



Installing Software and Configuring TCP/IP Properties

In this chapter, you install software on the Cisco Unity Connection server. You do most of the same procedures to install software on 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 the Latest Recommended Service Packs

If you downloaded Microsoft service packs when you downloaded software in the “[Downloading Software for the Installation](#)” section on page 2-2, install them now. Use the installation instructions that you printed or downloaded from the Microsoft website to install the recommended service packs.

Installing Microsoft Updates and Cisco Security Agent for Cisco Unity

The Cisco Unity Connection Server Updates wizard guides you through installing the latest updates for Windows Server 2003, Internet Explorer, and Microsoft SQL Server 2000 or MSDE 2000 that are required with Cisco Unity Connection. The wizard also optionally installs Cisco Security Agent for Cisco Unity. (You downloaded the wizard in the [“Downloading Software for the Installation”](#) section on page 2-2.)

To allow Cisco Security Agent for Cisco Unity to support a variety of Cisco Unity Connection and Cisco Unity deployments, the agent does not enforce network access control based on inbound ports and protocols. For Cisco Unity Connection, the Windows Server 2003 firewall enforces network access control based on inbound ports and protocols.

Run the Server Updates wizard on the Cisco Unity Connection server and on the voice-recognition server, if applicable.

**Note**

For information on installing Microsoft updates without user intervention (for example, as part of installing Cisco Unity Connection on a large number of servers in a lab environment), see the [“Performing an Unattended Software Installation”](#) appendix.

To Install Microsoft Updates and Cisco Security Agent for Cisco Unity

- Step 1** Insert the Cisco Unity Connection Server Updates Wizard disc in the DVD drive.
- Step 2** Browse to the root directory, and double-click **ServerUpdatesWizard.exe**.
- Step 3** Follow the on-screen prompts to complete the installation of Microsoft updates and, optionally, Cisco Security Agent for Cisco Unity.

**Note**

If you are accessing the server by using Remote Desktop or a VNC client, and you are installing Cisco Security Agent for Cisco Unity, the Remote Desktop or VNC session will be disconnected when Cisco Security Agent for Cisco Unity restarts the network interface. If the session does not reconnect automatically, reconnect manually to finish the Server Updates wizard.

Installing and Configuring Antivirus Software

Follow the manufacturer instructions to install supported antivirus software.

**Caution**

By default, McAfee VirusScan Enterprise blocks traffic on SMTP port 25, which prevents Cisco Unity Connection from delivering voice messages to user inboxes. Before you start testing a new installation of Connection, change this configuration, or Connection will not function properly.

Antivirus software must be configured so that it does not scan selected directories, or Cisco Unity Connection will not function properly. The *Cisco Unity Connection Installation Guide* provides instructions on which directories to exclude later in the installation process. (You cannot exclude Cisco Unity Connection directories from scanning until after the directories exist, and the directories will not exist until after Connection is installed.)

For information on supported antivirus software, refer to the “Supported Antivirus Software” section of *Cisco Unity Connection 1.x System Requirements, and Supported Hardware and Software* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

Configuring TCP/IP Properties

The server must have an IP address and must also have the IP address of a DNS server. Do the following procedure to specify IP addresses for the server.

To Configure TCP/IP Properties

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- Step 1** On the Windows Start menu, click **Settings > Network Connections**.
 - Step 2** Right-click **Local Area Connection**, and click **Properties**.
 - Step 3** In the This Connection Uses the Following Items list, check the **Internet Protocol (TCP/IP)** check box.
 - Step 4** With **Internet Protocol (TCP/IP)** selected, click **Properties**.
 - Step 5** Enter IP addresses for the server and for the preferred and alternate DNS servers. For more information, refer to Windows Help.

When selecting an IP address for the server, do not assign an externally routable IP address. Doing so can expose the server to unwanted intrusion from the Internet, even when the server is hardened.
 - Step 6** Click **OK**.
 - Step 7** Restart the server.
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Connecting the Server to the Network

To Connect the Server to the Network

Attach the network cable(s) to the server.

If the server contains a dual NIC, connect the cable to the applicable NIC:

| | |
|---|-----------------------------|
| If dual NIC is configured for AFT or NFT | Connect to the primary NIC. |
| If one NIC is disabled (dual NIC is not configured for AFT or NFT) | Connect to the enabled NIC. |

Verifying the IP Address and the Network Connection

Verify the TCP/IP settings that you specified in the “[Configuring TCP/IP Properties](#)” section on [page 4-3](#).

To Verify the IP Address and the Network Connection

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- Step 1** 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** Verify the IP address of the server.
- Step 4** Find the IP address of a router or server on the same network segment as the Cisco Unity Connection or voice-recognition server.

If no routers or servers are listed, either you did not specify a default gateway when you assigned an IP address in the “[Configuring TCP/IP Properties](#)” section on [page 4-3](#), or the Cisco Unity Connection or voice-recognition server is not connected to the network.

- Step 5** Ping the router or other server whose IP address you found in [Step 4](#). In the Command Prompt window, enter **ping <IP address>**, and press **Enter**.

If the device sends a reply, the Cisco Unity Connection or voice-recognition server has a valid IP address.

If the device does not reply, there may be a variety of causes. Some of the most common problems include:

- The assigned IP address conflicts with the IP address of another computer on the network.
- The subnet mask is incorrect.

Verify the network settings. If needed, troubleshoot any problem as you would a network connectivity problem.

Activating Windows Server 2003 (Selected Servers Only)



Note

If the server is manufactured by Hewlett-Packard or if you purchased the server from Cisco and the product ID ends in “-UC1,” skip this section. Windows Server 2003 has already been activated.

For a server manufactured by IBM or for a Cisco-purchased server whose product ID does not end in “-UC1,” you need to activate Windows Server 2003, or the operating system will stop functioning 30 days after it was installed:

You will need the *Cisco Unity Connection Platform Configuration Media and Key* box. The product key required to activate Windows appears on the Certificate of Authenticity that is attached to the box.

To Activate Windows Server 2003 (Selected Servers Only)

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- Step 1** In the Windows task bar, click the **<x> Days Left for Activation** icon or balloon.

- Step 2** On the Let's Activate Windows page, choose the applicable option, depending on whether the server has an Internet connection:

| | |
|--|---|
| Server has an Internet connection | Click Yes, Let's Activate Windows Over the Internet Now . |
| Server does not have an Internet connection | Click Yes, I Want to Telephone a Customer Service Representative to Activate Windows . |

- Step 3** Follow the on-screen prompts to complete the activation.

Installing Cisco Unity Connection or Voice-Recognition Software

You run the Cisco Unity Connection Setup program to install Connection software on the Connection server or to install voice-recognition software on a separate server. The Setup program checks the system, prompts you to specify the software to install and where, then installs the software you select.




Note

You do not need to disable antivirus software or Cisco Security Agent for Cisco Unity before you run Setup. Antivirus software does not interfere with Setup, and Cisco Security Agent for Cisco Unity is automatically disabled by Setup before software is installed and re-enabled after software is installed.

For information on installing Cisco Unity Connection software without user intervention (for example, to install Connection on a large number of servers in a lab environment), see the [“Performing an Unattended Software Installation”](#) appendix.

To Install Cisco Unity Connection or Voice-Recognition Software

- Step 1** Log on to Windows by using an account that is a member of the local Administrators group.
- Step 2** Insert the applicable Cisco Unity Connection disc in the DVD drive:
- The DVD you burned after downloading the software image from the Cisco Unity Connection Software Download page (in the [“Downloading Software for the Installation”](#) section on page 2-2).
 - The applicable DVD shipped with Cisco Unity Connection. Note that one disc is for installing Connection on a system with 24 or fewer voice ports, and the other is for installing Connection on a system with 25 or more voice ports.
- Step 3** On the Cisco Unity Connection DVD, browse to the root directory and double-click **Setup.exe**.
If you are installing Connection over the network, the Welcome to Cisco Unity Connection Setup page may take several seconds to appear.
- Step 4** If the message “The publisher could not be verified. Are you sure you want to run this software” appears, click **Run** to continue.
- Step 5** If the Setup wizard displays the System Readiness page, note the items that need to be fixed, make the necessary changes, and rerun **Setup.exe**.
- Step 6** On the Welcome to Cisco Unity Connection Setup page, click **Next**.

- Step 7** On the Choose Server Software page, choose the applicable option.
- Step 8** Click **Next**.
- Step 9** On the Choose the Location for Cisco Unity Connection Files page, specify **drive G**.
This is the largest disk partition. Choosing this location ensures that:
- You have the maximum possible disk space for voice messages.
 - In the future, you can install one or more additional languages for Connection.
 - In the future, you can install voice-recognition or text-to-speech applications.
- Step 10** Click **Next**.
- Step 11** On the Ready to Install Cisco Unity Connection Software page, click **Install**. The Setup Status page shows the progress of the installation.
-  **Note** Setup does not show any progress while installing SQL Server 2000 or MSDE 2000, depending on your configuration. This part of Setup will take several minutes.
- Step 12** When the Cisco Unity Connection Setup Wizard Completed Successfully page appears, click **Finish**.

Installing Cisco Unity Connection Languages



Caution

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

Depending on your license settings, you may not be allowed to use English-United States and, therefore, must install other languages for Connection to function.

To Install a Language

- Step 1** If you are not already logged on to the Cisco Unity Connection server, log on by using an account that is a member of the local Administrators group.
- Step 2** On the CD or DVD that you burned for language software (in the [“Downloading Software for the Installation”](#) section on page 2-2), browse to the root directory.
- Step 3** Double-click **CiscoUnityConnection<version><language>.exe**, where <language> is the three-letter language abbreviation.
- Step 4** Follow the on-screen prompts to complete the language installation.
- Step 5** Repeat [Step 2](#) through [Step 4](#) for each language that you are installing.