



Installing the Operating System



Note

Cisco ICS 7750: If you are installing Cisco Unity in the Cisco ICS 7750, skip this chapter.

In this chapter, you do the following tasks in the order listed:

1. *If the system is using RAID:* Configure the RAID arrays. See the [“Configuring the RAID Arrays”](#) section on page 4-2.
2. Install Windows 2000 Server. See the [“Installing Windows 2000 Server”](#) section on page 4-4.
3. *If the Cisco Unity server was not purchased from Cisco:* Set up the logical drives according to the storage configuration requirements for the platform. See the [“Setting Up the Logical Drives \(If the Cisco Unity Server Was Not Purchased from Cisco\)”](#) section on page 4-9. (Note that a Cisco Unity server purchased from Cisco was shipped with Platform Configuration discs that automatically set up the logical drives when you used the discs to install Windows 2000 Server.)

When you are finished with this chapter, return to the [Task List for Installing Cisco Unity on a Qualified Server, page 1-2](#), to continue installing the Cisco Unity system correctly.



Note

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

Configuring the RAID Arrays

Do this section only if the system is using hardware-based RAID.
(Software-based RAID is not supported.)

To configure the arrays, you group the physical disks into logical disks and assign a RAID type to each logical disk.

The procedure you use to configure the arrays depends on whether the Cisco Unity server was purchased from Cisco:

**Server
purchased
from Cisco**

Use the Cisco-provided array-configuration utility. See the [“Cisco-Provided Array-Configuration Utility”](#) section on page 4-2.

**Server
not purchased
from Cisco**

Use the array-configuration utility available on the manufacturer disc that is shipped with the Cisco Unity server. See the [“Manufacturer-Provided Array-Configuration Utility”](#) section on page 4-3.

Cisco-Provided Array-Configuration Utility

A Cisco Unity server purchased from Cisco ships with Platform Configuration discs that contain a utility for automatically configuring the arrays. Do one of the following two procedures, depending on the platform (Hewlett-Packard or IBM).

Hewlett-Packard: To configure the RAID arrays by using the Cisco-provided utility

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- Step 1** Start the Cisco Unity server, and insert Platform Configuration CD 1 in the CD-ROM drive.
- Step 2** When the main menu appears, press <F1>.

- Step 3** Follow the on-screen prompts. When the utility has completed, the main menu reappears.

**Caution**

Do not press any keys while the BIOS screen is displayed. If you interrupt the utility, you will have to start over.

IBM: To configure the RAID arrays by using the Cisco-provided utility

- Step 1** Start the Cisco Unity server, and insert Platform Configuration CD 1 in the CD-ROM drive.
- Step 2** Select the server type. The options may combine the following information:
- Server model.
 - Number of physical disks installed in the server.
 - Size, in gigabytes, of the largest physical disks.
- Step 3** Press **Enter**.
- Step 4** Follow the on-screen prompts.
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Manufacturer-Provided Array-Configuration Utility

The server manufacturer provides a disc that contains utilities for several setup tasks, including configuring RAID arrays. Use the disc to configure the arrays when the Cisco Unity server was not purchased from Cisco.

The following discs are provided by server manufacturers:

Dell	Dell Server Assistant
Hewlett-Packard	Hewlett-Packard SmartStart
IBM	IBM ServerGuide

Use the manufacturer-provided array-configuration utility to set up the logical disks now.

The following procedure contains only general steps. For detailed instructions on using a specific array-configuration utility, refer to the manufacturer documentation.

To configure the RAID arrays by using the manufacturer-provided utility

- Step 1** Start the Cisco Unity server, and insert the manufacturer disc in the CD-ROM drive.
 - Step 2** On the main menu, select the array-configuration utility.
 - Step 3** For each logical disk needed, group physical disks of the same make and model, and assign a RAID type. (Group three physical disks for a RAID 5 volume, and two physical disks for a RAID 1 volume.)
 - Step 4** Follow the manufacturer instructions to complete the configuration.
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Installing Windows 2000 Server

The compact discs you use to install Windows 2000 Server depends on whether the Cisco Unity server was purchased from Cisco:

Server purchased from Cisco	Use the Platform Configuration discs that are shipped with the Cisco Unity server. See the “Platform Configuration Discs” section on page 4-5.
Server not purchased from Cisco	Use the manufacturer’s guided system-setup utility and a retail Windows 2000 disc. See the “Manufacturer’s Guided System-Setup Utility and a Retail Windows 2000 Disc” section on page 4-7.

Platform Configuration Discs

A Cisco Unity server purchased from Cisco ships with Platform Configuration discs that contain a utility to install Windows 2000 by restoring an image that is customized for the platform. The image includes the required Windows 2000 components, subcomponents, and service packs (Internet Information Server, Message Queuing Services, Terminal Services, NNTP Service, and Windows 2000 Service Pack 3).

Installing Windows 2000 by using the Platform Configuration discs' utility reduces the Cisco Unity system installation time and ensures that the required operating system and components, drivers, and service packs are installed and configured correctly. In addition, the logical drives are automatically set up.



Caution

Do not attach the network cable to the server until Windows 2000 Service Pack 3 is installed. The *Cisco Unity Installation Guide* alerts you when to install the service pack and when to connect to the network later in the installation process.

Do one of the following two procedures, depending on the platform (Hewlett-Packard or IBM).

Hewlett-Packard: To install Windows 2000 by using the Platform Configuration discs

- Step 1** Start the Cisco Unity server, and insert Platform Configuration CD 1 in the CD-ROM drive.
- Step 2** When the main menu appears, press <F2>.
- Step 3** Follow the on-screen prompts until you are prompted to remove Platform Configuration CD 1.
- Step 4** Insert Platform Configuration CD 2 in the CD-ROM drive.
- Step 5** Follow the on-screen prompts until you are prompted to select a licensing mode.
- Step 6** Click **Per Seat**, and click **Next**.
- Step 7** Enter a name for the Cisco Unity server (netBIOS name). Use only alphabetical characters from A to Z and a to z, and numerical characters from 0 to 9.
- Step 8** Specify and confirm a password, then click **Next**.
- Step 9** Follow the on-screen prompts until the Network Settings dialog box appears.

- Step 10** Click **Typical Settings**, and click **Next**.
- Step 11** In the Workgroup or Computer Domain dialog box, click **No, This Computer Is Not on a Network, or Is on a Network Without a Domain**.
- If the Workgroup or Computer Domain dialog box is empty, enter a workgroup name. The name you enter now is not important. You will join a domain or make the Cisco Unity server a domain controller in a later procedure, so the Cisco Unity server will no longer be in a workgroup.
- Step 12** Click **Next**.
- Step 13** Follow the on-screen prompts to complete the installation.
- Step 14** When the Windows 2000 Configure Your Server dialog box appears, click **I Will Configure This Server Later**, and click **Next**.
- Step 15** Uncheck the **Show This Screen at Startup** check box, and close the window.
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IBM: To install Windows 2000 by using the Platform Configuration discs

- Step 1** Start the Cisco Unity server, and insert Platform Configuration CD 2 in the CD-ROM drive.
- Step 2** When the main menu appears, press **Enter** to start the installation program.
- Step 3** Follow the on-screen prompts until you are prompted to select a licensing mode.
- Step 4** Click **Per Seat**, and click **Next**.
- Step 5** Enter a name for the Cisco Unity server (netBIOS name). Use only alphabetical characters from A to Z and a to z, and numerical characters from 0 to 9.
- Step 6** Specify and confirm a password, then click **Next**.
- Step 7** Follow the on-screen prompts until the Network Settings dialog box appears.
- Step 8** Click **Typical Settings**, and click **Next**.
- Step 9** In the Workgroup or Computer Domain dialog box, click **No, This Computer Is Not on a Network, or Is on a Network Without a Domain**.
- If the Workgroup or Computer Domain box is empty, enter a workgroup name. The name you enter now is not important. You will join a domain or make the Cisco Unity server a domain controller in a later procedure, so the Cisco Unity server will no longer be in a workgroup.

- Step 10** Click **Next**.
- Step 11** Follow the on-screen prompts to complete the installation.
- Step 12** When the Windows 2000 Configure Your Server dialog box appears, click **I Will Configure This Server Later**, and click **Next**.
- Step 13** Uncheck the **Show This Screen at Startup** check box, and close the window.
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Manufacturer's Guided System-Setup Utility and a Retail Windows 2000 Disc

The server manufacturer provides a disc that contains utilities for several setup tasks, including guiding the installation of Windows 2000 from a retail disc. Use the manufacturer disc when the Cisco Unity server was not purchased from Cisco.

The following discs are provided by server manufacturers:

Dell	Dell Server Assistant
Hewlett-Packard	Hewlett-Packard SmartStart
IBM	IBM ServerGuide

Installing Windows 2000 by using the manufacturer's guided system-setup utility ensures that the operating system and the drivers are installed and configured correctly.



Caution

Do not attach the network cable to the server until Windows 2000 Service Pack 3 is installed. The *Cisco Unity Installation Guide* alerts you when to install the service pack and when to connect to the network later in the installation process.

To install Windows 2000 by using the manufacturer's guided system-setup utility and a retail Windows 2000 disc

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- Step 1** Start the Cisco Unity server, and insert the manufacturer disc in the CD-ROM drive.
- Step 2** Follow the on-screen prompts to install Windows 2000 from a retail disc.
- You may be prompted to configure the RAID arrays:
- If the arrays have already been configured, do not change the configuration.
 - If the arrays have not been configured, follow the prompts to configure them. Refer to the manufacturer documentation.
- Step 3** When applicable, make the following choices:
- Specify a partition size of **8 GB** for the operating system.
 - If you are installing Windows 2000 on the same partition where an operating system is already installed, select and delete that partition.
 - Format the operating system partition by using the **NTFS** file system.
 - Specify **Per Seat** for the licensing mode.
 - When you enter a name for the Cisco Unity server (netBIOS name), use only alphabetical characters from A to Z and a to z, and numerical characters from 0 to 9.
 - Do not join a domain. Instead, specify a workgroup. The *Cisco Unity Installation Guide* alerts you when to connect to the network and when to join a domain later in the installation.
 - If you are prompted to specify Windows 2000 components to install, select the following required components:
 - Internet Information Server
 - Message Queuing Services
 - Terminal Services



Note If you do not install all the required Windows 2000 components and subcomponents, and service packs while installing the operating system, the *Cisco Unity Installation Guide* alerts you when and how to install them later.

- If you are prompted to specify a Windows 2000 service pack to install, specify Windows 2000 Service Pack 3.
- Step 4** When the Windows 2000 Configure Your Server dialog box appears, click **I Will Configure This Server Later**.
- Step 5** Uncheck the **Show This Screen at Startup** check box, and close the window.
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Setting Up the Logical Drives (If the Cisco Unity Server Was Not Purchased from Cisco)



Note

If the Cisco Unity server was purchased from Cisco, skip this section. When you installed Windows 2000 with the Platform Configuration discs shipped with the server, the logical drives were automatically set up.

To set up a logical drive, you create an extended partition on a logical disk, then create the logical drive in the partition. Use the following procedure to set up all the drives that you identified in the [“Determining the Drive Locations for Files on the Cisco Unity System”](#) section on page 2-4.

To set up the logical drives

- Step 1** Log on to Windows as a member of the Administrators group.
- Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Computer Management**.
- Step 3** In the console tree under Storage, click **Disk Management**.
- Step 4** Right-click the first available unallocated region of the first available logical disk, and click **Create Partition**.



Note

Typically, you will need to create one more logical drive than the number of logical disks available. After you install the operating system, the first 8 GB of the first logical disk is used for the system partition, and is given the drive letter C. You create the first extended partition by using the remaining space on the first

logical disk. When you create subsequent partitions, you use the entire logical disk. If you need the same number of logical drives as the number of logical disks available, use an entire logical disk for each partition you create.

- Step 5** On the Create Partition Wizard welcome screen, click **Next**.
 - Step 6** Click **Extended Partition**, and click **Next**. (Do not click Primary Partition.)
 - Step 7** Specify to use the remaining disk space, and click **Next**.
 - Step 8** Verify the settings, and click **Finish**.
 - Step 9** In the Disk Management utility, right-click the new partition, and click **Create Logical Drive**.
 - Step 10** On the Create Partition Wizard welcome screen, click **Next**.
 - Step 11** Click **Logical Drive**, and click **Next**.
 - Step 12** Specify to use the maximum disk space, and click **Next**.
 - Step 13** Assign a drive letter, and click **Next**.
 - Step 14** Specify to use the NTFS file system format, and click **Next**.
 - Step 15** Verify the settings, and click **Finish**.
 - Step 16** Repeat Steps 4 through 15 for each for each logical drive you have to create.
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