



Setting Up and Configuring the Server, and Obtaining License Files

In this chapter, you set up and configure the Cisco Unity Connection server, install and configure Windows Server 2003 (if applicable), and obtain license files. You do most of the same procedures to set up and configure a separate voice-recognition server as directed in Part 2 of the installation task overview, if applicable. When you are finished with this chapter, return to “[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.

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Installing a Memory Upgrade (Selected Servers Only)



Note

If you are installing a server that does not require a memory upgrade, skip this section.

Some servers that are qualified for use with Cisco Unity Connection require a memory upgrade. The servers are identified in the *Cisco Unity Connection Supported Platforms List* at http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html.

**Warning**

Before working on a system that has an on/off switch, turn OFF the power and unplug the power cord. Statement 1

**Warning**

Before opening the chassis, disconnect the telephone-network cables to avoid contact with telephone-network voltages. Statement 2

**Warning**

This equipment is to be installed and maintained by service personnel only as defined by AS/NZS 3260 Clause 1.2.14.3 Service Personnel. Statement 88

**Warning**

During this procedure, wear grounding wrist straps to avoid ESD damage to the card. Do not directly touch the backplane with your hand or any metal tool, or you could shock yourself. Statement 94

**Warning**

The safety cover is an integral part of the product. Do not operate the unit without the safety cover installed. Operating the unit without the cover in place will invalidate the safety approvals and pose a risk of fire and electrical hazards. Statement 117

**Warning**

Do not work on the system or connect or disconnect cables during periods of lightning activity. Statement 1001

**Warning**

Read the installation instructions before connecting the system to the power source. Statement 1004

**Warning**

To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety:

- This unit should be mounted at the bottom of the rack if it is the only unit in the rack.
- When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.
- If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack. Statement 1006

**Warning**

There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. Statement 1015

**Warning**

This unit is intended for installation in restricted access areas. A restricted access area can be accessed only through the use of a special tool, lock and key, or other means of security. Statement 1017

**Warning**

To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables. Statement 1021

**Warning**

To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord. Statement 1023

**Warning**

This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available. Statement 1024

**Warning**

Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place. Statement 1029

**Warning**

Only trained and qualified personnel should be allowed to install, replace, or service this equipment. Statement 1030

**Warning**

Ultimate disposal of this product should be handled according to all national laws and regulations. Statement 1040

To Install a Memory Upgrade (Selected Servers Only)

Step 1 Remove the cover.

Step 2 Install the memory modules in the applicable slots or locations, depending on the server model:

MCS-7855i-1.5-ECS1 server	Install the new modules in locations D1, D3, D7, and D9. Note that memory modules are already installed in locations D2, D4, D8, and D10, and that locations D5, D6, D11, and D12 are empty.
Server model other than MCS-7855i-1.5-ECS1	Insert the new memory module(s) in the slot(s) adjacent to the existing modules.

**Caution**

If you install new memory modules in the wrong slots, the server and operating system may not recognize that they have been installed, and Cisco Unity Connection performance may suffer.

Step 3 Reattach the cover.

Setting Up the Server

We recommend that you connect the server to a dedicated uninterruptible power supply.

A server purchased from Cisco is configured for a specific hardware setup. Do not add or change any hardware on the server, except to add memory or a tape drive.

To Set Up the Server

Step 1 Place the server near a network connection in a dry, cool area that is free of dust.

If the Cisco Unity Connection system is using PIMG units to integrate with a circuit-switched phone system, place the PIMG units near the phone system and near a network connection.



Caution

Do not attach the network cable to the server until you have run the Cisco Unity Connection Server Updates wizard to install Microsoft updates. The *Cisco Unity Connection Installation Guide* alerts you when to run the wizard and when to connect to the network later in the installation process.

Step 2 Attach a tape drive to the server, if applicable. Follow the manufacturer installation and test instructions.

Installing Windows Server 2003 by Using the Cisco Platform Configuration Disc (Selected Servers Only)



Note

If the server was purchased from Cisco and the product ID ends in “-UC1,” skip this section. Windows Server 2003 is already installed.

You use the Cisco Platform Configuration disc to install Windows Server 2003 on the following servers:

- A server that was purchased from Cisco but whose product ID does not end in “-UC1.”
- A server that was purchased from a vendor other than Cisco.



Caution

If you install Windows Server 2003 on an applicable server by using a method other than the Cisco Platform Configuration disc, Connection Setup fails.

To Install Windows Server 2003 by Using the Cisco Platform Configuration Disc (Selected Servers Only)

Step 1 Remove any devices that are connected to a USB port on the Connection server.



Caution

If you leave USB devices plugged into the server during Windows configuration, the devices may be interpreted as storage devices. As a result, Windows will not create hard-disk partitions that are required by Cisco Unity Connection Setup, and Setup will fail.

Step 2 Start the server, and insert the Cisco Platform Configuration disc in the DVD drive.

Step 3 Restart the server.

Step 4 If you are using a server manufactured by Hewlett-Packard, skip to [Step 5](#).

If you are using a server manufactured by IBM and the following message appears:

“The ServeRAID firmware and BIOS installed on your system must be upgraded or downgraded to be compatible with the RAID drivers on the Cisco Platform Configuration disc. For information on upgrading or downgrading, refer to the Cisco Technical Note *Upgrading or Downgrading ServeRAID Firmware and BIOS on IBM Servers* on Cisco.com.”

do the procedures in the tech note *RAID-Controller Firmware and RAID BIOS on IBM Servers Upgrade or Downgrade Procedure* at

http://www.cisco.com/en/US/products/ps6509/tsd_products_support_install_and_upgrade_technotes_list.html (the document title changed). Then return to [Step 2](#) of this procedure.

If you are using an MCS-7815I-3.0-ECS1 or MCS-7815-I1-ECS1 server and the server will not boot from the Cisco Platform Configuration disc, do the procedures in the tech note *MCS-7815I-3.0-xxx1 and MCS-7815-I1-xxx1 (Shipped Before March 2005) DVD-ROM Drive Does Not Consistently Boot* at http://www.cisco.com/en/US/products/ps6509/tsd_products_support_install_and_upgrade_technotes_list.html. Then return to [Step 2](#) of this procedure.

Step 5 If you are using a server manufactured by IBM, skip to [Step 6](#).

If you are using a server manufactured by Hewlett-Packard, choose a language for the operating system and the locale.

The remaining Windows Server 2003 installation screens will be in English, but when the Windows installation is complete, the Windows user interface will display in the language you selected.

Step 6 Follow the on-screen prompts until you are prompted to choose a licensing mode.

Step 7 Click **Per Server**, and click **Next**.

Step 8 Enter a name for the server (netBIOS name). Use only alphabetical characters A to Z and a to z, numerical characters 0 to 9, and hyphens (-). We recommend that you assign a name with 15 or fewer characters.



Caution Using other characters in the server name is not supported by DNS.

Step 9 Click **Next**.

Step 10 Enter and confirm a password for the Administrator account.



Caution If you are using a server manufactured by Hewlett-Packard and you chose a language other than English in [Step 5](#), note that until Windows installation has finished, the keyboard layout is the English-language QWERTY keyboard layout, not the standard keyboard layout for the language you chose.

Step 11 Click **Next**.

Step 12 Follow the on-screen prompts until the Workgroup or Computer Domain page appears.

Step 13 Click **No, This Computer Is Not on a Network, or Is on a Network without a Domain**.

Step 14 Optionally, specify a different name for the workgroup.

Step 15 Click **Next**.

Step 16 If you are using a server manufactured by Hewlett-Packard, skip to [Step 17](#).

If you are using a server manufactured by IBM, choose a language for the operating system and the locale.

Step 17 Restart the server.

Step 18 Wait until the Platform Configuration disc has finished running configuration scripts and automatically restarting the server. (There may be multiple automatic restarts.)

Completing Windows Configuration (Selected Servers Only)



Note

If you installed Windows Server 2003 on an applicable server by using the Cisco Platform Configuration disc, skip this section. You have already completed Windows configuration.

For a Cisco-purchased server whose product ID ends in “-UC1,” Windows Server 2003 was preinstalled but requires some additional configuration.

This section contains two procedures. Do the applicable procedure for completing Windows configuration, depending on whether the server was manufactured by Hewlett-Packard or by IBM.

To Complete Windows Configuration on a Cisco Server Manufactured by Hewlett-Packard

Step 1 Remove any devices that are connected to a USB port on the Connection server.



Caution

If you leave USB devices plugged into the server during Windows configuration, the devices may be interpreted as storage devices. As a result, Windows will not create hard-disk partitions that are required by Cisco Unity Connection Setup, and Setup will fail.

Step 2 If the server is not already running, turn it on.

Step 3 Do nothing until the Cisco OS 2003 Platform Configuration screen appears.

Step 4 Select the language for the Windows Server 2003 user interface.

Regardless of your selection here, Windows configuration will continue to appear in English. However, if you choose a language other than English, after Windows configuration is complete, the Windows Server 2003 user interface will appear in the language you selected.

Step 5 Follow the on-screen prompts until the Licensing Modes page appears. The server will restart at least once during this time.

Step 6 Click **Per Server**, and click **Next**.

Step 7 Enter a name for the server (netBIOS name). Use only alphabetical characters A to Z and a to z, numerical characters 0 to 9, and hyphens (-). We recommend that you assign a name with 15 or fewer characters.



Caution

Using other characters in the server name is not supported by DNS.

Step 8 Click **Next**.

Step 9 Follow the on-screen prompts until the Workgroup or Computer Domain page appears.

- Step 10** Accept the default setting, **No, This Computer Is Not on a Network, or Is on a Network Without a Domain**.
- Step 11** Optionally, specify a different name for the workgroup.
- Step 12** Click **Next**.
- Step 13** Follow the on-screen prompts to complete the configuration. The server will restart at least twice during this time.

To Complete Windows Configuration on a Cisco Server Manufactured by IBM

- Step 1** Remove any devices that are connected to a USB port on the Connection server.



Caution

If you leave USB devices plugged into the server during Windows configuration, the devices may be interpreted as storage devices. As a result, Windows will not create hard-disk partitions that are required by Cisco Unity Connection Setup, and Setup will fail.

- Step 2** If the server is not already running, turn it on.
- Step 3** Follow the on-screen prompts until you are prompted to choose a licensing mode.
- Step 4** Click **Per Server**, and click **Next**.
- Step 5** Enter a name for the server (netBIOS name). Use only alphabetical characters A to Z and a to z, numerical characters 0 to 9, and hyphens (-). We recommend that you assign a name with 15 or fewer characters.



Caution

Using other characters in the server name is not supported by DNS.

- Step 6** Click **Next**.
- Step 7** Enter and confirm a password for the Administrator account.



Caution

Until Windows configuration has finished, the keyboard layout is the English-language QWERTY keyboard layout.

- Step 8** Click **Next**.
- Step 9** Follow the on-screen prompts until the Workgroup or Computer Domain page appears.
- Step 10** Click **No, This Computer Is Not on a Network, or Is on a Network without a Domain**.
- Step 11** Optionally, specify a different name for the workgroup.
- Step 12** Click **Next**.
- Step 13** Choose a language for the operating system and the locale.
- Step 14** Click **Next**.
- Step 15** Restart the server.

- Step 16** Wait until the configuration scripts have finished running and the server has automatically restarted. (There may be multiple automatic restarts.)
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Changing Windows Server 2003 Menu Options

Do the following procedure to ensure that the Windows user interface corresponds with menu paths listed in the Cisco Unity Connection documentation.

To Change Windows Server 2003 Menu Options

- Step 1** On the Windows Start menu, click **Settings > Control Panel > Task Bar and Start Menu**.
- Step 2** Click the **Start Menu** tab.
- Step 3** Click **Classic Start Menu**.
- Step 4** Click **Customize**.
- Step 5** In the Advanced Start Menu Options list, set the following three fields:
- Check the **Display Administrative Tools** check box.
 - Check the **Expand Control Panel** check box.
 - Uncheck the **Use Personalized Menus** check box.
- Step 6** Click **OK** to close the Customize Classic Start Menu dialog box.
- Step 7** Click **OK** to close the Task Bar and Start Menu Properties control panel.
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Configuring Microsoft Internet Explorer to Access the Internet by Using a Proxy Server (Optional)

Do the following procedure if you want to use a web proxy server to reduce security risks when you access external web servers.

To Configure Microsoft Internet Explorer to Access the Internet by Using a Proxy Server

- Step 1** On the Windows Start menu, click **Programs > Internet Explorer**.
- Step 2** On the Internet Explorer Tools menu, click **Internet Options**.
- Step 3** In the Internet Options dialog box, click the **Connections** tab.
- Step 4** Click **LAN Settings**.
- Step 5** In the Proxy Server section of the Local Area Network (LAN) Settings dialog box, check the **Use a Proxy Server for Your LAN** check box.
- Step 6** Check the **Bypass Proxy Server for Local Addresses** check box.

**Caution**

If you do not check the **Bypass Proxy Server for Local Addresses** check box, you cannot access Cisco Unity Connection Administration while logged on to the Cisco Unity Connection server.

Step 7 Click **Advanced**.

Step 8 In the Proxy Settings dialog box, for both HTTP and Secure server types, enter the following information:

- The fully qualified domain name or the IP address of the proxy server.
- The listening port of the proxy server.

Step 9 Click **OK** to close the Proxy Settings dialog box.

Step 10 Click **OK** to close the Local Area Network (LAN) Settings dialog box.

Step 11 Click **OK** to close the Internet Options dialog box.

Configuring a Dual NIC

**Note**

If the server does not contain a dual NIC, skip this section.

We recommend that a dual network interface card (NIC) be configured in adapter fault tolerant mode (AFT) or network fault tolerant (NFT) mode. One NIC is designated as the primary and the other NIC as the secondary for active-passive fault tolerance. In this configuration, the primary (active) NIC handles 100 percent of the traffic. Only if the primary NIC becomes unavailable does the secondary NIC then become active and handle 100 percent of the traffic.

Alternatively, if you do not want to configure AFT or NFT, or do not have a second LAN port available, the following configurations are supported, though not recommended:

- Disable TCP/IP for the second NIC, which allows you to re-enable the second NIC remotely if the first NIC fails. (Use Network Connections to disable TCP/IP for the second NIC.)
- Disable the second NIC in the BIOS. (On some Cisco Unity Connection servers and some voice-recognition servers, the second NIC is disabled in the BIOS by default.)


To Configure a Dual NIC

Step 1 Re-enable the second NIC in the BIOS.

Step 2 Start the NIC-configuration utility:

- a. On the Windows Start menu, click **Settings > Control Panel**.
- b. Select the applicable option, depending on the server model and NIC brand:

Hewlett-Packard or Cisco MCS server with model number containing an "H"	Click HP Network .
IBM or Cisco MCS server with model number containing an "I"	For a Broadcom dual NIC, click Broadcom Control Suite 2 . For an Intel dual NIC, click Intel(R) PROSet Wired .

- Step 3** Configure the dual NIC—or verify the configuration—so that the following conditions are met:
- Both NICs are connected to the same network segment. (Both are connected to the same Layer 3 subnet and the same Layer 2 Ethernet broadcast domain.)
 - Both have the same IP address.
 - Both are set up for AFT or for NFT. Refer to the NIC-configuration utility Help.
- Step 4** If you are installing the Cisco Unity Connection server, write down the MAC address that now applies to both NICs. You will need it when you obtain license files in the [“Obtaining Cisco Unity Connection License Files \(Connection Server Only\)”](#) section on page 3-10.
-  **Note** Licensing for voice recognition is based on the MAC address for the Cisco Unity Connection server even when you are installing voice-recognition software on a separate server.
- Step 5** Restart the server for any changes to take effect.
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Obtaining Cisco Unity Connection License Files (Connection Server Only)



Note

If you are installing a separate voice-recognition server now, skip this section.

License files enable the features purchased by the customer, and they are required for configuring Cisco Unity Connection software and for adding or changing licensed features. You obtain the license files by completing registration information on Cisco.com.

Shortly after registration, Cisco e-mails the license files. The e-mail from Cisco contains instructions on how to save and store the files. The *Cisco Unity Connection Installation Guide* provides specific instructions on the use of the license files later in the installation process.

The following information is required during registration:

- The MAC address (physical address) for the network interface card (NIC) in the Cisco Unity Connection server.
- The product authorization key (PAK), which appears on the sticker located on the back of the Cisco Unity Connection Application Software Media kit.



Note

Licensing for voice recognition is based on the MAC address for the Cisco Unity Connection server even when you are installing voice-recognition software on a separate server.

This section contains two procedures.

If the server contains a dual NIC and you configured it for fault tolerance by using the procedure in the [“Configuring a Dual NIC”](#) section on page 3-9, you already have the MAC address. Skip to the [“To Register and Obtain the License Files”](#) procedure on page 3-11.

If the server contains one NIC or if the server contains a dual NIC that you did not configure for fault tolerance, do both procedures in the order listed.

To Get the MAC Address of the Cisco Unity Connection Server When the Server Contains One NIC or an Unteamed Dual NIC

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- Step 1** On the server on which Cisco Unity Connection will be installed, on the Windows Start menu, click **Programs > Accessories > Command Prompt**.
- Step 2** In the Command Prompt window, enter **ipconfig /all**, and press **Enter**.
- Step 3** Write down the value of Physical Address, excluding the hyphens, or save it to a file that you can access during online registration. (For example, if the physical address is 00-A1-B2-C3-D4-E5, record 00A1B2C3D4E5.)
- If the server contains more than one NIC, one value will appear for each NIC. Write down the value for the NIC that you will use to connect the Cisco Unity Connection server to the network.
- Step 4** Close the Command Prompt window.
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To Register and Obtain the License Files

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- Step 1** Go to <http://www.cisco.com/go/license> (URLs are case sensitive). You must have an account on Cisco.com to access the license website.
- Step 2** Enter the PAK or software serial number, and click **Submit**.
- Step 3** Follow the on-screen prompts.
- Step 4** Shortly after registration, you will receive an e-mail with the Cisco Unity Connection license files. If license files are lost, it can take up to one business day to get another copy.
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If you do not receive the license files within 1 hour or to get another copy of a license file, call the Cisco Technical Assistance Center (TAC) and ask for the Licensing Team:

In the U.S.	800 553-2447
Outside the U.S.	For your local Cisco TAC phone number, refer to the website http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml .

Or send e-mail to licensing@cisco.com.

You will need to provide information to verify Cisco Unity Connection ownership—for example, the purchase order number or the PAK.



Note

Cisco Unity Connection software comes with a default license file that has a minimal number of settings. The license file allows installation of a Cisco Unity Connection demonstration system. For information on installing a demonstration system, see the “[Cisco Unity Connection Demonstration System](#)” appendix.

Enabling Remote Desktop (Optional)

By default, Remote Desktop is disabled on the server. Do the following procedure if you will use Remote Desktop to install software on the server or to perform remote administration.

**Caution**

When you configure Remote Desktop on the Cisco Unity Connection server, do not choose the option to bring sound to the computer or all incoming calls will be immediately disconnected. (The option appears on the Local Resources tab, in the Remote Computer Sound list.)

**Caution**

When you use Remote Desktop to log on to the Cisco Unity Connection server remotely, do not use the /console option, or all incoming calls will be immediately disconnected.

To Enable Remote Desktop

- Step 1** On the Windows Start menu, click **Settings > Control Panel > System**.
 - Step 2** In the System Properties control panel, click the **Remote** tab.
 - Step 3** Under Remote Desktop, click **Enable Remote Desktop on This Computer**.
 - Step 4** Click **OK** to close the message about using remote connections.
 - Step 5** Click **OK** to close the System Properties dialog box.
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