

Cisco Unity 3.1(6) Installation Guide: Installing Other Software

Document ID: 44327

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Introduction

This document explains how install several third-party applications and utilities on your Cisco Unity server.

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 plan 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 running a Windows 2000 server.

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Prerequisites

Requirements

You must completely finish your install of Cisco Unity before you proceed with the tasks in this document.

Components Used

This document is not restricted to specific software and hardware versions.

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: Symantec pcAnywhere Version 10 or Later

As of Cisco Unity 3.1(5), pcAnywhere is no longer required on Cisco Unity servers. Cisco no longer supplies a copy of pcAnywhere with baseline systems. Windows Terminal Services (WTS) is now the supported remote access utility. If you install Cisco Unity 3.1(5) or later, skip this task and proceed to the next applicable task for your configuration.

If you install a baseline system with Cisco Unity 3.1(6) or later, Symantec pcAnywhere has already been installed.

pcAnywhere is installed because Cisco Technical Support may use this application in order to troubleshoot. Use the Remote Maintenance disc that is shipped with Cisco Unity to install pcAnywhere. Follow the manufacturer instructions included in the Cisco Unity software package.

Note: As of Cisco Unity 3.1(5), pcAnywhere is no longer required nor provided with the Cisco Unity installation CDs.

Recommended Configuration for pcAnywhere

It is recommended that you complete these three procedures to configure pcAnywhere to avoid video problems, screen-refresh problems, and a possible problem with the server not responding after pcAnywhere disconnects:

Configure pcAnywhere to Not Start Automatically When You Restart the Server

Use this procedure to configure pcAnywhere to not start automatically when you restart the server.

1. From the Windows Start menu, select **Programs > Symantec pcAnywhere**.
2. In the pcAnywhere toolbar, click **Hosts**.
3. Right-click the **Modem** icon or the host that is configured for a modem and click **Properties**.
4. In the pcAnywhere Host Properties dialog box, click the **Settings** tab.
5. In the Host Startup section, uncheck the **Launch with Windows** check box.
6. Click **OK** to close the pcAnywhere Host Properties dialog box.
7. Exit pcAnywhere.

To avoid a pcAnywhere video problem, Cisco recommends that you change the pcAnywhere video mode. (The problem is described in Symantec Knowledge Base article 2001040615242112.)

Change the pcAnywhere Video Mode to Compatibility

Use this procedure to change the pcAnywhere Video Mode to Compatibility.

1. From the Windows Start menu, select **Programs > Symantec pcAnywhere**.
2. On the pcAnywhere Tools menu, click **Options**.
3. On the Host Operation tab, under Video Mode Selection, click **Compatibility**.
4. Click **OK**.
5. Close pcAnywhere.

To avoid a pcAnywhere problem with slow or partial screen refreshes on multiprocessor host computers, and a possible problem in which the host computer stops responding when pcAnywhere disconnects, Cisco recommends that you add a registry entry that sets pcAnywhere to run on one or more specific processors. (The problem is described in Symantec Knowledge Base article 199861984643.)

Be aware that setting pcAnywhere to run on a specific processor may affect performance on the Cisco Unity server if someone uses pcAnywhere to access the server in peak hours.

Set pcAnywhere to Run On One or More Specific Processors

Use this procedure to set pcAnywhere to run on one or more specific processors.

1. Start **Regedit**.



Caution: If you change the wrong registry key or enter an incorrect value, you can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the Restoring topics in Registry Editor Help.) Note that a typical backup of the Cisco Unity server does not back up the registry. Also note that for Cisco Unity failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about how to change registry key settings, contact Cisco Technical Support.

2. If you do not have a current backup of the registry, select **Registry > Export Registry File** and save the registry settings to a file.
3. Expand the key
HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\pcANYWHERE\CurrentVersion\Host.
4. Add a DWORD value named **ProcessorMask** and set the value based on which processor you want to use.

For example, to make pcAnywhere run on the second processor only, set ProcessorMask to **2**.

0	All processors
1	First processor
2	Second processor
4	Third processor
8	Fourth processor

To allow pcAnywhere to run on more than one processor, set the value of ProcessorMask to the sum of the corresponding values. For example, to make pcAnywhere run on the third and fourth processors, set ProcessorMask to 12 [4 + 8].

5. Either stop and restart the pcAnywhere host service or restart the Cisco Unity server.

Task 2: RSA SecurID

Refer to the "Enhanced Phone Security" chapter of the Cisco Unity System Administration Guide.

Task 3: VERITAS Backup Exec

Follow the manufacturer instructions to install VERITAS Backup Exec.

Task 4: Virus–Scanning Utilities

Follow the manufacturer instructions to install virus–scanning utilities. For information on which utilities are supported, refer to the Supported Optional Third–Party Software section in Cisco Unity 3.1 System Requirements, and Supported Hardware and Software.

Note: Scanning individual Exchange mailboxes can affect the performance of Cisco Unity.



Caution: Do not configure virus–scanning utilities to block WAV attachments, or voice messages are stripped of recordings.

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Related Information

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

Document ID: 44327
