

Cisco Unity 3.1(6) Installation Guide: Configuration 6: UM in an Existing Exchange Environment Using MSDE

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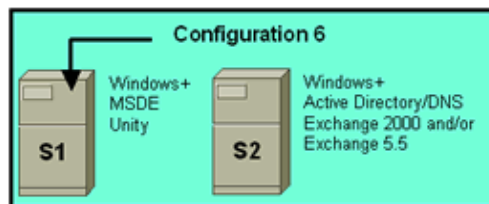
Note: This document is part of a set of documents that explain how to determine which Cisco Unity installation option is correct for your network. These documents also explain how to install the correct Cisco Unity option in your network. The use of these documents is meant only for new Cisco Unity installations. 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 Structured Query Language (SQL) and Exchange 2000 that you can use as a unified messaging (UM) system. It applies to installations where there is a Cisco Unity server and a separate Exchange and Active Directory server. 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: The appropriate Exchange Administration software is also required on the Cisco Unity server.

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

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 CD version 3.1(6) or later
- Cisco Unity supplemental files CD version 3.1(6) or later
- Cisco Unity Service Pack CDs

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**

From the General tab, click **Stop**, in the Startup Type list click **Disabled**, and click **OK**.

3. Close the **Services Management Console (MMC)**.

Task 2: Add the Cisco Unity Server to an Existing Domain

For this configuration, the Cisco Unity server must be a member server in an existing domain. This procedure explains how to accomplish this.

Create an Account for the Cisco Unity Server in the Domain

Use this procedure in order to create an account for the Cisco Unity server in the domain:

1. Log onto the server that runs Exchange 2000 or an Active Directory server.
2. Under the Active Directory Users and Computers, right-click on **Computers** and select **New Computer**.
3. Enter the name of the Cisco Unity Server.
4. Close all of the open Active Directory windows in order to apply the changes.

Add the Cisco Unity Server to an Existing Domain

Use this procedure in order to add the Cisco Unity server to an existing domain:

1. Log onto the Cisco Unity server.
2. From the Windows Start menu, select **Settings > Control Panel > System**.
3. Click the **Network Identification** tab.
4. Click **Properties**.
5. In the Identification Changes dialog box, click **Domain** and enter the name of the domain that you want to join.
6. Click **OK**.
7. In the Domain Username and Password dialog box, enter the name and password of an account that has permission to add computers to the domain.
8. Click **OK** three times.
9. Click **Yes** in order to restart the server.

Note: If you have any problems when you add your Cisco Unity Server to the exiting domain, contact your Network Administrator.

Note: If you integrate the Cisco Unity server with an Exchange 5.5 environment you can use this procedure in order to join an NT4 domain as well.

Task 3: Install MSDE

This section contains procedures in order to install SQL Desktop Edition (MSDE) on the Cisco Unity server.



Caution: MSDE 2000 is not the same as 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 CD** in the CD-ROM drive.
2. Browse to the MSDE directory and double-click **Setup.exe**.
3. When the installation is complete, click **Yes** in order to restart the server.

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: Set Up Exchange 2000

There are several steps that you need to perform in order to integrate your Cisco Unity server with an existing Exchange environment.

Perform the steps in these tasks for Networks with only Exchange 2000 Servers or a combination of Exchange 2000 and Exchange 5.5 Servers. For networks that only have Exchange 5.5 Servers, perform Task 5: Set Up the Exchange 5.5 Integration.

If your network contains only Exchange 5.5 Servers, skip this section and proceed to the next section.

Exchange 2000 Administration Software Installation Procedure

Use this procedure in order to install the Exchange 2000 Administration software:

1. Insert the **Cisco Unity Message Store 2000 CD** in the CD-ROM drive.

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

Note: Later in the installation, you specify an Exchange server on the network for the Cisco Unity server to connect with.

2. Click **Exchange Server Setup**.
3. Follow the on-screen prompts until the Product Identification dialog box appears.
4. 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**.
5. In the Component Selection dialog box, in the Action column, change the action for Exchange 2000 to **Custom**.
6. Change the action for Exchange Messaging and Collaboration Services to **None**.
7. Leave the action for Exchange System Management Tools as **Install**.
8. Click **Next**.
9. Follow the on-screen prompts in order to complete the installation.
10. Restart the server.

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.

Add the Server to the Exchange 2000 Domain Servers Group

Use this procedure in order to add the server to the Exchange Domain Servers Group:

1. Log onto the server that runs Exchange 2000 or an Active Directory server.
2. Under the Active Directory Users and Computers, right-click on the Cisco Unity server.
3. Under Groups, add the server to the Exchange Domain Servers Group.
4. Close the Active Directory windows that you opened in order to save your changes.

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. 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 file **Avdirmonex2k.ldf**.

Changes to the Active Directory schema can take 15 minutes or more in order to replicate throughout the forest. These changes must finish the replication before you can install Cisco Unity. In order to determine whether changes have replicated and in order to force replication if necessary, use Replication Monitor. Replication is available when Support Tools is installed from the Cisco Unity Operating System 2000 CD.

1. On the computer that has the schema master role (the Cisco Unity server, unless you joined an existing domain), log onto Windows as a user who is a member of the Schema Admins group.
2. Insert **Cisco Unity Disc 1** in the CD-ROM drive.
3. Browse to the Active Directory Schema Setup directory and double-click **Active Directory Schema Setup.exe**.
4. In the Active Directory Schema Setup dialog box, check the **Exchange 2000 Directory Monitor** check box.
5. Click **OK**.
6. 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 completes successfully.

Create Active Directory Organizational Units and a Mailbox Store

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: Set Up the Exchange 5.5 Integration

Exchange 5.5 Administration Software Installation Procedure

When the Exchange organization contains only Exchange 5.5, you need to install the Exchange 5.5 administration software on the Cisco Unity server.

1. Insert **Cisco Unity Message Store 5.5 Disc 1** in the CD-ROM drive.

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

2. When the Exchange Server Version 5.5 window appears, click **Setup Server and Components**.
3. Click **Exchange Server 5.5**.
4. Accept the license agreement.
5. Click **Complete/Custom**.
6. Uncheck all check boxes except the Exchange Administrator check box.
7. Click **Continue**.
8. When you receive a prompt to enter a CD key, enter the key for Cisco Unity Message Store 5.5 from the Software CD Keys booklet at the front of the CD wallet.
9. Click **OK**.

10. Follow the on–screen prompts in order to complete the installation.

Microsoft recommends that all Exchange 5.5 servers on the network have the same service pack installed. Install Exchange 5.5 Service Pack 4 on the Cisco Unity server and on the other Exchange 5.5 servers in the site.

Exchange 5.5 Service Pack 4 Installation Procedure

Use this procedure in order to install Exchange 5.5 Service Pack 4:

1. Insert **Cisco Unity 3.1(6) Service Packs CD 1** in the CD–ROM drive.
2. Browse to the folder **Exchange 5.5 SP4**.
3. Double–click on the **Update.exe** file.
4. Follow the on–screen prompts until the installation is complete.

Task 6: 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 Set Active Directory Permissions for the Cisco Unity Installation, Service, and Administration Accounts section.

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 as per your requirements. The individual Cisco Unity functions that you can assign accounts to 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 to 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 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 at the time of 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 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

The procedure here and those on how to set 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 Active Directory Domain Administrator account, not the local Administrator for the 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 Cisco Unity service and administration accounts, repeat step 2 through step 4 for each account.
6. Close **Active Directory Users and Computers**.

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

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

The Cisco Unity Permissions Wizard available on the 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 Active Directory Domain Administrator account, not the local Administrator for the Cisco Unity server.
2. Insert **Cisco Unity Disk 1** into the 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 can see a message that indicates that you need to reboot the server needs in order to activate the changes made by 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 given in this task. You can either use the web page as a guide to the next task or the information here.

Set the Exchange 2000 Permissions Required for Cisco Unity

If you integrate the Cisco Unity server with an Exchange 2000 Server, perform this step.

If you integrate the Cisco Unity server with an Exchange 5.5 Server, perform Set the Exchange 5.5 Permissions Required for Cisco Unity instead.

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

If you created an account in order to own the Cisco Unity services you must perform the steps here in order to grant the Exchange 2000 permissions required 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 Cisco Unity USB Key Installation Procedure.

1. Log onto the Cisco Unity server with the use of the Active Directory Domain Administrator account, not the local Administrator for the Cisco Unity server.
2. 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. 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 and 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**.
10. For the service account, in the Role list, click the applicable option:

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

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

Set the Exchange 5.5 Permissions Required for Cisco Unity

If you integrate the Cisco Unity server with an Exchange 2000 server, skip this step. Proceed to the section.

If you installed Exchange on the Cisco Unity server and install Cisco Unity with the use of the same account that you used in order to install Exchange, do not do this procedure for the installation account because it already has Services Account Administration permissions. Proceed to the Cisco Unity USB Key Installation Procedure.

Complete the procedure for the installation account first, if applicable, then for the service account, if you created one.

1. Log onto an Exchange server in the site that the Cisco Unity server joins with the use of an Exchange Services Account Administration account.
2. From the Windows Start menu, select **Programs > Exchange > Exchange Administrator**.
3. In the tree, click the site name.
4. On the File menu, click **Properties**.
5. Click the **Permissions** tab.
6. Click **Add**.
7. Under List Names From, click the Cisco Unity server domain.
8. In the list of names, select the installation account or the service account.
9. Click **Add**.
10. Click **OK** in order to close the Add Users and Groups dialog box.
11. Under Roles, click **Services Account Admin**.
12. Click **OK** in order to close the Properties dialog box.
13. In the left pane, under the name of the site, click **Configuration**.
14. Repeat step 4 through step 12 for the Configuration container, which also appears in the tree.
15. Repeat step 3 through step 14 for the service account, if you created one.

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. Complete 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 **SecurityKeySetup** directory 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 install the default USB driver:

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 the Cisco Unity USB Key Installation Procedure.

Run Cisco Unity Setup

Use this procedure in order to run 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 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**, click **Yes**, and click **Finish** in order to exit Setup. Then, resolve the problem and rerun Setup.exe. If you continue the installation without a resolution to the problem, Cisco Unity is installed 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 that contained an attached file with an activation code for the system key. The instructions in the e-mail direct you to save the attached file 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. 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 the UM 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 created 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 created 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, click **Modify**. 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**.

If your server does not have McAfee NetShield installed, you have completed the tasks necessary in order to install Cisco Unity. Return to the Index page for this documentation set and refer to the Next Steps section.

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 Cisco 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 in order 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.

Task 7: 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 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 you install Cisco Unity (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.

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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