procedure first.
2. Insert **Cisco Unity Disc 1** in the CD-ROM drive.
3. Browse to the directory SecurityKeySetup, and double-click **Setup.exe**.
4. Follow the on-screen prompts to complete the installation. Accept all default values.
5. When the installation program finishes, attach the USB system key to any USB port on the Cisco Unity server.
6. Proceed to Run Cisco Unity Setup.

Remove the Default USB Driver if you Installed Windows 2000 with the USB Key Already Attached

Complete these steps in order to remove the default USB driver if you installed Windows 2000 with the USB key already attached.

Note: You can perform this step while logged in as the local Administrator or the Active Directory Domain Administrator.

1. From the Windows Start menu, select **Settings > Control Panel > System**.
2. In the System Properties dialog box, click the **Hardware** tab.
3. Click **Device Manager**.
4. In the Device Manager dialog box, expand **Other Devices**.
5. Right-click **USB Token** and click **Uninstall**.
6. In the Confirm Device Removal dialog box, click **OK**.
7. Close the **Device Manager** dialog box, the **System Properties** dialog box, and **Control Panel**.
8. Remove the key.
9. Reboot the server.
10. Log onto Windows by using the Cisco Unity installation account.
11. Install the USB key driver. See the Cisco Unity USB Key Installation Procedure procedure.

Run Cisco Unity Setup

Complete these steps in order to run Cisco Unity setup.

1. Log onto the Active Directory Domain on the Cisco Unity server using the Cisco Unity installation account that you created or the Active Directory Domain Administrator account.

Note: You must be logged into the domain, not the local computer to perform these steps.

2. Insert **Cisco Unity Disc 1** in the CD-ROM drive.
3. Browse to the root directory, and double-click **Setup.exe**.
4. Follow the on-screen prompts until the System Key dialog box appears.

If the Confirm Demonstration License Settings dialog box appears first, one of these problems has occurred:

- ◆ The system key is not fully attached or is not attached at all. Confirm that the key is fully seated.
- ◆ If the key is a USB key, the driver for the key is not installed correctly.

◆ If the key is a Parallel Port key, the parallel port is not configured to use an interrupt. Click **Cancel**, **Yes**, and **Finish** to exit Setup. Then resolve the problem and rerun **Setup.exe**. If you continue the installation without resolving the problem, Cisco Unity installs as a demonstration system.

5. In the System Key dialog box, click **Update or Initialize License Settings from Update File**.
6. Insert the **Cisco Unity Activation Code disk** in drive A.

When Cisco Unity was registered on Cisco.com, Cisco replied with an e-mail containing an attached file with an activation code for the system key. The instructions in the e-mail directed that the attached file be saved to a disk.

7. Browse to **drive A**, click the file on the disk, then click **Open**.
8. Click **Next**.
9. Follow the on-screen prompts until the Select Features dialog box appears.
10. If the Cisco Unity server contains Intel Dialogic voice cards, check the **Install Voice Card Software** check box. Otherwise, uncheck the **Install Voice Card Software** check box.
11. Click **Next**.
12. Follow the on-screen prompts until the Cisco Unity Languages dialog box appears.
13. Choose the language(s) to install. Australian English, New Zealand English, and Colombian Spanish are not available as text-to-speech (TTS) languages.

To use one of these languages for your phone language, you must also install another language for your TTS language.

English (Australian)	Also install English (United States) for TTS.
English (New Zealand)	Also install English (United States) for TTS.
Spanish (Colombian)	Also install Spanish (Spain) for TTS.

TTS is not available in Norwegian.

14. Follow the on-screen prompts until you are prompted to restart the Cisco Unity server.
15. If the server does not contain Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards, check the **Yes, I Want to Restart My Computer Now** check box, and click **Finish**.

If the server contains Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards, uncheck the **Yes, I Want to Restart My Computer Now** check box, and click **Finish**.

16. If the server contains Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards, do the procedure under Software Settings for your voice card in Voice Cards. When you are finished, restart the Cisco Unity server.
17. Select the location in Active Directory in which you want Cisco Unity to create users and distribution lists.

Note: If you created custom organizational units for users or distribution lists, click the corresponding Change button to specify them here.

18. Click **Next**.
19. In step 2 above, you logged into the server using the account that you used to install Cisco Unity. This will be the account that appears in the Select Cisco Unity System Administration Account menu. If you setup your server so that this account will also be used to administer Cisco Unity then accept this default and skip to step 11.

If you created an Cisco Unity administration account in click **Change**. In the Select User dialog box, double-click the name of the Unity administration account that you created.

20. Click **Next**.
21. Click **OK** to stop Cisco Unity services.
22. If you want to create Cisco Unity subscribers by using the Cisco Unity Administrator, which automatically creates Active Directory accounts, click **Create Accounts**.

If you do not want to create Cisco Unity subscribers by using the Cisco Unity Administrator, meaning that you will always create subscribers by importing accounts from Active Directory, click **Import Accounts Only**.

23. Click **Next**.
24. In step 1, you log into the server using the account that you used to install Cisco Unity. This is the account that appears in the Select Cisco Unity Service Account menu. If you setup your server so that this account is also used to own the Cisco Unity services then accept this default and skip to step 16.

If you created a Cisco Unity service account, click **Modify**. In the Select User dialog box, double-click the name of the service account.

25. Specify a password for the account and click **Next**.
26. When Server Configuration is complete, click **Finish**.

Add the Status Monitor and System Administration Icons to the Unity Admin Desktop (Optional)

If you created an account for administering Cisco Unity, you might need to copy the Status Monitor and System Administration Icons to the Unity Admin Desktop.

1. Log onto the Cisco Unity server and the Active Directory Domain (not the local PC) using the Cisco Unity Administration account you created.
2. If the Status Monitor and System Administration Icons appear on the desktop, you do not need to continue this procedure.
3. Log off of the Cisco Unity server.
4. Log onto the Cisco Unity server and the Active Directory Domain (not the local PC) using the account that you used to install Cisco Unity.
5. Navigate to the desktop folder for the account that you used to install Cisco Unity.
6. Select the two Cisco Unity icons and right-click to select the **Copy** option.
7. Navigate to the desktop folder for the administration account that you created.
8. Right-click in this folder and select the **Paste** option.
9. Log off of the Cisco Unity server.
10. Log onto the Cisco Unity server and the Active Directory Domain (not the local PC) using the Cisco Unity Administration account you created. The Cisco Unity icons appear.

If your server does not have McAfee NetShield installed, the installation tasks for this Cisco Unity installation are complete. Return the Index page for this documentation set and refer to the Next Steps section.

Task 6: Enable McAfee NetShield

If McAfee NetShield is installed on the Cisco Unity server, the virus-scan services must be re-enabled now that you have run the Cisco Unity Server Configuration wizard. You also need to exclude a directory from scanning so the Cisco Unity Administrator and Active Assistant will work properly.

Re-enable McAfee NetShield Services and Exclude a Cisco Unity Directory from Scanning

Complete these steps in order to re-enable McAfee NetShield services and exclude a Cisco Unity directory from scanning.

1. From the Windows Start menu, select **Programs > Administrative Tools > Services**.
2. In the right pane, double-click each of these services:

- ◆ **Network Associates Alert Manager**
- ◆ **Network Associates McShield**
- ◆ **Network Associates Task Manager**

Click **Automatic** in the Startup Type list, then click **OK**.

3. Right-click each of these services and click **Start**.

- ◆ **Network Associates Alert Manager**
- ◆ **Network Associates McShield**
- ◆ **Network Associates Task Manager**

4. Close the Services MMC.
5. In the status bar, right-click the **NetShield** icon and click **Properties**.
6. Click the **Exclusions** tab.
7. Click **Add**.
8. In the File, Folder, or Drive to Exclude box, enter the name of the directory in which Cisco Unity was installed (C:\CommServer is the default directory).
9. Check the **Include Subfolders** check box.
10. Uncheck the **Exclude from Inbound** check box.
11. Check the **Exclude from Outbound** check box.
12. Click **OK** to close the Add Exclusion Item dialog box.
13. Click **OK** to close the NetShield Properties dialog box.

You have completed the tasks required for installing Cisco Unity. Please return the Index page for this documentation set and refer to the Next Steps section.

Verify

There is currently no verification procedure available for this configuration.

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 – Cisco Systems**
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