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# Cisco Unity 3.1(6) Installation Guide: Installing the Windows 2000 Server for Base Line System

Document ID: 44331

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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. Use these documents for new Cisco Unity installations only. If you upgrade or otherwise change a current 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.

There are two types of systems that Cisco Unity can be installed on:

- **Base Line System (BL):** A base line system is a server that is purchased from Cisco or a Cisco reseller and that is shipped with a Platform Configuration CD. These systems include a copy of Windows 2000 Server.
- **Component System (CS):** Purchased as separate pieces (software and hardware), and all software and hardware components must be installed by the installer of the Cisco Unity system. The Cisco Unity software package is purchased from Cisco or from a Cisco reseller. The package includes all required software except Windows 2000 Server.

This document explains how to install a Windows 2000 Server for a Cisco Unity Base Line System.

This document does not include tasks such as the installation and configuration of Active Directory, SQL, Exchange, and so forth, because these tasks are dependent on how Cisco Unity is integrated into the network.

Refer to *Selecting the Correct Installation Options* for more information on which Cisco Unity option is correct for your network.

## Prerequisites

### Requirements

Before you attempt this configuration, ensure that you meet these requirements:

- Windows 2000 Server Administration
- IP Addressing and related TCP/IP configuration options such as DNS, gateways, and so forth

### Components Used

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

- Base Line server purchased from Cisco or a Cisco reseller and the Platform Configuration 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: Start the Installation

Complete these steps in order to start the installation.

**Note:** If the server is already connected to the LAN and you are concerned about security vulnerabilities that can exist until you have installed all of the security patches, disconnect it before you begin this task. You are instructed to re-connect it later in this document.

1. Insert the **Cisco Unity Key** (USB or Parallel).
2. Insert the **Platform Configuration CD** into the CD-ROM drive.
3. Restart the server.
4. Follow the on-screen prompts.

## Task 2: Install Additional Windows 2000 Languages

If you want to view the Windows user interface in languages other than English, install the applicable languages.

Complete these steps in order to install additional Windows 2000 languages.

1. Log onto Windows.
2. Based on the language(s) you want to install, insert the applicable Additional Localizations CD in the CD-ROM drive:

<b>Cisco Unity Operating System 2000 – Additional Localizations Disc 1</b>	For Chinese (simplified), Chinese (traditional), Dutch, French,
<b>Cisco Unity Operating System 2000 – Additional Localizations Disc 2</b>	German, Italian, Japanese, Korean, Spanish, or Swedish. For Arabic, Czech, Danish, Finnish, Greek, Hebrew, Hungarian, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, or Turkish.

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

3. Check the check boxes for the languages you want to install and click **OK**.
4. Click **OK**.

### Task 3: Attach the Network Cable to the Server

If you have not already connected the server to the LAN do it now.

### Task 4: Configure and Verify IP Connectivity

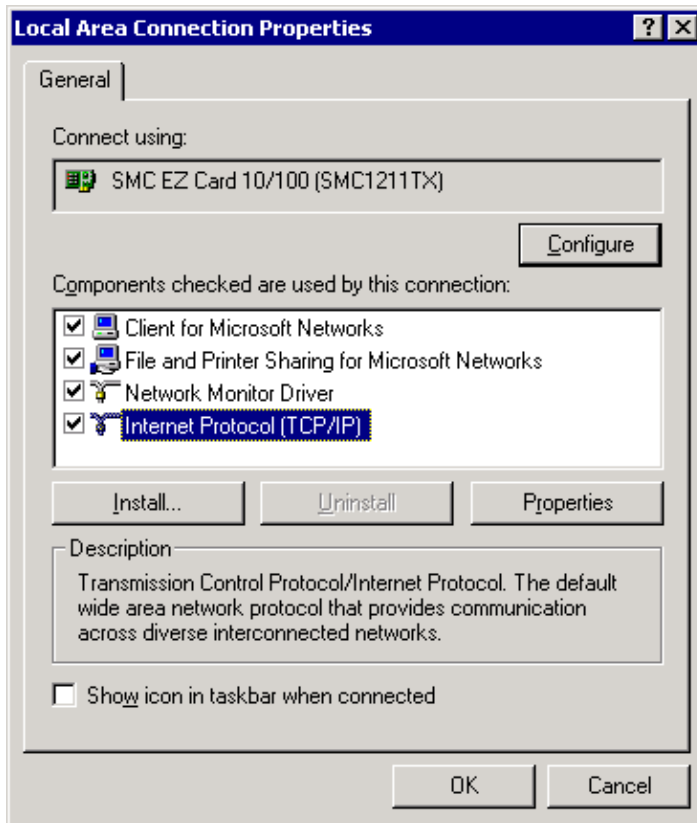
Complete these steps in order to configure and verify IP connectivity.

**Note:** Cisco Technical Support recommends that you do not use Dynamic Host Configuration Protocol (DHCP) to assign TCP/IP parameters to your Cisco Unity server.

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).

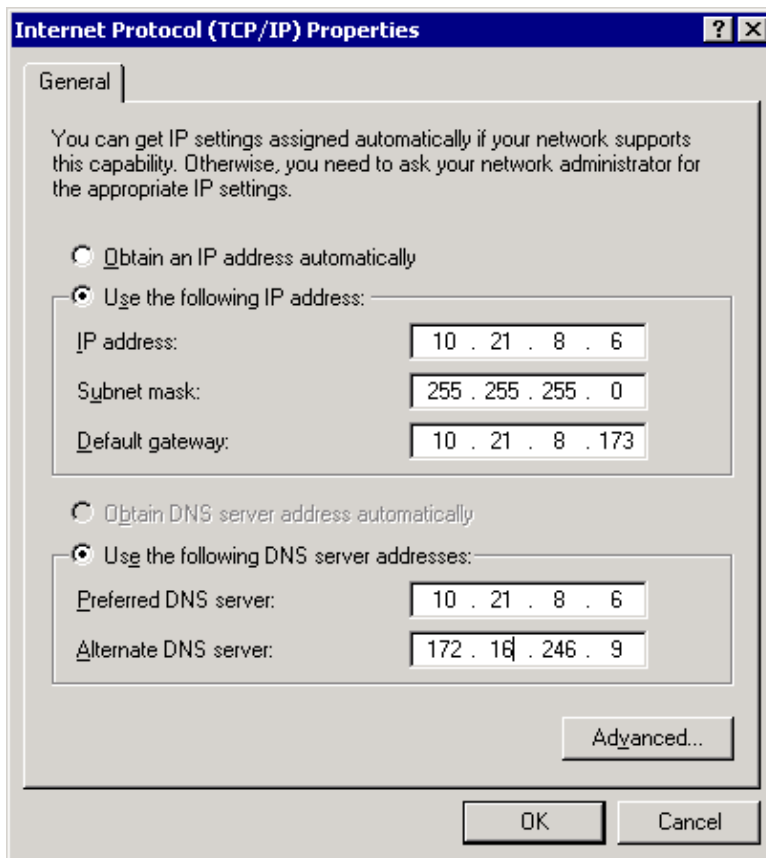
**Note:** Cisco Unity does not support servers with multiple NICs. You can remove the TCP/IP support for the redundant NIC or disable it in the servers hardware profile.

A menu window similar to this appears.



- Note:** This server has the optional Network Monitor utility installed.
2. Double-click on the **Internet Protocol (TCP/IP)** option.

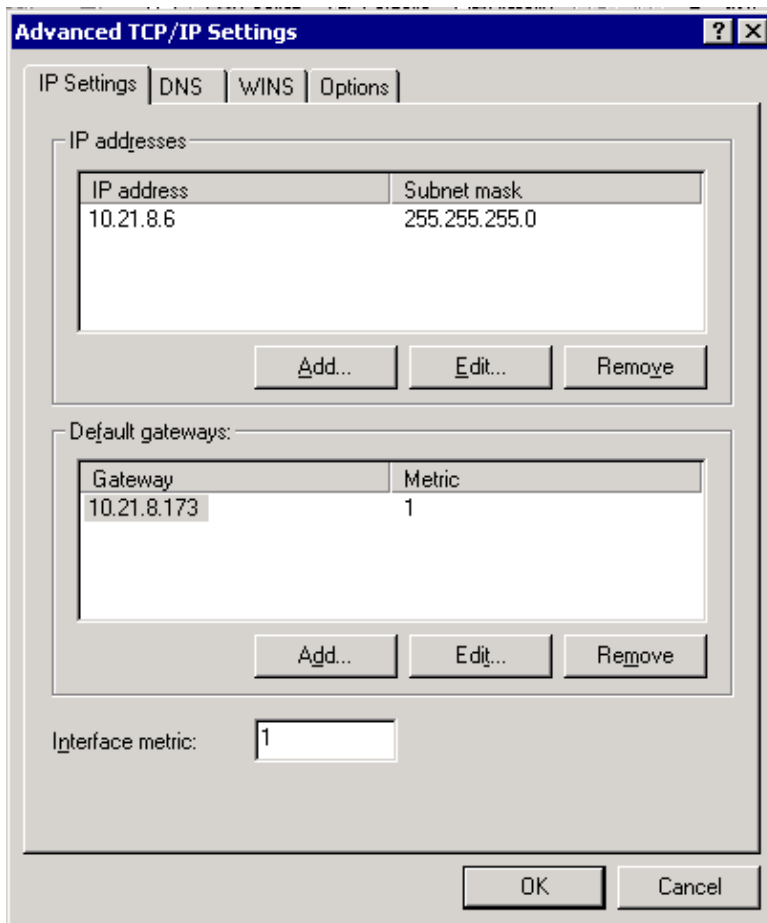
A menu window similar to this image appears.



Configure the IP options as appropriate. If you run Active Directory and DNS on this server, it needs to have itself as the first DNS Server.

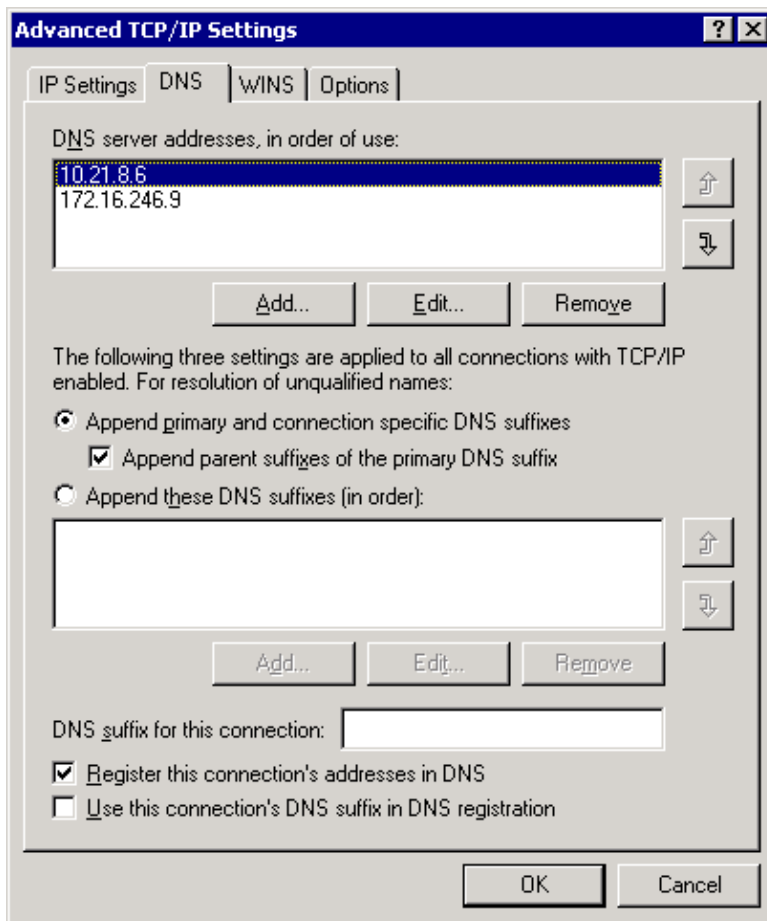
3. Select the **Advanced** option.

A menu window similar to the image appears.



4. Select the DNS tab.

A menu window similar to this image appears.



These settings are correct for most systems. Consult your Windows 2000 Server documentation if you need more information on the configuration of TCP/IP options.

5. Open up a command prompt window. Enter the command **ipconfig /all**. Make a note of the IP address of a different device such as the Default Gateway or a DNS Server.

If you do not see the IP address of the server, its gateway, or its DNS servers, and you believe that you have configured them properly, it is possible that your NIC is faulty or the server has not installed the correct driver for it. Select **Settings > Control Panel > System > Hardware > Device Manager** in order to use the Device Manager to determine the status of your NIC. If the NIC does not work properly, you must resolve the problem before you continue with any installation tasks.

Ping the address using the **ping ip\_address** command.

```
C:\>ping ip_address
```

If you do not receive a reply, try a different destination IP address, if you have one.

If you are unable to receive a reply to any of the destination IP addresses you have it can be because you made a mistake when you entered the IP address and mask of the server or the IP address of the default gateway. Verify this information.

If you are certain that the information is correct, the reason that you do not receive replies is that a network administrator has established filters that block the ICMP (ping) packets. Try to use the **tracert** command instead.

```
C:\>tracert ip_address
```

A response something like this output displays:

```
Tracing route to [x.x.x.x]
over a maximum of 30 hops:

1 <10ms <10ms <10ms [y.y.y.y]
```

Where y.y.y.y is the IP address of the first gateway between your server and the IP address that you used. If you used the IP address of the gateway, then they are the same.

If you are unable to successfully **ping** or **tracert** to another device, you need to resolve this problem before you can deploy this system.

**Note:** Do not ping the IP address of the server itself. In most cases, Windows indicates that the pings are successful even if there is a cabling problem. In order to prove this, disconnect the LAN cable from the server and then ping its IP address. This test proves that the TCP/IP protocol has been bound to your LAN card.

This completes the installation and configuration procedures for the Windows 2000 Server required for most Cisco Unity servers. The tasks that remain are explained in the configuration documents.

Return to the Index page for this documentation set.

## 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: 44331

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