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# Cisco Unity 3.1(6) Installation Guide: Configuration 2: POV and UM with One Exchange Server Using MSDE and Exchange 2000

Document ID: 44322

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## Introduction

### Prerequisites

- Requirements
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- Disable McAfee NetShield

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### Verify

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### NetPro Discussion Forums – Featured Conversations

### Related Information

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# Introduction

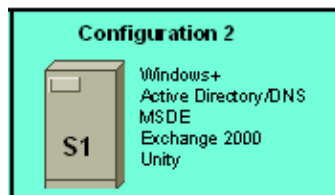
**Note:** This document is part of a set of documents that explain how to determine which Cisco Unity installation option is correct for your network. These documents also explain how to install the correct Cisco Unity option in your network. The use of These documents is meant only for new Cisco Unity installations. If you 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 complete the initial Cisco Unity installation, you have to refer 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 Desktop Edition (MSDE) 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 necessary 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 if you introduce a server that runs Active Directory that is not configured properly to participate in the existing Active Directory environment. If you decide to connect this server to your network, you need to be aware of the implications and deal with them accordingly. Consider the use of 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 given in the Requirements section.
- Exchange 2000
- SQL 2000
- Cisco Unity 3.1(6) or later
- Cisco Unity Service Pack CDs

You need these items in order to complete this installation:

- SQL CD (Data Store)
- Exchange 2000 CD (Message Store)
- Cisco Unity Application CD – 3.1(6) or later
- Cisco Unity additional languages CD – 3.1(6) or later
- Cisco Unity supplemental files CD – 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 in order to complete.

### Disable McAfee NetShield

Use this procedure 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. On the General tab, click **Stop**.
4. In the Startup Type list, click **Disabled** and click **OK**.
5. Close the **Services MMC**.

## Task 2: Install Active Directory

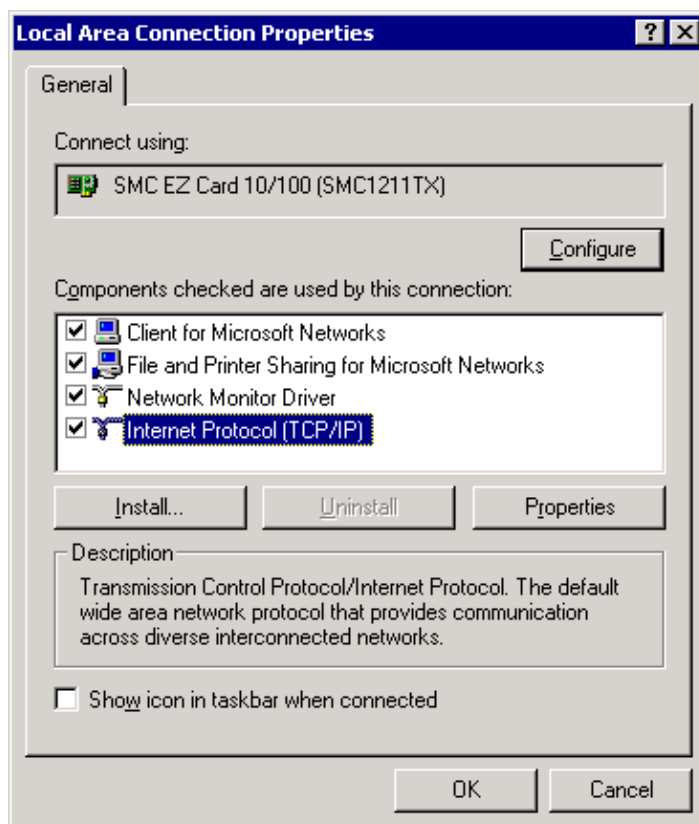
This task explains how to configure Active Directory on your server. This document assumes that you do not attempt to integrate this server into an existing Active Directory environment. If you have an existing Active Directory environment that you want to integrate this server into, refer to Cisco Unity 3.1(6) Installation Guide: Selecting the Correct Installation Options in order to determine the configuration that meets your requirements.

### Verify that Networking is Enabled

Use this procedure in order to verify that Networking is enabled:

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

You need to see a menu window similar to this image:



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

**Note:** You do not need client for Microsoft Networks.



**Caution:** You must enable **File and Print Sharing For Microsoft Networks**. This is

necessary because Active Directory uses Networking in order to share the Active Directory files. This applies even when the server is the only one in the entire network that runs Active Directory since the server accesses the files locally through the share path \\server\_name\directory\_name\file\_name.

2. Click **OK**.

## Set Up Active Directory

Use this procedure in order to set up Active Directory:

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

1. From the Windows Start menu, select **Run** and then 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 uses. 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 Domain Name System (DNS) installed yet, or if it has been installed but is not yet active, you see this warning message:



18. Click **OK**. You get a prompt to install DNS in the next step.
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 sometimes get a prompt to enter the Windows 2000 CD later on in this task in order to complete the DNS installation. Sometimes you also get a prompt to re-apply some of the Windows 2000 Service Pack files. If this happens, follow the prompts and then return to this task where you left off. If you get a prompt to re-install some of the Windows 2000 Service Pack 2 files and you are unable to do so because the Windows script cannot find the files on the Cisco Unity Supplemental files CD and you do not have an official Windows 2000 Service Pack 2, select the option to keep the existing files. You can re-install Windows 2000 Service Pack 2 after you complete all of the other tasks in this document.

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** in order to install Active Directory.

25. Click **Finish**.
26. Click **Restart Now**.

## Verify the Active Directory Installation

Use this procedure 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 needs to show that the C:\WINNT\SYSDVOL volume (or the alternative volume that you specified in step nine ) 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 needs to state this:

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

## Troubleshoot the Active Directory Installation

Use this procedure in order to troubleshoot the Active Directory installation:

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

If there are any errors , 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 MSDE

Use this procedure in order to install MSDE on the Cisco Unity server:



**Caution:** MSDE 2000 is not the same as the SQL Server 2000 Personal Edition. Do not install Personal Edition.

### MSDE Installation Procedure

Use this procedure in order to install MSDE.

1. Insert the **Cisco Unity Data Store 2000 disc** in the CD-ROM drive.
2. Browse to the directory **MSDE**, and double-click **Setup.exe**.
3. When the installation is complete, click **Yes** in order to restart the server. Leave the Cisco Unity Data Store 2000 CD in the CD-ROM drive.

## MSDE Service Pack 3 Installation Procedure

Use this procedure in order to install MSDE Service Pack 3:

1. Insert **Cisco Unity 3.1(6) Service Packs CD 2** in the CD-ROM drive.
2. Browse to the folder **MSDE SP3\MSDE\**.
3. Copy the MSDE folder to the hard disk of the Cisco Unity server. In this case, it is **c:\temp\msde**.
4. Remove the CD.
5. Insert the **Cisco Unity Data Store CD** in the CD-ROM. If the SQL installation screen appears close it now.
6. Select **Start > Run > cmd** in order to open a command prompt window on the Cisco Unity server.
7. In the command prompt window, navigate to the folder that you copied the MSDE folder to. In this case, it is **c:\temp\msde**.
8. Start the MSDE SP installation with the setup command **c:\temp\msde> setup /upgradesp sqlrun blanksapwd=1**.
9. Follow the on screen prompts.

## Task 4: Install Exchange 2000

### Exchange 2000 Server Installation Procedure

Use this procedure in order to install the Exchange 2000 Server:

1. Log onto the server with the use of 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 get a prompt 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 are to be installed, if applicable.

The default setup for Exchange 2000 selects the components necessary for Cisco Unity. Do not make any changes to the components that the default setup selects.

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

### Exchange 2000 Service Pack 3 Installation Procedure

Use this procedure 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 on 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 in order to work properly. In order to see the changes that the schema update program makes, browse to the directory **Schema\LdifScripts** on Cisco Unity Disc 1, and view the **Avdirmonex2k.ldf** file.

In order to update the schema, use either this procedure or any tool that applies Lightweight Directory Access Protocol (LDAP) Interchange Format (LDIF) scripts (for example, the Ldifde utility).

1. Log onto the server with the use of 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**.

**Note:** When the schema update has finished, 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 the creation of users and distribution lists in custom organizational units (OUs), create the OUs now. Both OUs need to be in the same domain. For information on how to create 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 how to create a custom mailbox store, refer to Exchange System Manager Help. Configure Cisco Unity in order to use the mailbox store at the time of the Cisco Unity Setup program.

## Task 5: Install Cisco Unity

If you plan to use the Windows Administrator account in order to install Cisco Unity and own the services, proceed to the section Set Active Directory Permissions for the Cisco Unity Installation, Service, and Administration Accounts.

## Understand the Cisco Unity Installation, Service, and Administration Accounts

You can either use the Administrator account in order 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 based on your requirements. The individual Cisco Unity functions that you can assign to accounts are:

- Installation of Cisco Unity.
- Ownership of the Cisco Unity services.
- Administration of Cisco Unity.

Typical configurations are:

- A separate account for each function.
- One account in order to install Cisco Unity and own 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 necessary 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. Therefore, the installation account, with which you log on in order to install Cisco Unity must have proper security access in order to perform the necessary operations. The Permissions Wizard grants the necessary access privileges.

### **Service Account**

By default, the local system account owns most of the Cisco Unity services when you use Exchange 2000. If you prefer that an account with fewer permissions own the services that Cisco Unity uses in order 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 automatically associates 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 have the right to administer Cisco Unity, you can create a separate administration account and specify it at the time of the Cisco Unity Setup program.

## **Create the Cisco Unity Installation, Service, and Administration Accounts**

This procedure and those on setting rights and permissions in the sections that follow, 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 with the use of 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:** 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 the Cisco Unity service and administration accounts, repeat step 2 through step 4 for each account.
6. Close **Active Directory Users and Computers**.

Assign the installation and service accounts the necessary rights and permissions in the Set the Active Directory Permissions for the Cisco Unity Installation, Service, and Administration Accounts section of this document.

## 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 assigns the necessary Active Directory permissions for the account, or accounts, that you use for Cisco Unity. The Permissions Wizard cannot assign the necessary Exchange permissions for the Cisco Unity administration account that you use. You must do this manually. You receive instructions on how to do this by the Permissions Wizard.

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

1. Log onto the Cisco Unity server with the use of the AD Domain Administrator account, not the local Administrator for the Cisco Unity server.
2. Insert the **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 **Launch the Permission Wizard** program.

**Note:** You might see a message that indicates that you need to reboot the server in order to activate the changes made by the Permissions Wizard. You do not need to do this.

8. Log onto the Cisco Unity server with the use of the Administrator account.
9. From the Windows Start menu, select **Programs > Permissions Wizard**.
10. Follow the prompts in order to assign the permissions to the accounts that you created.
11. When you finish the Permissions Wizard configuration you receive a prompt with a web page that contains the same instructions provided in the task here. You can either use the web page as a guide to the next task, or the information given in the task here.

## Set the Exchange 2000 Permissions Required for Cisco Unity

If you create an account for the Cisco Unity installation process, you must perform the steps here in order to grant the Exchange 2000 permissions necessary for this account.

If you create an account in order to own the Cisco Unity services, you must perform the steps here in order to grant the Exchange 2000 permissions necessary for this account.

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

1. Log onto the Cisco Unity server with the use of the **AD Domain Administrator** account, not the local Administrator for the Cisco Unity server.

2. From the Cisco Unity server, on 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. In 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. For the installation account, in the Role list, click **Exchange Full Administrator**.

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

<b>Exchange Full Administrator</b>	If you want to create Cisco Unity subscribers with the use of the Cisco Unity Administrator.
<b>Exchange View Only Administrator</b>	If you do not want to create Cisco Unity subscribers with the use of the Cisco Unity Administrator (this means that you create Cisco Unity subscribers only by importing Active Directory accounts).

10. Click **OK** in order to close the Delegate Control dialog box.
11. Repeat step 4 through step 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

Use this procedure 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 install Windows 2000 while the USB key is attached, a default USB driver is installed automatically. Perform the next procedure, Remove the Default USB Driver if you Installed Windows 2000 with the USB Key Already Attached 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 in order 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.

Proceed to the Run Cisco Unity Setup section.

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

Use this procedure in order to remove the default USB driver if you install 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 with the use of the Cisco Unity installation account.
11. Install the USB key driver. See, Cisco Unity USB Key Installation Procedure.

## Run Cisco Unity Setup

Use this procedure in order to run the Cisco Unity setup:

1. Log onto the Active Directory Domain on the Cisco Unity server with the use of 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 in order 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** in order 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 direct you save the attached file to a disk.

7. Browse to **drive A**, click the file on the disk, and 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. In order 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 receive a prompt 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 finish, restart the Cisco Unity server.

## Run the Cisco Unity Server Configuration

This section contains procedures in order to complete the Cisco Unity installation on an Exchange 2000 system.

If you install the Cisco Unity system in Unified Messaging in an Existing Exchange Site configuration and the site contains both Exchange 5.5 and Exchange 2000 servers, use the procedure(s) for Exchange 2000.

1. Log onto the Active Directory Domain on the Cisco Unity server with the use of 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 in order to perform these steps.

If the Welcome screen does not appear automatically, double–click the **Configuration Setup** icon on the desktop.

2. On the Welcome screen, click **Next**.
3. Enter the password for the installation account and click **Next**.
4. Click **Exchange 2000** and click **Next**.
5. Choose the Exchange server and mail store in which to create new mailboxes.

In this configuration these are both the server that you are currently logged into.

6. Click **Next**.
7. Select the location in Active Directory in which you want Cisco Unity to create users and distribution lists.

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

8. Click **Next**.
9. In step 1, you logged into the server with the use of the account that you used in order to install Cisco Unity.

This is the account that appears in the Select Cisco Unity System Administration Account menu. If you setup your server so that you can also use this account in order to administer Cisco Unity, then accept this default and skip to step 11.

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

10. Click **Next**.
11. Click **OK** in order to stop Cisco Unity services.
12. If you want to create Cisco Unity subscribers with the use of the Cisco Unity Administrator, which automatically creates Active Directory accounts, click **Create Accounts**.

If you do not want to create Cisco Unity subscribers with the use of the Cisco Unity Administrator, which means that you always create subscribers by importing accounts from Active Directory, click **Import Accounts Only**.

13. Click **Next**.
14. In step 1, you logged into the server with the use of the account that you used in order 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 you can also use this account in order to own the Cisco Unity services, then accept this default and skip to step 16.

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

15. Specify a password for the account and click **Next**.
16. 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 in order to administer Cisco Unity, 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) with the use of 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) with the use of the account that you used in order to install Cisco Unity.
5. Navigate to the desktop folder for the account that you used in order 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) with the use of the Cisco Unity Administration account you created.

The Cisco Unity icons need to appear.

If your server does not have McAfee NetShield installed, you have completed the tasks necessary in order to install Cisco Unity. 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, you must re-enable the virus-scan services now that you have run the Cisco Unity Server Configuration wizard. You also need to exclude a directory from scanning so that the Cisco Unity Administrator and Active Assistant work properly.

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

Use this procedure 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 is 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** in order to close the Add Exclusion Item dialog box.
13. Click **OK** in order to close the NetShield Properties dialog box.

You have completed the tasks necessary in order to install Cisco Unity. 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.

## 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 IP Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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Updated: Apr 22, 2005

Document ID: 44322

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