



Preface

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Audience and Use

The *Cisco Unity Installation Guide* is intended for installers of a Cisco Unity™ system. If you are installing or upgrading Cisco Unity in a Unified Messaging configuration, you need a working knowledge of Microsoft Exchange and Microsoft Windows 2000 Server.

The *Cisco Unity Installation Guide* contains instructions for installing a Cisco Unity 3.1 system and for upgrading an existing Cisco Unity system.

The “[Overview of Mandatory Tasks for Installing Cisco Unity](#)” chapter contains a high-level list of tasks for installing Cisco Unity correctly. The tasks reference detailed instructions in the *Cisco Unity Installation Guide*, and in other Cisco Unity documentation as noted. Follow the documentation for a successful installation. (Note that a printed version of the task list is also shipped with Cisco Unity.) If you plan to set up failover for the Cisco Unity system, any differences related to installing the servers for failover are noted in the task list.

The “[Installing the Cisco Unity System](#)” chapter contains detailed instructions for installing a new Cisco Unity system.

The “[Upgrading a Cisco Unity 3.0 or 3.1 System](#)” chapter contains an upgrade task list that references sections containing detailed instructions in the rest of the guide. Use the task list to correctly upgrade a Cisco Unity 3.0 system to version 3.1, or to upgrade an existing Cisco Unity 3.1 system.

The “[Upgrading a Cisco Unity 2.x System to Version 3.1](#)” chapter contains an upgrade task list that references sections containing detailed instructions in the rest of the guide. Use the task list to upgrade a Cisco Unity 2.x system to version 3.1 correctly.

Documentation Conventions

Table 1 Cisco Unity Installation Guide Conventions

Convention	Description
boldfaced text	Boldfaced text is used for: <ul style="list-style-type: none"> Key and button names. (Example: Click OK.) Information that you enter. (Example: Enter Administrator in the User Name box.)
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter ping <IP address> .)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press Ctrl-Alt-Delete .)
> (right angle bracket)	A right angle bracket is used to separate selections that you make: <ul style="list-style-type: none"> On menus. (Example: On the Windows Start menu, click Settings > Control Panel > Phone and Modem Options.) In the navigation bar of the Cisco Unity Administrator. (Example: Go to the System > Configuration > Settings page.)

The *Cisco Unity Installation Guide* also uses the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the document.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

**Warning****IMPORTANT SAFETY INSTRUCTIONS**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. To see translations of the warnings that appear in this publication, refer to the translated safety warnings that accompanied this device.

Note: SAVE THESE INSTRUCTIONS

Note: This documentation is to be used in conjunction with the specific product installation guide that shipped with the product. Please refer to the Installation Guide, Configuration Guide, or other enclosed additional documentation for further details.

Waarschuwing**BELANGRIJKE VEILIGHEIDSINSTRUCTIES**

Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van de standaard praktijken om ongelukken te voorkomen. Voor een vertaling van de waarschuwingen die in deze publicatie verschijnen, dient u de vertaalde veiligheidswaarschuwingen te raadplegen die bij dit apparaat worden geleverd.

Opmerking BEWAAR DEZE INSTRUCTIES.

Opmerking Deze documentatie dient gebruikt te worden in combinatie met de installatiehandleiding voor het specifieke product die bij het product wordt geleverd. Raadpleeg de installatiehandleiding, configuratiehandleiding of andere verdere ingesloten documentatie voor meer informatie.

Varoitus**TÄRKEITÄ TURVALLISUUTEEN LIITTYVIÄ OHJEITA**

Tämä varoitusmerkki merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää sähkökytkentöihin liittyvistä vaaroista ja tavanomaisista onnettomuuksien ehkäisykeinoista. Tässä asiakirjassa esitettyjen varoitusten käännökset löydät laitteen mukana toimitetuista ohjeista.

Huomautus SÄILYTÄ NÄMÄ OHJEET

Huomautus Tämä asiakirja on tarkoitettu käytettäväksi yhdessä tuotteen mukana tulleen asennusoppaan kanssa. Katso lisätietoja asennusoppaasta, kokoonpano-oppaasta ja muista mukana toimitetuista asiakirjoista.

Attention IMPORTANTES INFORMATIONS DE SÉCURITÉ

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant causer des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions d'avertissements figurant dans cette publication, consultez les consignes de sécurité traduites qui accompagnent cet appareil.

Remarque CONSERVEZ CES INFORMATIONS

Remarque Cette documentation doit être utilisée avec le guide spécifique d'installation du produit qui accompagne ce dernier. Veuillez vous reporter au Guide d'installation, au Guide de configuration, ou à toute autre documentation jointe pour de plus amples renseignements.

Warnung WICHTIGE SICHERHEITSANWEISUNGEN

Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu einer Körperverletzung führen könnte. Bevor Sie mit der Arbeit an irgendeinem Gerät beginnen, seien Sie sich der mit elektrischen Stromkreisen verbundenen Gefahren und der Standardpraktiken zur Vermeidung von Unfällen bewusst. Übersetzungen der in dieser Veröffentlichung enthaltenen Warnhinweise sind im Lieferumfang des Geräts enthalten.

Hinweis BEWAHREN SIE DIESE SICHERHEITSANWEISUNGEN AUF

Hinweis Dieses Handbuch ist zum Gebrauch in Verbindung mit dem Installationshandbuch für Ihr Gerät bestimmt, das dem Gerät beiliegt. Entnehmen Sie bitte alle weiteren Informationen dem Handbuch (Installations- oder Konfigurationshandbuch o. Ä.) für Ihr spezifisches Gerät.

Figyelem! FONTOS BIZTONSÁGI ELŐÍRÁSOK

Ez a figyelmeztető jel veszélyre utal. Sérülésveszélyt rejtő helyzetben van. Mielőtt bármely berendezésen munkát végezte, legyen figyelemmel az elektromos áramkörök okozta kockázatokra, és ismerkedjen meg a szokásos balesetvédelmi eljárásokkal. A kiadványban szereplő figyelmeztetések fordítása a készülékhez mellékelt biztonsági figyelmeztetések között található.

Megjegyzés ŐRIZZE MEG EZEKET AZ UTASÍTÁSOKAT!

Megjegyzés Ezt a dokumentációt a készülékhez mellékelt üzembe helyezési útmutatóval együtt kell használni. További tudnivalók a mellékelt Üzembe helyezési útmutatóban (Installation Guide), Konfigurációs útmutatóban (Configuration Guide) vagy más dokumentumban található.

Avvertenza IMPORTANTI ISTRUZIONI SULLA SICUREZZA

Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di intervenire su qualsiasi apparecchiatura, occorre essere al corrente dei pericoli relativi ai circuiti elettrici e conoscere le procedure standard per la prevenzione di incidenti. Per le traduzioni delle avvertenze riportate in questo documento, vedere le avvertenze di sicurezza che accompagnano questo dispositivo.

Nota CONSERVARE QUESTE ISTRUZIONI

Nota La presente documentazione va usata congiuntamente alla guida di installazione specifica spedita con il prodotto. Per maggiori informazioni, consultare la Guida all'installazione, la Guida alla configurazione o altra documentazione acclusa.

Advarsel VIKTIGE SIKKERHETSINSTRUKSJONER

Dette varselssymbolet betyr fare. Du befinner deg i en situasjon som kan forårsake personskade. Før du utfører arbeid med utstyret, bør du være oppmerksom på farene som er forbundet med elektriske kretssystemer, og du bør være kjent med vanlig praksis for å unngå ulykker. For å se oversettelser av advarslene i denne publikasjonen, se de oversatte sikkerhetsvarslene som følger med denne enheten.

Merk TA VARE PÅ DISSE INSTRUKSJONENE

Merk Denne dokumentasjonen skal brukes i forbindelse med den spesifikke installasjonsveiledningen som fulgte med produktet. Vennligst se installasjonsveiledningen, konfigureringsveiledningen eller annen vedlagt tilleggsdokumentasjon for detaljer.

Aviso INSTRUÇÕES IMPORTANTES DE SEGURANÇA

Este símbolo de aviso significa perigo. O utilizador encontra-se numa situação que poderá ser causadora de lesões corporais. Antes de iniciar a utilização de qualquer equipamento, tenha em atenção os perigos envolvidos no manuseamento de circuitos eléctricos e familiarize-se com as práticas habituais de prevenção de acidentes. Para ver traduções dos avisos incluídos nesta publicação, consulte os avisos de segurança traduzidos que acompanham este dispositivo.

Nota GARDE ESTAS INSTRUÇÕES

Nota Esta documentação destina-se a ser utilizada em conjunto com o manual de instalação incluído com o produto específico. Consulte o manual de instalação, o manual de configuração ou outra documentação adicional inclusa, para obter mais informações.

¡Advertencia! INSTRUCCIONES IMPORTANTES DE SEGURIDAD

Este símbolo de aviso indica peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considere los riesgos de la corriente eléctrica y familiarícese con los procedimientos estándar de prevención de accidentes. Vea las traducciones de las advertencias que acompañan a este dispositivo.

Nota GARDE ESTAS INSTRUCCIONES

Nota Esta documentación está pensada para ser utilizada con la guía de instalación del producto que lo acompaña. Si necesita más detalles, consulte la Guía de instalación, la Guía de configuración o cualquier documentación adicional adjunta.

Varning! VIKTIGA SÄKERHETSANVISNINGAR

Denna varningssignal signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanliga förfaranden för att förebygga olyckor. Se översättningarna av de varningsmeddelanden som finns i denna publikation, och se de översatta säkerhetsvarningarna som medföljer denna anordning.

OBS! SPARA DESSA ANVISNINGAR

OBS! Denna dokumentation ska användas i samband med den specifika produktinstallationshandbok som medföljde produkten. Se installationshandboken, konfigurationshandboken eller annan bifogad ytterligare dokumentation för närmare detaljer.

Предупреждение **ВАЖНЫЕ СВЕДЕНИЯ ПО БЕЗОПАСНОСТИ**

Этот символ предупреждает о наличии опасности. При неправильных действиях возможно получение травм. Перед началом работы с любым оборудованием необходимо ознакомиться с ситуациями, в которых возможно поражение электротоком, и со стандартными действиями для предотвращения несчастных случаев. Переведенный текст предупреждений содержится в соответствующем документе, поставляемом вместе с устройством.

Примечание **СОХРАНЯЙТЕ ЭТУ ИНСТРУКЦИЮ**

Примечание Эта инструкция должна использоваться вместе с руководством по установке конкретного изделия, входящим в комплект поставки. Дополнительные сведения см. в руководстве по установке, руководстве по настройке и другой документации, поставляемой с изделием.

警告 **有关安全的重要说明**

这个警告符号指有危险。您所处的环境可能使身体受伤。操作设备前必须意识到电流的危险性，务必熟悉操作标准，以防发生事故。如果需要了解本说明中出现的警告符号的译文，请参阅本装置所附之安全警告译文。

注意 保存这些说明

注意 本文件应与本产品附带的特定安装说明一并阅读。如欲了解详情，请参阅《安装说明》、《配置说明》或所附的其他文件。

警告 **安全上の重要な注意事項**

「危険」の意味です。人身事故を予防するための注意事項が記述されています。装置の取り扱い作業を行うときは、電気回路の危険性に注意し、一般的な事故防止対策に留意してください。このマニュアルに記載されている警告の各国語版は、装置に付属の「Translated Safety Warnings」を参照してください。

注 これらの注意事項を保管しておいてください。

注 この資料は、製品に付属のインストラクション ガイドと併用してください。詳細は、インストラクション ガイド、コンフィギュレーション ガイド、または添付されているその他のマニュアルを参照してください。

Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to *About Cisco Unity Documentation*. The document is shipped with Cisco Unity and is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpc/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.

- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:
<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html