

Workaround for Accessing Cisco Unity Remotely Using WTS

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Introduction

Windows Terminal Services (WTS) is not an officially supported remote access solution for Cisco Unity until the release of 3.1(4). For this reason, it is still required that Symantec pcAnywhere is installed on the Cisco Unity server for all versions earlier than 3.1(4). In order to overcome the WTS limitations, you can open a pcAnywhere TCP/IP connection to the loopback address of 127.0.0.1. This workaround enables interoperability between Cisco Unity and WTS, and is detailed in the Configure section of this document.

Refer to Release Notes for Cisco Unity Release 3.1(5) for more information on why WTS is not supported.

Prerequisites

Requirements

There are no specific requirements for 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

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Configure

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

Note: Use the Command Lookup Tool (registered customers only) to obtain more information on the commands

used in this section.

Complete these steps in order to perform the WTS workaround:

1. Set up the Cisco Unity server:
 - a. Install and configure pcAnywhere according to the Symantec pcAnywhere section of the Cisco Unity Installation Guide.
 - b. Make sure that you create a pcAnywhere host for network remote access sessions. To do so, on the Connection Info tab, confirm that TCP/IP is selected. Click the **Settings** tab, and enter the IP address for the Cisco Unity server in the Network Host PC to Control or IP Address field.
 - c. Install and configure WTS for remote access sessions. Refer to the online help available from the Terminal Services server program, or the Microsoft Web site .
2. Set up the remote computer:
 - a. Install and configure pcAnywhere according to the instructions in the Using pcAnywhere section of the Cisco Unity System Administration Guide.
 - b. Install and configure the WTS client. Refer to the online help available from the Terminal Services server program, or the Microsoft Web site .
 - c. Confirm that the remote user can access the Cisco Unity Administrator (<http://<server name>/web/sa>) from a remote computer outside of the network firewall.
3. From the remote computer, start a remote session using WTS.
4. Log on to the Cisco Unity Administrator with the appropriate name and password.
5. On the Cisco Unity server, start the pcAnywhere host.

Note: When you access the Cisco Unity server with WTS, the pcAnywhere taskbar icon is not always displayed even though pcAnywhere is running on the server. If desired, you can check the Windows Task Manager in order to confirm that pcAnywhere is running on the server.

6. On the remote computer, start **pcAnywhere**.
7. Create a new remote icon in order to access the Cisco Unity server. From the Connection Info tab, click the **Settings** tab, and enter 127.0.0.1 as the IP address in the Network Host PC to Control or IP Address field.
8. From the remote computer, use the new remote icon to start a remote session with the Cisco Unity server using pcAnywhere.

For more information on how to start a remote session, perform the procedure detailed in the Using pcAnywhere section of the Cisco Unity System Administration Guide.

9. If necessary, log on to the Cisco Unity Administrator with the appropriate name and password.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

Refer to the Cisco Unity Startup Problems Related to pcAnywhere section of the Cisco Unity Troubleshooting Guide for information on how to troubleshoot pcAnywhere.

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