



Upgrading a Cisco Unity 3.0 or 3.1 System

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Task List for Upgrading a Cisco Unity 3.0 or 3.1 System Without Failover

This task list contains all possible tasks for:

- Upgrading a Cisco Unity 3.0 system to version 3.1.
- Upgrading a Cisco Unity 3.1 system to a later 3.1 version.
- Adding or changing licensed features on a Cisco Unity 3.1 system.

If a task does not apply to your situation, skip it.



Caution

If you are upgrading a system that is using Cisco Unity failover, do not use the task list or procedures in this section. Instead, see the [“Task List for Upgrading a Cisco Unity 3.1 System When Failover Is Configured”](#) section on page 3-4.

**Caution**

Because the upgrade requires that Cisco Unity stop answering calls, do the tasks only after business hours when phone traffic is light.

The number of languages that can be used on a Cisco Unity system is a licensed feature. If you want to use more languages on the system, confirm that the number of languages on the system key is greater than the number of languages currently in use. If it is not, purchase an upgrade to the system key.

For information on making the newly added languages available for use, refer to the “Multiple Languages” chapter of the *Cisco Unity System Administration Guide*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_books_list.html.

For information on adding IP ports or converting from analog lines to IP lines, see the Cisco Unity integration guide for your version of Cisco CallManager. The integration guides are available on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html.

1. If you do not have Cisco Unity CDs for the latest version, download the applicable full-disc or patch files from the Cisco Unity 3.1 Software Download page at

<http://www.cisco.com/cgi-bin/tablebuild.pl/unity-31>.

For information on downloading the files and on patching Cisco Unity CDs, refer to the release notes for the latest version. Release notes are available on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

2. Exit the Cisco Unity software. For more information, see [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)
3. Add, exchange, or remove voice cards, if applicable:
 - a. If you are adding voice cards, confirm that an upgrade for the system key has been purchased.

The number of voice ports allowed on a Cisco Unity server is controlled by a setting on the system key. If the number of ports on the voice cards in the server is greater than the system key allows, only the number of ports specified on the system key will work.
 - b. Determine the current setting for the Intel Dialogic quiet parameter. See the “[Determining the Current Setting for the Intel Dialogic Quiet Parameter](#)” section on page A-10.
 - c. Uninstall voice card software. See the “[Removing Intel Dialogic Software](#)” section on page A-10.
 - d. Install or remove the voice cards. See the “[Installing Voice Cards](#)” section on page 2-7.
 - e. If you are adding voice cards, and the number of ports is changing from 32 or fewer to more than 32, upgrade from MSDE 2000 to SQL Server 2000. See the “[Upgrading from MSDE 2000 to SQL Server 2000](#)” section on page 3-7.

If you are removing voice cards, and the number of ports is changing from more than 32 to 32 or fewer, downgrade from SQL Server 2000 to MSDE 2000. See the “[Downgrading from SQL Server 2000 to MSDE 2000 on an Existing Cisco Unity 3.1 System](#)” section on page C-1.

4. *If Cisco Unity is integrated with a circuit-switched phone system (with or without an integration with Cisco CallManager) and you did not add, change, or remove voice cards:* Uninstall the voice card software:
 - a. Determine the current setting for the Intel Dialogic quiet parameter. See the “[Determining the Current Setting for the Intel Dialogic Quiet Parameter](#)” section on page A-10.
 - b. Uninstall voice card software. See the “[Removing Intel Dialogic Software](#)” section on page A-10.

5. Install required service packs. See the “[Installing Required Service Packs](#)” section on page 3-8.
6. *If virus-scanning software, Cisco IDS Host Sensor Agent, or Cisco Security Agent are installed:* Temporarily disable the software so it does not interfere with the Cisco Unity Setup program. See the “[Setting Security-Monitoring Software Before Running the Installation Programs](#)” section on page 2-60.
7. Run the Cisco Unity Setup program to upgrade the software. See the “[Running the Cisco Unity Setup Program](#)” section on page 3-11.
8. *If you upgraded Cisco Unity software and if Cisco Unity is integrated with Cisco CallManager (with or without an integration with a circuit-switched phone system):* Upgrade the Cisco Unity-CM TSP. See the “[Upgrading the Cisco Unity-CM TSP \(Cisco CallManager Integrations Only\)](#)” section on page 3-13.
9. *If Cisco Unity is integrated with a circuit-switched phone system (with or without an integration with Cisco CallManager):* Reset the Intel Dialogic quiet parameter. See the “[Resetting the Intel Dialogic Quiet Parameter](#)” section on page A-13.
10. Install any recommended service packs for third-party software, if applicable. See the “[Installing Recommended Service Packs for Third-Party Software](#)” section on page 3-15.
11. *If virus-scanning software, Cisco IDS Host Sensor Agent, or Cisco Security Agent are installed:* Re-enable the software. See the “[Resetting Security-Monitoring Software After the Installation Programs Have Been Run](#)” section on page 2-66.
12. Enable automatic gain control, and adjust the volume of recordings for greetings and recorded names. See the “[Adjusting the Automatic Gain Control Setting](#)” section on page 3-16.
13. *If the system was using the AMIS Networking option prior to the upgrade:* Optionally, uninstall the existing Voice Connector from the Exchange server, and install the new version. Refer to the “Upgrade and Uninstall Information” chapter of the *Networking in Cisco Unity Guide, Release 3.1*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html.
14. *If Digital Networking, AMIS Networking, or SMTP Networking will be added to the system:* Set up the networking option. Refer to the *Networking in Cisco Unity Guide, Release 3.1*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html.
15. *If Bridge Networking will be added to the system:* Set up the Cisco Unity Bridge server. Refer to the “Task List for Installing the Cisco Unity Bridge” chapter of the *Cisco Unity Bridge Installation Guide*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_guides_books_list.html.
16. *If Bridge Networking will be added to the system:* Set up Cisco Unity and the Bridge for networking. Refer to the “Task List: Setting Up Cisco Unity and the Bridge for Networking” section in the “Bridge Networking” chapter of the *Cisco Unity Bridge Networking Guide*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html.

Task List for Upgrading a Cisco Unity 3.1 System When Failover Is Configured

This task list contains all possible upgrade tasks for:

- Upgrading a Cisco Unity 3.1 system to a later 3.1 version.
- Adding or changing licensed features on a Cisco Unity 3.1 system.

If a task does not apply to your situation, skip it.



Caution

If you are upgrading a system that is not using Cisco Unity failover, do not use the task list or procedures in this section. Instead, see the [“Task List for Upgrading a Cisco Unity 3.0 or 3.1 System Without Failover”](#) section on page 3-1.



Caution

Because the task list requires that both the primary server and secondary server stop answering calls, do the tasks only after business hours when phone traffic is light.

1. If you do not have Cisco Unity CDs for the latest version, download the applicable full-disc or patch files from the Cisco Unity 3.1 Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-31>.

For information on downloading the files and on patching Cisco Unity CDs, refer to the release notes for the latest version. Release notes are available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

2. Confirm that the secondary server is inactive. See the [“Confirming That the Secondary Server Is Inactive”](#) section on page 3-13.
3. On the secondary server, exit the Cisco Unity software. For more information, see [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)
4. On the primary server, exit the Cisco Unity software. For more information, see the [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)

Do the Following Tasks on the Primary Server

5. Add, exchange, or remove voice cards, if applicable:
 - a. If you are adding voice cards, confirm that an upgrade for the system key has been purchased. The number of voice ports allowed on a Cisco Unity server is controlled by a setting on the system key. If the number of ports on the voice cards in the server is greater than the system key allows, only the number of ports specified on the system key will work.
 - b. Determine the current setting for the Intel Dialogic quiet parameter. See the [“Determining the Current Setting for the Intel Dialogic Quiet Parameter”](#) section on page A-10.
 - c. Uninstall voice card software. See the [“Removing Intel Dialogic Software”](#) section on page A-10.
 - d. Add, exchange, or remove the voice cards. See the [“Installing Voice Cards”](#) section on page 2-7.
 - e. If you are adding voice cards, and the number of ports is changing from 32 or fewer to more than 32, upgrade from MSDE 2000 to SQL Server 2000. See the [“Upgrading from MSDE 2000 to SQL Server 2000”](#) section on page 3-7.

If you are removing voice cards, and the number of ports is changing from more than 32 to 32 or fewer, downgrade from SQL Server 2000 to MSDE 2000. See the “[Downgrading from SQL Server 2000 to MSDE 2000 on an Existing Cisco Unity 3.1 System](#)” section on page C-1.

6. *If Cisco Unity is integrated with a circuit-switched phone system (with or without an integration with Cisco CallManager) and you did not add, change, or remove voice cards:* Uninstall the voice card software:
 - a. Determine the current setting for the Intel Dialogic quiet parameter. See the “[Determining the Current Setting for the Intel Dialogic Quiet Parameter](#)” section on page A-10.
 - b. Uninstall voice card software. See the “[Removing Intel Dialogic Software](#)” section on page A-10.
7. Install required service packs. See the “[Installing Required Service Packs](#)” section on page 3-8.
8. *If virus-scanning software, Cisco IDS Host Sensor Agent, or Cisco Security Agent are installed:* Temporarily disable the software so it does not interfere with the Cisco Unity Setup program. See the “[Setting Security-Monitoring Software Before Running the Installation Programs](#)” section on page 2-60.
9. Run the Cisco Unity Setup program to upgrade the software. See the “[Running the Cisco Unity Setup Program](#)” section on page 3-11.
10. *If you upgraded Cisco Unity software and if Cisco Unity is integrated with Cisco CallManager (with or without an integration with a circuit-switched phone system):* Upgrade the Cisco Unity-CM TSP. See the “[Upgrading the Cisco Unity-CM TSP \(Cisco CallManager Integrations Only\)](#)” section on page 3-13.
11. *If Cisco Unity is integrated with a circuit-switched phone system (with or without an integration with Cisco CallManager):* Reset the Intel Dialogic quiet parameter. See the “[Resetting the Intel Dialogic Quiet Parameter](#)” section on page A-13.
12. Configure failover. See the “[Configuring Failover on the Primary Server](#)” section on page 3-14.
13. *If virus-scanning software, Cisco IDS Host Sensor Agent, or Cisco Security Agent are installed:* Re-enable the software. See the “[Resetting Security-Monitoring Software After the Installation Programs Have Been Run](#)” section on page 2-66.

Do the Following Tasks on the Secondary Server

14. Add, exchange, or remove voice cards, if applicable:
 - a. If you are adding voice cards, confirm that an upgrade for the system key has been purchased.
The number of voice ports allowed on a Cisco Unity server is controlled by a setting on the system key. If the number of ports on the voice cards in the server is greater than the system key allows, only the number of ports specified on the system key will work.
 - b. Determine the current setting for the Intel Dialogic quiet parameter. See the “[Determining the Current Setting for the Intel Dialogic Quiet Parameter](#)” section on page A-10.
 - c. Uninstall voice card software. See the “[Removing Intel Dialogic Software](#)” section on page A-10.
 - d. Add, exchange, or remove the voice cards. See the “[Installing Voice Cards](#)” section on page 2-7.
 - e. If you are adding voice cards, and the number of ports is changing from 32 or fewer to more than 32, upgrade from MSDE 2000 to SQL Server 2000. See the “[Upgrading from MSDE 2000 to SQL Server 2000](#)” section on page 3-7.

If you are removing voice cards, and the number of ports is changing from more than 32 to 32 or fewer, downgrade from SQL Server 2000 to MSDE 2000. See the “[Downgrading from SQL Server 2000 to MSDE 2000 on an Existing Cisco Unity 3.1 System](#)” section on page C-1.

15. *If Cisco Unity is integrated with a circuit-switched phone system (with or without an integration with Cisco CallManager) and you did not add, change, or remove voice cards:* Uninstall the voice card software:
 - a. Determine the current setting for the Intel Dialogic quiet parameter. See the “[Determining the Current Setting for the Intel Dialogic Quiet Parameter](#)” section on page A-10.
 - b. Uninstall voice card software. See the “[Removing Intel Dialogic Software](#)” section on page A-10.
16. Install required service packs. See the “[Installing Required Service Packs](#)” section on page 3-8.
17. *If virus-scanning software, Cisco IDS Host Sensor Agent, or Cisco Security Agent are installed:* Temporarily disable the software so it does not interfere with the Cisco Unity Setup program. See the “[Setting Security-Monitoring Software Before Running the Installation Programs](#)” section on page 2-60.
18. Run the Cisco Unity Setup program to upgrade the software. See the “[Running the Cisco Unity Setup Program](#)” section on page 3-11.
19. *If you upgraded Cisco Unity software and if Cisco Unity is integrated with Cisco CallManager (with or without an integration with a circuit-switched phone system):* Upgrade the Cisco Unity-CM TSP. See the “[Upgrading the Cisco Unity-CM TSP \(Cisco CallManager Integrations Only\)](#)” section on page 3-13.
20. *If Cisco Unity is integrated with a circuit-switched phone system (with or without an integration with Cisco CallManager):* Reset the Intel Dialogic quiet parameter. See the “[Resetting the Intel Dialogic Quiet Parameter](#)” section on page A-13.
21. Configure failover. See the “[Configuring Failover on the Secondary Server](#)” section on page 3-15.
22. *If virus-scanning software, Cisco IDS Host Sensor Agent, or Cisco Security Agent are installed:* Re-enable the software. See the “[Resetting Security-Monitoring Software After the Installation Programs Have Been Run](#)” section on page 2-66.

Do the Following Tasks on the Indicated Server(s)

23. Enable automatic gain control, and adjust the volume of recordings for greetings and recorded names on both servers. See the “[Adjusting the Automatic Gain Control Setting](#)” section on page 3-16.
24. *If the system was using the AMIS Networking option prior to the upgrade:* Optionally, uninstall the existing Voice Connector from the Exchange server, and install the new version. Refer to the “Upgrade and Uninstall Information” chapter of the *Networking in Cisco Unity Guide, Release 3.1*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html.
25. *If Digital Networking, AMIS Networking, or SMTP Networking will be added to the system:* Set up the networking option on the primary server. Refer to the *Networking in Cisco Unity Guide, Release 3.1*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html.
26. *If Bridge Networking will be added to the system:* Set up the Cisco Unity Bridge server. Refer to the “Task List for Installing the Cisco Unity Bridge” chapter of the *Cisco Unity Bridge Installation Guide*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_guides_books_list.html.

27. *If Bridge Networking will be added to the system:* Set up Cisco Unity and the Bridge for networking on the primary and Bridge servers. Refer to the “Task List: Setting Up Cisco Unity and the Bridge for Networking” section in the “Bridge Networking” chapter of the *Cisco Unity Bridge Networking Guide*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html.

Upgrading from MSDE 2000 to SQL Server 2000

Cisco Unity systems of more than 32 ports require SQL Server 2000 instead of MSDE 2000. Do not install SQL Server 2000 on systems with 32 ports or fewer; such systems are licensed only for MSDE 2000.

Do the following three procedures in the order listed. If you already installed MSDE 2000 Service Pack 3 to protect the Cisco Unity server from the Slammer worm, skip the first procedure.

To Install MSDE 2000 Service Pack 3

- Step 1** Insert Cisco Unity Service Packs CD 2 in the CD-ROM drive.
 - Step 2** Browse to the directory **MSDE SP3\MSDE**, and double-click **Setup.exe**.
 - Step 3** Follow the on-screen prompts.
 - Step 4** When the installation is finished, the MSDE Service Pack 3 installation program prompts you to restart the server to complete the installation. Shut down and restart the Cisco Unity server.
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To Upgrade from MSDE 2000 to SQL Server 2000

- Step 1** Log on to Windows.
- Step 2** Exit the Cisco Unity software. For more information, see [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)
- Step 3** Insert the Cisco Unity Data Store 2000 disc in the CD-ROM drive.
If the compact disc does not run automatically, browse to the root directory, and double-click **Autorun.exe**.
- Step 4** Click **SQL Server 2000 Components**.
- Step 5** Click **Install Database Server**.
- Step 6** In the Welcome dialog box, click **Next**.
- Step 7** In the Computer Name dialog box, click **Next** to accept the default setting **Local Computer**.
- Step 8** In the Installation Selection dialog box, click **Upgrade, Remove, or Add Components to an Existing Instance of SQL Server**.
- Step 9** Click **Next**.
- Step 10** Follow the on-screen prompts until the Upgrade dialog box appears.
- Step 11** Check the **Yes, Upgrade My Programs** check box.
- Step 12** Click **Next**.

- Step 13** In the Choose Licensing Mode dialog box, click **Processor License For**, and enter the number of processors in the Cisco Unity server.
- Step 14** Click **Continue**.
- Step 15** Click **Yes**.
- Step 16** In the Select Components dialog box, click **Next** to accept the default values.
- Step 17** In the Start Copying Files dialog box, click **Next**.
- Step 18** Click **Finish**.

To Install SQL Server 2000 Service Pack 3

- Step 1** Insert Cisco Unity Service Packs CD 2 in the CD-ROM drive.
- Step 2** Browse to the directory **SQL2000_SP3\i86\Setup**, and double-click **Setupsql.exe**.
- Step 3** Follow the on-screen prompts to install the service pack. Do not check the Enable Cross-Database Ownership Chaining For All Databases (Not Recommended) check box.
- Step 4** When the installation is finished, shut down and restart the Cisco Unity server.
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Installing Required Service Packs

Install the following required service packs in the order listed (if an installation does not apply to your situation as noted, skip it):

- [Windows 2000 Server Service Pack 3, page 3-8](#).
- [IIS Hot Fix, page 3-9](#).
- [SQL Server 2000 Service Pack 3 or MSDE 2000 Service Pack 3, page 3-9](#). Install SQL Server 2000 Service Pack 3 or MSDE 2000 Service Pack 3 only if it has not already been installed to protect the server from the Slammer worm.
- [Internet Explorer 5.5 with Service Pack 2, page 3-10](#). Install only if the upgrade is from Cisco Unity 3.0.
- [MSXML3 and MSXML3 Service Pack 1, page 3-10](#). Install only if the upgrade is from Cisco Unity 3.0.
- [Installing Exchange 2000 Service Pack 2, page 3-11](#).

Windows 2000 Server Service Pack 3

If the Cisco Unity server was purchased from Cisco and if you installed Windows 2000 Server by using the Platform Configuration discs, revision 11 or later, Windows 2000 Server Service Pack 3 is already installed. Skip this procedure.

For more information on Platform Configuration discs, including the software installed by each version and how to identify a revision G disc, refer to *Components and Software Installed by the Cisco Unity Platform Configuration Discs and the Cisco Unity System Preparation Assistant*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html.

To Install Windows 2000 Server Service Pack 3

- Step 1** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
 - Step 2** Browse to the **Windows 2000 SP3** directory, and double-click **ENU_w2ksp3.exe**.
 - Step 3** Follow the on-screen prompts to complete the installation.
 - Step 4** Remove the compact disc, if applicable.
 - Step 5** Restart the server.
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IIS Hot Fix

Cisco Unity 3.1(6) requires that the IIS hot fix described in Microsoft Security Bulletin MS03-007 and Microsoft Knowledge Base article 815021 be installed on the Cisco Unity server. (The IIS hot fix is recommended for earlier versions of Cisco Unity 3.1.)

To Install the IIS Hot Fix

- Step 1** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
 - Step 2** Double-click **Q815021_w2k_sp4_x86_en.exe**.
 - Step 3** Follow the on-screen prompts to complete the installation.
 - Step 4** Remove the compact disc, if applicable.
 - Step 5** Restart the server.
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SQL Server 2000 Service Pack 3 or MSDE 2000 Service Pack 3

If SQL Server 2000 Service Pack 3 or MSDE 2000 Service Pack 3 has already been installed to protect the server from the Slammer worm, skip this section.

This section contains two procedures. Do the applicable procedure.

To Install SQL Server 2000 Service Pack 3

- Step 1** Insert Cisco Unity Service Packs CD 2 in the CD-ROM drive.
 - Step 2** Browse to the directory **SQL2000_SP3\x86\Setup**, and double-click **Setupsql.exe**.
 - Step 3** Follow the on-screen prompts to install the service pack. Do not check the Enable Cross-Database Ownership Chaining For All Databases (Not Recommended) check box.
 - Step 4** When the installation is finished, shut down and restart the Cisco Unity server.
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To Install MSDE 2000 Service Pack 3

- Step 1** Insert Cisco Unity Service Packs CD 2 in the CD-ROM drive.
 - Step 2** Browse to the directory **MSDE SP3\MSDE**, and double-click **Setup.exe**.
 - Step 3** Follow the on-screen prompts.
 - Step 4** When the installation is finished, the MSDE Service Pack 3 installation program prompts you to restart the server to complete the installation. Shut down and restart the Cisco Unity server.
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Internet Explorer 5.5 with Service Pack 2

Do this section only if the upgrade is from Cisco Unity 3.0.

The version of Internet Explorer 5.5 that is shipped with Cisco Unity includes Internet Explorer 5.5 Service Pack 2.

**Caution**

When you install Internet Explorer, the file WScript.exe is installed automatically. Do not remove WScript.exe, or the Cisco Unity Setup program will fail.

To Install Internet Explorer 5.5 with Service Pack 2

- Step 1** Insert the Internet Explorer 5.5 disc in the CD-ROM drive.
 - Step 2** Browse to the **I386** directory.
 - Step 3** Double-click **IE5Setup.exe**.
 - Step 4** Follow the on-screen prompts to complete the installation.
-

MSXML3 and MSXML3 Service Pack 1

Do this section only if the upgrade is from Cisco Unity 3.0.

To Install MSXML3 and MSXML3 Service Pack 1

- Step 1** Insert Cisco Unity CD 1 in the CD-ROM drive.
 - Step 2** Browse to the **MsXml** directory, and double-click **Msxml3sp1.exe**.
 - Step 3** Follow the on-screen prompts.
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Installing Exchange 2000 Service Pack 2

To Install Exchange 2000 Service Pack 2

- Step 1** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
- Step 2** Browse to the directory **Exchange 2000 SP2\server\setup\i386**, and double-click **Update.exe**.
- Step 3** Follow the on-screen prompts to complete the installation.
- Step 4** Restart the server.
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Running the Cisco Unity Setup Program

You run the Cisco Unity Setup program by using either Cisco Unity CD 1 or the CD 1 file you downloaded in Task 1.

To Run the Cisco Unity Setup Program

- Step 1** Log on to Windows by using the Cisco Unity installation account.
- Step 2** On Cisco Unity CD 1, or from the location to which you saved the downloaded CD 1 file, browse to the root directory, and double-click **Setup.exe**.
- Step 3** Follow the on-screen prompts until the System Key dialog box appears.
- If the Confirm Demonstration License Settings dialog box appears first, one of the following problems has occurred:
- The system key is not fully attached or is not attached at all. Confirm that the key is fully seated.
 - If the key is a USB key, the driver for the key is not installed correctly. See the [“Installing the USB Key Driver and Attaching the USB System Key \(Selected Systems\)”](#) section on page 2-23.
- Click **Cancel**, click **Yes**, and click **Finish** to exit Setup. Then resolve the problem, and rerun **Setup.exe**. (If you continue the installation without resolving the problem, Cisco Unity will be installed as a demonstration system.)
- Step 4** If you are upgrading from one version of Cisco Unity to another without changing licensed features (such as number of ports and text-to-speech engine), in the System Key dialog box, click **Use the Current License Settings**, then skip to [Step 7](#).
- If you are changing licensed features, in the System Key dialog box, click **Update or Initialize License Settings from Update File**.
- Step 5** Insert the Cisco Unity Activation Code disk in drive A.
- (When Cisco Unity was registered on Cisco.com, Cisco replied with an e-mail containing an attached file with an activation code for the system key. The instructions in the e-mail directed that the attached file be saved to a disk. For more information, see the [“Cisco Unity Activation Code”](#) section on page 2-3.)
- Step 6** Browse to drive A, click the file on the disk, then click **Open**.
- Step 7** Click **Next**.
- Step 8** Follow the on-screen prompts until the Select Features dialog box appears.


- Step 9** If you are doing any of the following, check the **Upgrade Cisco Unity** check box:
- Upgrading from one version of Cisco Unity to another.
 - Adding or changing licensed features.
 - Adding, exchanging, or removing voice cards.
- Step 10** If you added, exchanged, or removed voice cards in the Cisco Unity server, check the **Install Voice Card Software** check box.
- If you did not add, exchange, or remove voice cards, uncheck the **Install Voice Card Software** check box.
- Step 11** Click **Next**.
- Step 12** Follow the on-screen prompts until the Cisco Unity Languages dialog box appears.
- Step 13** Choose the language(s) to install.
- Australian English, New Zealand English, and Colombian Spanish are not available as text-to-speech (TTS) languages. To use one of these languages for the phone language, you must also install another language for the TTS language:

English (Australian)	Also install English (United States) for TTS.
English (New Zealand)	Also install English (United States) for TTS.
Spanish (Colombia)	Also install Spanish (Spain) for TTS.

TTS is not available in Norwegian.

- Step 14** Follow the on-screen prompts until you are prompted to restart the Cisco Unity server.
- Step 15** If you added, exchanged, or removed voice cards, skip to [Step 16](#).
- If you did not add, exchange, or remove voice cards:
- Check the **Yes, I Want to Restart My Computer Now** check box, and click **Finish**.
 - Restart the server a second time to ensure that all of the Cisco Unity services start correctly. (Refer to caveat CSCdx05115 in the release notes.)

Step 16 If you added, exchanged, or removed voice cards, and:

<p>If the server does not contain Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards</p>	<ul style="list-style-type: none"> a. Check the Yes, I Want to Restart My Computer Now check box, and click Finish. b. Restart the server a second time to ensure that all of the Cisco Unity services start correctly. (Refer to caveat CSCdx05115 in the release notes.)
<p>If the server contains Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards</p>	<ul style="list-style-type: none"> a. Uncheck the Yes, I Want to Restart My Computer Now check box, and click Finish. <p> Caution If the Cisco Unity server contains Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards, do not restart the server now or you will not be able to access the Cisco Unity Administrator after Cisco Unity is installed.</p> <ul style="list-style-type: none"> b. Do the procedure under “Software Settings” for your voice cards in Appendix A, “Voice Cards.” When you are finished, restart the Cisco Unity server. c. Restart the server a second time to ensure that all of the Cisco Unity services start correctly. (Refer to caveat CSCdx05115 in the release notes.)

Upgrading the Cisco Unity-CM TSP (Cisco CallManager Integrations Only)

If Cisco Unity is integrated with Cisco CallManager, upgrade the Cisco Unity-CM TSP. Refer to the release notes for the version of the Cisco Unity-CM TSP to which you are upgrading. Cisco Unity-CM TSP release notes are available on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Confirming That the Secondary Server Is Inactive

To Confirm That the Secondary Server Is Inactive

Step 1 On the secondary Cisco Unity server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.

Step 2 In the Services section, determine the value of Local Status:

<p>Running: Inactive</p>	<p>The secondary server is inactive. Close the Failover Monitor.</p>
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Running: Active	Continue with Step 3 to fail back to the primary server.
Any other value	See the “Determining Which Server Is Active” section in the “Maintaining Cisco Unity Failover” chapter of the <i>Cisco Unity Failover Configuration and Administration Guide</i> .

- Step 3** Click **Failback**.
- Step 4** Click **OK** to confirm that you want to fail back to the primary server.

Configuring Failover on the Primary Server

To configure failover on the primary server

- Step 1** In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is C:\CommServer).
- Step 2** Double-click **FailoverConfig.exe**.
- Step 3** Click **Next**.
- Step 4** Click **Browse**, select the name of the secondary server, and click **OK**. The IP address for the secondary server is filled in automatically.
- Step 5** Click **Next**.
- Step 6** If you created a Cisco Unity failover account, click **Browse**, and double-click the name of the account. Otherwise, skip to Step 7.



Caution You must specify the same account on both the primary and the secondary servers.

- Step 7** Enter the password for the account that owns the failover service.
- Step 8** Click **Next**.
- Step 9** Click **Configure**. The Configure Cisco Unity Failover wizard verifies settings and configures failover on the primary server.
- If the wizard does not finish the configuration successfully, an error message explains why the wizard failed. Exit the wizard, correct the problem, and click **Configure** again.
- Step 10** Click **Finish**.
- Step 11** Exit and restart the Cisco Unity software. For more information, see [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)

Configuring Failover on the Secondary Server

To configure failover on the secondary server

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- Step 1** In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is C:\CommServer).
- Step 2** Double-click **FailoverConfig.exe**.
- Step 3** Click **Next**.
- Step 4** Click **Browse**, select the name of the primary server, and click **OK**. The IP address for the primary server is filled in automatically.
- Step 5** Click **Next**.
- Step 6** If you created a Cisco Unity failover account, click **Browse**, and double-click the name of the account. Otherwise, skip to Step 7.



Caution You must specify the same account on both the primary and the secondary servers.

- Step 7** Enter the password for the account that owns the failover service.
- Step 8** Click **Next**.
- Step 9** Click **Configure**. The Configure Cisco Unity Failover wizard verifies settings and configures failover on the secondary server.
- If the wizard does not finish the configuration successfully, an error message explains why the wizard failed. Exit the wizard, correct the problem, and click **Configure** again.
- Step 10** Click **Finish**.
- Step 11** Exit and restart the Cisco Unity software. For more information, see [Appendix B, “Exiting and Starting the Cisco Unity Software and Server.”](#)
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Installing Recommended Service Packs for Third-Party Software

New service packs for Windows 2000 Server and other Microsoft software, as well as for other supported third-party software, may have been released after the *Cisco Unity Installation Guide* was published. Before installing a new service pack, check the following documents to confirm that the service pack has been qualified for use with Cisco Unity:

- *Compatibility Matrix: Required and Recommended Third-Party Service Packs*
- Applicable sections of *Cisco Unity 3.1 System Requirements, and Supported Hardware and Software*

Both documents are available on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html.

Adjusting the Automatic Gain Control Setting

Do the following procedure to ensure that automatic gain control settings are correct. The procedure levels all WAV files on the Cisco Unity server to the same value, and provides instructions to adjust the playback level if needed.

If the system is using failover, do the procedure on both servers.

To Adjust Greeting and Name Recordings by Using the Set Volume Utility (Version 3.1(3) and Later Only)

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- Step 1** Exit the Cisco Unity Administrator.
- Step 2** On the Cisco Unity server desktop, double-click the **Tools Depot** icon.
- Step 3** If you do not have a Cisco CallManager or a dual integration, skip to step [Step 5](#).
If you have a Cisco CallManager or a dual integration, and the Cisco CallManager region is set to use the G.711 codec, in the left pane, under Administrative Tools, double-click **Wave Gain**.
- Step 4** Confirm that both Record Gain and Playback Gain are set to **0**.
- Step 5** In the left pane of the Tools Depot window, go to Audio Management Tools, and double-click **Set Volume**.
- Step 6** In the Set Greetings and Voice Names window, click **Select All**.
- Step 7** Confirm that the **Save Original Files** check box is checked, then enter the location to which the backup copy of the original recorded names and greetings files will be saved.
- Step 8** In the Options section, verify the following values:

New Target dB	-26
Sample Size	8000
Max dB Adjustment	5
Min. dB Threshold	-45

- Step 9** Confirm that the **Save Above Volume Options** check box is checked. Note that setting New Target dB to a value other than zero turns on automatic gain control.
- Step 10** Click **Set Volume Level**.
- Step 11** When “Done” appears in the Set Volume window, all existing greeting and name recordings have been adjusted to the New Target dB level. Click **OK**, then click **Exit**.
- Step 12** If you do not have a Cisco CallManager or a dual integration, you have completed all necessary steps in this procedure.
If you have a Cisco CallManager or a dual integration, and the Cisco CallManager region is set to use the G.711 codec, start the Cisco Unity Administrator.
- Step 13** Listen to a recording (for example, a subscriber greeting) by using the Media Master and TRaP (Telephony Record and Playback).
If the volume of the recording is acceptable, you have completed all necessary steps in this procedure.
If the volume of the recording is too quiet, continue with [Step 14](#).
- Step 14** In the left pane of the Tools Depot window, under Audio Management Tools, double-click **Wave Gain**.

- Step 15** Increase the **Playback Gain** value by one or two dB. Listen to the volume of a recording. If the volume of the recording is acceptable, note the **Playback Gain** value and continue with [Step 16](#). If the volume of the recording is still too quiet, repeat this step.
- Step 16** In the left pane of the Tools Depot window, under Administrative Tools, double-click **Advanced Settings Tool**.
- Step 17** In the Cisco Unity Settings pane, click **Set Wave Gain dB Adjustment for Playback**.
- Step 18** Enter the new value determined in [Step 15](#), and click **Set**.
- Step 19** Click **Exit**.
- Step 20** If the system is using failover, repeat this procedure to apply the settings to the secondary server.
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