

Reordering Cisco Unity 4.0(5) Installation Procedures to Reduce the Amount of Software Installed at the Customer Site

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Introduction

The Cisco Unity 4.0(5) Installation Guides describe how to install and configure a Cisco Unity system if you are on the customer site for the entire installation. If you want to install as much software as possible in a lab and then take the nearly completed system to the customer site, complete the instructions in this white paper for your configuration.

Note: If you are also configuring failover, complete these instructions for both Cisco Unity servers.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

- Cisco Unity Version 4.05

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.

Configure

In this section, you are presented with the information to configure the features described in this document.

Note: To find additional information on the commands used in this document, use the Command Lookup Tool (registered customers only).

Unified Messaging Configuration, Exchange 2003 or Exchange 2000 as the Partner Exchange Server

When the partner Exchange server is running Exchange 2003 or Exchange 2000 and you are configuring the system as Unified Messaging, you can complete these procedures before you take the Cisco Unity server to the customer site.

1. In Chapter 2, *Preparing for the Installation*, complete all of the procedures.
2. In Chapter 3, *Setting up the Hardware*, if Cisco Unity is integrated with a circuit-switched phone system, complete the procedure in the "Installing Voice Cards" section.
3. In Chapter 4, *Installing the Operating System*, complete all of the procedures.
4. In Chapter 5, *Customizing the Cisco Unity Platform*, complete all of the procedures in these sections:
 - ◆ Configuring a Dual NIC in the Cisco Unity Server
 - ◆ Obtaining Cisco Unity License Files
 - ◆ Running the Cisco Unity System Preparation Assistant
 - ◆ Installing Administration Software for MSDE 2000 and Setting the MSDE System Administrator Password (if applicable)
 - ◆ Changing Folder Settings in Windows Explorer
 - ◆ Installing the Latest Microsoft Service Packs and Updates for Windows, and SQL Server 2000 or MSDE 2000
 - ◆ Disabling the Found New Hardware Wizard for the Voice Cards
 - ◆ Installing Virus-Scanning Software (Optional)
 - ◆ Installing and Configuring Cisco Security Agent for Cisco Unity (Optional)
 - ◆ Disabling Virus-Scanning and Cisco Security Agent Services
5. In Chapter 6, *Setting Up Exchange*, complete all of the procedures in these sections:
 - ◆ Determining the Partner Exchange Server

Note: The specific Exchange server is not important yet, only whether the server is running Exchange 2003 or Exchange 2000.

 - ◆ Installing Exchange Software on the Cisco Unity Server
 - ◆ Installing the Latest Microsoft Service Packs and Updates for Exchange
6. In Chapter 9, *Installing Optional Software*, complete all of the procedures.

If you send the customer the necessary documentation and the executable that updates the Active Directory schema, the customer can perform several procedures before you arrive on site to complete the installation. If you use this option, send this information to the customer:

- Chapter 6, *Setting Up Exchange*
- Chapter 7, *Creating Accounts for the Installation and Setting Rights and Permissions*

- From Cisco Unity DVD 1 or CD 1, send the file ADSchemaSetup\ADSchemaSetup.exe. If the customer wants to see the changes that are being made, you can also send the Schema\LdifScripts\Avdirmonex2k.ldf file, also on Cisco Unity DVD 1 or CD 1.

The customer can complete all of the procedures in these sections:

- Determining the Partner Exchange Server (to determine the specific Exchange server that is used as the partner Exchange server)
- Extending the Active Directory Schema for Cisco Unity
- Creating Organizational Units and a Mailbox Store
- About the Accounts Required for Cisco Unity Installation
- Creating the Accounts Required for Cisco Unity Installation
- Setting Required Exchange Permissions



Caution: Do not send the customer the Permissions Wizard. The Permissions Wizard must be run on the Cisco Unity server after you have made the server a member server or a domain controller in the customer's Active Directory forest.

After you take the Cisco Unity server to the customer site, complete these procedures:

1. In Chapter 3, *Setting Up the Hardware*, complete the procedure in the section *Attaching Peripheral Devices and Connecting the Phone System*.
2. In Chapter 5, *Customizing the Cisco Unity Platform*, complete all of the procedures in these sections:
 - ◆ Connecting the Cisco Unity Server to the Network
 - ◆ Configuring TCP/IP Properties
 - ◆ Verifying the IP Address and the Network Connection
 - ◆ The applicable procedure in the section *Installing Active Directory or Adding the Cisco Unity Server to an Existing Domain*.
 - ◆ Failover configurations only: *Resetting the Account That SQL Server Services Log On As*
3. In Chapter 6, *Setting Up Exchange*, complete any procedure that the customer has not completed.
4. In Chapter 7, *Creating Accounts for the Installation and Setting Rights and Permissions*, complete the *Adding the Cisco Unity Administration Account to an Admins Group* section, plus any procedures that the customer did not do.
5. Also in Chapter 7, complete the procedure in the *Setting Rights and Permissions with the Cisco Unity Permissions Wizard* section.
6. In Chapter 8, *Installing and Configuring Cisco Unity Software*, complete all of the procedures.
7. In Chapter 10, *Setting Up Authentication for the Cisco Unity Administrator*, complete all of the procedures.

Unified Messaging Configuration, Exchange 5.5 as the Partner Exchange Server

When the partner Exchange server is running Exchange 5.5 and you are configuring the system as Unified Messaging, you can complete these procedures before you take the Cisco Unity server to the customer site.

1. In Chapter 2, *Preparing for the Installation*, complete all of the procedures.
2. In Chapter 3, *Setting up the Hardware*, if Cisco Unity is integrated with a circuit-switched phone system, complete all of the procedures in the *Installing Voice Cards* section.
3. In Chapter 4, *Installing the Operating System*, complete all of the procedures.
4. In Chapter 5, *Customizing the Cisco Unity Platform*, complete all of the procedures in these sections:

- ◆ Configuring a Dual NIC in the Cisco Unity Server
 - ◆ Obtaining Cisco Unity License Files
 - ◆ Running the Cisco Unity System Preparation Assistant
 - ◆ Installing Administration Software for MSDE 2000 and Setting the MSDE System Administrator Password (if applicable)
 - ◆ Changing Folder Settings in Windows Explorer
 - ◆ Installing the Latest Microsoft Service Packs and Updates for Windows, and SQL Server 2000 or MSDE 2000
 - ◆ Disabling the Found New Hardware Wizard for the Voice Cards
 - ◆ Installing Virus–Scanning Software (Optional)
 - ◆ Installing and Configuring Cisco Security Agent for Cisco Unity (Optional)
 - ◆ Disabling Virus–Scanning and Cisco Security Agent Services
5. In Chapter 6, *Setting Up Exchange*, complete all of the procedures in these sections:
- ◆ Installing Exchange Software on the Cisco Unity Server
 - ◆ Installing the Latest Microsoft Service Packs and Updates for Exchange
6. In Chapter 9, *Installing Optional Software*, complete all of the procedures.

If you send the customer the necessary documentation, the customer can do several procedures before you arrive on site to complete the installation. If you use this option, send this information to the customer:

- Chapter 6, *Setting Up Exchange*
- Chapter 7, *Creating Accounts for the Installation and Setting Rights and Permissions*

The customer can complete all of the procedures in these sections:

- Determining the Partner Exchange Server
- About the Accounts Required for Cisco Unity Installation
- Creating the Accounts Required for Cisco Unity Installation
- Setting Required Exchange Permissions



Caution: Do not send the customer the Permissions Wizard. The Permissions Wizard must be run on the Cisco Unity server after you have made the server a member server or a domain controller in the customer's Active Directory forest.

After you take the Cisco Unity server to the customer site, complete these procedures:

1. In Chapter 3, *Setting Up the Hardware*, complete the procedure in the *Attaching Peripheral Devices and Connecting the Phone System* section.
2. In Chapter 5, *Customizing the Cisco Unity Platform*, complete all of the procedures in these sections:
 - ◆ Connecting the Cisco Unity Server to the Network
 - ◆ Configuring TCP/IP Properties
 - ◆ Verifying the IP Address and the Network Connection
 - ◆ The applicable procedure in the section *Installing Active Directory or Adding the Cisco Unity Server to an Existing Domain*.
 - ◆ Failover configurations only: *Resetting the Account That SQL Server Services Log On As*
3. In Chapter 6, *Setting Up Exchange*, work with the customer to determine the partner Exchange server if the customer has not already done so.
4. In Chapter 7, *Creating Accounts for the Installation and Setting Rights and Permissions*, complete the *Adding the Cisco Unity Administration Account to an Admins Group* section, plus any procedures that the customer did not do.

5. Also in Chapter 7, complete the procedure in the Setting Rights and Permissions with the Cisco Unity Permissions Wizard section.
6. In Chapter 8, Installing and Configuring Cisco Unity Software, complete all of the procedures.
7. In Chapter 10, Setting Up Authentication for the Cisco Unity Administrator, complete all of the procedures.


Voice Messaging Configuration, Exchange 2000 as the Message Store

If you are connecting a Cisco Unity server to the network and Cisco Unity is configured as Voice Messaging, the installation process is the same as for a Unified Messaging configuration. See the Unified Messaging Configuration, Exchange 2003 or Exchange 2000 as the Partner Exchange Server section of this document.

For a completely isolated Voice Messaging configuration, meaning the Cisco Unity server is in its own Active Directory forest with no connection to the corporate network, you can set up the entire system in a lab. This only works if you are integrating with a circuit-switched phone system, and the customer does not want to use any of the Cisco Unity client applications, however. Even then, setting up Cisco Unity in this configuration is not a good idea; joining the customer's Active Directory forest after Cisco Unity is up and running (for example, the customer decides to replace the existing phone system with Cisco CallManager) is much more difficult.

Unified Messaging Configuration, Domino as the Message Store

When Domino is the message store, you can complete these procedures before you take the Cisco Unity server to the customer site.

1. In Chapter 2, Preparing for the Installation, complete all of the procedures.
2. In Chapter 3, Setting up the Hardware, if Cisco Unity is integrated with a circuit-switched phone system, complete the procedure in the Installing Voice Cards section.
3. In Chapter 4, Installing the Operating System, complete all of the procedures.
4. In Chapter 5, Customizing the Cisco Unity Platform, complete all of the procedures in these sections:
 - ◆ Configuring a Dual NIC in the Cisco Unity Server
 - ◆ Obtaining Cisco Unity License Files
 - ◆ Running the Cisco Unity System Preparation Assistant
 - ◆ Installing Administration Software for MSDE 2000 and Setting the MSDE System Administrator Password (if applicable)
 - ◆ Changing Folder Settings in Windows Explorer
 - ◆ Installing the Latest Microsoft Service Packs and Updates for Windows, and SQL Server 2000 or MSDE 2000
 - ◆ Disabling the Found New Hardware Wizard for the Voice Cards
 - ◆ Installing Virus-Scanning Software (Optional)
 - ◆ Installing and Configuring Cisco Security Agent for Cisco Unity (Optional)
 - ◆ Disabling Virus-Scanning and Cisco Security Agent Services
 - ◆ If the Cisco Unity server is the only server in the forest, you can also install Active Directory on the Cisco Unity server, as described in the Installing Active Directory or Adding the Cisco Unity Server to an Existing Domain section.
 - ◆  **Caution:** Verify that the customer wants the Cisco Unity server in its own forest. If you configure the server this way and the customer wants the server to be a domain controller or member server in an existing forest, you must reinstall all software on the Cisco Unity server.
5. If the Cisco Unity server is the only server in the forest, complete all of the procedures in Chapter 7, Creating Accounts for the Installation and Setting Rights and Permissions.

6. In Chapter 9, *Installing Optional Software*, complete all of the procedures.

If you send the customer Chapter 6, *Setting Up Domino and Installing Lotus Notes* and the IBM Lotus Domino Unified Communications (DUC) for Cisco software, the customer can complete the tasks in the section *Preparing the Domino Server(s) for Cisco Unity* before you arrive on site to complete the installation.

After you take the Cisco Unity server to the customer site, complete these procedures:

1. In Chapter 3, *Setting Up the Hardware*, complete the procedure in the *Attaching Peripheral Devices and Connecting the Phone System* section.
2. In Chapter 5, *Customizing the Cisco Unity Platform*, complete all of the procedures in these sections:
 - ◆ *Connecting the Cisco Unity Server to the Network*
 - ◆ *Configuring TCP/IP Properties*
 - ◆ *Verifying the IP Address and the Network Connection*
 - ◆ If the Cisco Unity server is the only server in the forest, you can also install Active Directory on the Cisco Unity server, as described in the *Installing Active Directory or Adding the Cisco Unity Server to an Existing Domain* section.
3. In Chapter 6, *Setting Up Domino and Installing Lotus Notes*, complete the procedures in the *Installing and Configuring Lotus Notes on the Cisco Unity Server* section.
4. If you install Active Directory on the customer site, complete all of the procedures in Chapter 7, *Creating Accounts for the Installation and Setting Rights and Permissions*.
5. In Chapter 8, *Installing and Configuring Cisco Unity Software*, complete all of the procedures.
6. In Chapter 10, *Setting Up Authentication for the Cisco Unity Administrator*, complete all of the procedures.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

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