



Preparing for the Installation

In this chapter, you gather the documentation, tools, and software needed for the installation. When you are finished with this chapter, return to the “[Overview of Mandatory Tasks for Installing a Cisco Unity Connection 1.x System.](#)”



Note

The tasks in the list reference detailed instructions in the *Cisco Unity Connection Installation Guide* and in other Cisco Unity Connection documentation. Follow the documentation for a successful installation.

The chapter contains the following sections:

- [Gathering Documentation and Tools, page 2-1](#)
- [Downloading Software for the Installation, page 2-2](#)

Gathering Documentation and Tools

You need the following items during the installation and configuration of the Cisco Unity Connection system:

- Access to the following Cisco Unity Connection documentation on Cisco.com:
 - Release notes for the applicable version of Cisco Unity Connection. Release notes are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
 - Release notes for the applicable Cisco Unity Connection service release, if applicable. Release notes are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
(Note that information for Cisco Unity Connection 1.1(1) Service Release 1 is available in *Release Notes for Cisco Unity Connection Release 1.1(1).*)
 - If you are using Cisco Security Agent for Cisco Unity, release notes for the applicable version. Release notes are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.
 - Specifications for the server on which you are installing Cisco Unity Connection. The *Cisco Unity Connection Supported Platforms List* is available at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.
 - The Cisco Unity Connection integration guide(s) for your phone system(s). Integration guides are available at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

- If you are integrating Cisco Unity Connection with Cisco CallManager or Cisco CallManager Express through SCCP, release notes for the applicable version of the Cisco Unity-CM TSP. The release notes are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.
- The *Cisco Unity Connection System Administration Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
- The *Cisco Unity Connection User Moves, Adds, and Changes Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
- The *Cisco Unity Connection User Setup Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.
- If you are migrating to Cisco Unity Connection from Cisco Unity version 4.0(5) or later, the *Cisco Unity Connection Reconfiguration and Upgrade Guide* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

Other Cisco Unity Connection documentation is available at http://www.cisco.com/en/US/products/ps6509/tsd_products_support_series_home.html.

- Two test phones.

Downloading Software for the Installation

This section lists the software required for the Cisco Unity Connection installation. The Cisco Unity Connection documentation instructs you when to install the software you download.

The downloads may total 200 MB or more. Use a computer with a high-speed Internet connection, and confirm that the computer has sufficient disk space or has access to a network drive with sufficient disk space.



Caution

Until you have installed Microsoft updates and recommended service packs (if any), and, optionally, Cisco Security Agent for Cisco Unity and antivirus software, third-party components installed on the Cisco Unity Connection server may have significant security vulnerabilities. Do not connect the Connection server to the network to install software. Instead, burn discs that contain the downloaded software, and install the software from the discs.



Note

To access the software download page, you must be logged on to Cisco.com as a registered user.

Download the following software for all installations:

Cisco Unity Connection Server Updates Wizard

The Cisco Unity Connection Server Updates wizard installs the latest Microsoft updates that are required with Connection, and the latest version of Cisco Security Agent for Cisco Unity. The wizard is available from the Cisco Unity Connection Software Download page.

Even if you have the Connection DVD for the currently shipping version, we recommend that you download the Server Updates wizard, which may have been updated after the disc was produced.

Instructions for downloading and burning a disc of the Server Updates wizard are available in the release notes for the applicable Connection version at

http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

**Note**

Because of export controls on the strong encryption in the Server Updates wizard, the first time you download the Server Updates wizard, you need to fill out a brief questionnaire. Follow the on-screen prompts.

(For a list of the updates that are installed, refer to *Software Installed by the Cisco Unity Connection Server Updates Wizard* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html. For information on Cisco Security Agent for Cisco Unity, see *Release Notes for Cisco Security Agent for Cisco Unity* at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.)

Cisco Unity Connection Service Release

The Cisco Unity Connection service release (a rollup of Cisco Unity Connection engineering specials) for the version you are installing, if available. Instructions for downloading the service release are available in the following documentation, depending on the Connection version:

- For Connection 1.2(1) and later, refer to *Release Notes for Cisco Unity Connection <Version> Service Release <Number>* at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

**Note**

If there are no release notes available, a service release for the shipping version has not been released yet.

- For Connection 1.1(1), refer to the “Cisco Unity Connection 1.1(1) Service Release 1” section under “New Support—Release 1.1(1)” in *Release Notes for Cisco Unity Connection Release 1.1(1)* at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Cisco Unity Connection DVD Image

If you do not have the Cisco Unity Connection DVD or if the version on the DVD is earlier than the currently shipping version, download the DVD image for the currently shipping Connection version from the Cisco Unity Connection Software Download page.

Instructions for downloading and burning a disc of the DVD image are available in the release notes for the applicable Connection version at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Cisco Unity Connection Languages

Languages other than English-United States are not included on the Cisco Unity Connection DVD. To install other languages, you must download files from the Cisco Unity Connection Software Download page.

**Caution**

The version of languages that you install must match the version of Cisco Unity Connection installed, or language installation will fail.

Depending on your license settings, English-United States may not be available.

Instructions for downloading and burning a disc of the languages are available in the following locations:

- For Connection 1.2(1) and later, in the release notes for the applicable Connection version at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.
- For Connection 1.1(1), in *Installing Cisco Unity Connection Version 1.1(1) Languages* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

Microsoft Service Packs

The latest service packs recommended for use with Cisco Unity Connection, if any were qualified after the version of Connection that you are installing was released. Available on the Microsoft website. Also download or print the installation instructions.

For information on recommended service packs, refer to the “Recommended Service Packs—Cisco Unity Connection Server” and “Recommended Service Packs—Optional Voice Recognition Server” sections of *Cisco Unity Connection System Requirements, and Supported Hardware and Software* at

http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.