



Installing and Configuring Cisco Unity Software

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

1. Install and configure Cisco Unity. See the [“Installing and Configuring Cisco Unity Software”](#) section on page 8-2.
2. *If virus-scanning software is installed on the Cisco Unity server:* Re-enable virus-scanning services. See the [“Re-enabling Virus-Scanning Services”](#) section on page 8-9.



Note

Cisco ICS 7750: If you are installing Cisco Unity in the Cisco ICS 7750, skip Task 3.

3. Move SQL Server or MSDE database files and transaction logs. See the [“Moving the Data Store Databases and Transaction Log Files”](#) section on page 8-9.

When you are finished with this chapter, return to the applicable task list for your platform type to continue installing the Cisco Unity system correctly:

- [Task List for Installing Cisco Unity on a Qualified Server, page 1-2](#)
- [Task List for Installing Cisco Unity in the Cisco ICS 7750, page 1-7](#)



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.

Installing and Configuring Cisco Unity Software

To install and configure Cisco Unity software, you use the Cisco Unity Installation and Configuration Assistant. The assistant runs five programs, which:

- Check the system and install the software.
- Install the Cisco Unity licenses.
- Configure the services.
- Configure the message store.
- Integrate Cisco Unity with the phone system.

Do the following five subsections in the order listed.

Starting the Cisco Unity Installation and Configuration Assistant and Installing Cisco Unity Software

You run the Cisco Unity Setup program from the Cisco Unity Installation and Configuration Assistant to install Cisco Unity. The Setup program checks the system, then installs the Cisco Unity software.



Caution

Do not install features for which the system is not licensed.

To start the assistant and install the Cisco Unity software

Step 1 Log on to Windows by using the Cisco Unity installation account.



Note

If you have not already disabled virus-scanning services on the Cisco Unity server, do so now. The Cisco Unity Setup program may take several hours to complete if the services are not disabled.

Step 2 Insert the Cisco Unity DVD in the DVD drive.

or

Insert Cisco Unity CD 1 in the CD-ROM drive.

- Step 3** Browse to the root directory, and double-click **Setup.exe**.
- Step 4** Double-click the language of your choice to continue the installation.
- Step 5** On the Cisco Unity Installation and Configuration Assistant Welcome screen, click **Continue**.
- Step 6** If the Pre-Installation Requirements screen appears, saying that you need to run the Permissions wizard, close the Cisco Unity Installation and Configuration Assistant and see the [“Setting Rights and Permissions with the Cisco Unity Permissions Wizard” section on page 7-6](#). After the wizard is run, log on to Windows by using the Cisco Unity installation account, and return to Step 3.
- Otherwise, in the main window of the assistant, click **Run the Cisco Unity Setup Program**.
- Step 7** Enter your name and the company name, and click **Next**.
- Step 8** Specify locations for the Cisco Unity application, trace logs, and Unity Messaging Repository (UMR) files. Use the locations you made note of in the [“Determining the Drive Locations for Files on the Cisco Unity System” section on page 2-4](#).
- Step 9** Click **Next**.
- Step 10** In the Select Features dialog box:
- Check the **Install Cisco Unity** check box.
 - Check the **RealSpeak Text-to-Speech Engine** check box, if applicable.
 - If the Cisco Unity server contains Intel Dialogic voice cards, check the **Install Voice Card Software** check box.
- Otherwise, uncheck the **Install Voice Card Software** check box.
- Step 11** Click **Next**.
- Step 12** Select the prompt set to install.
- Step 13** Click **Next**.

- Step 14** In the Cisco Unity Languages dialog box, choose the language(s) to install.
- Note that 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 15** Set the default languages for the phone, graphical user interface (GUI), and TTS, and click **Next**.

- Step 16** Follow the on-screen prompts until you are prompted to restart the Cisco Unity server.

- Step 17** If the server does not contain Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards, check the **Yes, I Want to Restart My Computer Now** check box, and click **Finish**.

If the server contains Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards, uncheck the **Yes, I Want to Restart My Computer Now** check box, and click **Finish**.

- Step 18** If the server contains Intel Dialogic D/120JCT-EURO or D/240PCI-T1 voice cards, do the procedure under “Software Settings” for your voice card in [Appendix A, “Voice Cards.”](#) When you are finished, restart the Cisco Unity server.

The Cisco Unity Installation and Configuration Assistant displays a check mark next to “Install Cisco Unity Software,” and the Cisco Unity license installation screen appears in the main window.

Installing License Files

You run the Cisco Unity Install License File wizard from the Cisco Unity Installation and Configuration Assistant to install the Cisco Unity license file(s), after you have run the Cisco Unity Setup program.

To install license files

- Step 1** Log on to Windows by using the Cisco Unity installation account.
- Step 2** In the main window of the assistant, click **Run the Cisco Unity Install License File Wizard**.
- Step 3** Click **Next**.
- Step 4** Click **Add**.
- Step 5** Insert the Cisco Unity license file disk in drive A, or browse to the location where the license file(s) are stored.
- (When Cisco Unity was registered on Cisco.com, Cisco replied with an e-mail containing attached file(s) with license(s) for Cisco Unity features. The instructions in the e-mail directed that the attached files be saved. For more information, see the [“Obtaining Cisco Unity License Files”](#) section on page 2-2.)
- Step 6** For each license file:
- Double-click the file.
 - Click **Next**.
 - If prompted, click **Yes** to copy the license file to the local system.
- Step 7** Confirm that the license information is correct.
- Step 8** Click **Next**.
- Step 9** Click **Finish**.

The Cisco Unity Installation and Configuration Assistant displays a check mark next to “Install the License Files,” and the Cisco Unity services configuration screen appears in the main window.

Configuring Services

You run the Cisco Unity Services Configuration wizard from the Cisco Unity Installation and Configuration Assistant to associate the directory, message store, and local services with accounts you specify, after you have run the Cisco Unity Install License File wizard.

To configure services

- Step 1** In the main window of the assistant, click **Run the Cisco Unity Services Configuration Wizard**. (Note that you should be logged on to Windows with the Cisco Unity installation account.)
- Step 2** Select the message store type, and click **Next**.
- Step 3** Follow the on-screen prompts to complete the configuration.

The Cisco Unity Installation and Configuration Assistant displays a check mark next to “Configure the Cisco Unity Services,” and the Cisco Unity message store configuration screen appears in the main window.

Configuring the Message Store

You run the Cisco Unity Message Store Configuration wizard from the Cisco Unity Installation and Configuration Assistant to configure the message store, after you have run the Cisco Unity Services Configuration wizard.

To configure the message store

- Step 1** In the main window of the assistant, click **Run the Cisco Unity Message Store Configuration Wizard**. (Note that you should be logged on to Windows with the Cisco Unity installation account.)
- Step 2** Confirm that the Domino server is running. If Domino is not running, configuring the message store on Cisco Unity server will fail.
- Step 3** On the Welcome screen, click **Next**.
- Step 4** Enter the password for the installation account, and click **Next**.

- Step 5** Click **Lotus Domino R5**, and click **Next**.
- Step 6** Click **Next**.
- Step 7** Enter the path and password for the local Notes.ini file. The default path is Lotus\Notes\Notes.ini.
- Step 8** Click **Next**.
- Step 9** For each Domino server from which you will import users, enter the following information and add the server to the list:

Server Name The NetBIOS name of the server.

Address Book Typically, this is the Names.nsf file, unless you are using a secondary address book.

Display Name The Cisco Unity Administrator uses the text name you enter here for the file you entered in the Address Book field.

- Step 10** Click **Next**.
- Step 11** If you created an account for the Cisco Unity Administrator (administration account) in the [“Creating the Accounts” section on page 7-3](#), click **Change**. In the Select User dialog box, double-click the name of the administration account.
- Step 12** Click **OK** to stop Cisco Unity services.
- Step 13** Click **Finish**.

The Cisco Unity Installation and Configuration Assistant displays a check mark next to “Configure the Cisco Unity Message Store,” and the Cisco Unity telephone system integration screen appears in the main window.

Integrating the Phone System with Cisco Unity and Testing the Integration

You run the Cisco Unity Telephony Integration Manager (UTIM) from the Cisco Unity Installation and Configuration Assistant to connect Cisco Unity with the phone system, after you have run the Cisco Unity Message Store Configuration wizard.

To integrate the phone system with Cisco Unity and test the integration

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- Step 1** In the main window of the assistant, click **Run the Cisco Unity Telephony Integration Manager**. (Note that you should be logged on to Windows with the Cisco Unity installation account.)
- Step 2** In the right pane of the UTIM, click **Create Integration**.
- Step 3** Refer to the Cisco Unity integration guide for your phone system to complete the integration. (Cisco Unity integration guides are available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_configuration_guides_list.html and at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_configuration_guides_books_list.html.)
- When the integration is complete, the Cisco Unity Installation and Configuration Assistant displays a check mark next to “Integrate the Phone System with Cisco Unity,” and the Finished screen appears in the main window.
- Step 4** Click **Close** to exit the assistant.
- Step 5** Test the integration with the phone system. Refer to the Cisco Unity integration guide for your phone system.



Note

Note that you use the Cisco Unity Administrator for part of the integration test. Use the user name and password for the account that you selected to administer Cisco Unity.

Re-enabling Virus-Scanning Services

Re-enable any virus-scanning services on the Cisco Unity server that you disabled in the “[Disabling Virus-Scanning Services](#)” section on page 5-2. Refer to the virus-scanning software documentation for information on re-enabling the services.

Moving the Data Store Databases and Transaction Log Files

The Cisco Unity data store includes several databases and their corresponding transaction log files. Because the Cisco Unity and Reports databases, and their log files are the fastest-growing data store files, you place them on the system in a way that makes optimum use of the system’s storage capacity.

As you do the following procedure, if applicable, refer to the drive locations you made note of in the “[Determining the Drive Locations for Files on the Cisco Unity System](#)” section on page 2-4.

For more information on moving SQL Server or MSDE databases and transaction logs, refer to Microsoft documentation.

To move the SQL or MSDE databases and transaction log files

Step 1 On the Windows Start menu, click **Run**, then run **cmd**.

Step 2 Start OSQL by entering **OSQL -E** on the command line.



Caution

OSQL commands are case-sensitive. Enter the instructions exactly as they appear in the procedure.

Step 3 Detach the databases from the data store application by entering the following instructions on the command line:

- a. Enter **use master**, and press **Enter**.
- b. Enter **go**, and press **Enter**.
- c. Enter **EXEC sp_detach_db 'UnityDb'**, and press **Enter**.

- d. Enter **go**, and press **Enter**.
- e. Enter **EXEC sp_detach_db 'ReportDb'**, and press **Enter**.
- f. Enter **go**, and press **Enter**.

Step 4 In Windows Explorer, create the new database and log destination directories on the drive locations you made note of in the “[Determining the Drive Locations for Files on the Cisco Unity System](#)” section on page 2-4. Use directory names that are easy to remember, for example:

UnityDb.mdf and ReportDb.mdf <Database destination drive>\<Path>\Unity Data

UnityDb_log.ldf and ReportDb_log.ldf <Log file destination drive>\<Path>\Unity Logs

Step 5 In Windows Explorer, copy the databases **UnityDb.mdf** and **ReportDb.mdf** from Program Files\Microsoft SQL Server\MSSQL\Data to the new database destination(s).

Step 6 In Windows Explorer, copy the transaction log files **UnityDb_log.ldf** and **ReportDb_log.ldf** from Program Files\Microsoft SQL Server\MSSQL\Data to the new log file destination(s).

Step 7 In OSQL, reattach the databases and log files to the data store application by entering the following instructions on the command line:

- a. Enter **use master**, and press **Enter**.
- b. Enter **go**, and press **Enter**.
- c. Enter **EXEC sp_attach_db 'UnityDb', '<Database destination drive>\<New database directory path>\UnityDb.mdf', '<Log file destination drive>\<New log file directory path>\UnityDb_log.ldf'**, and press **Enter**.
- d. Enter **go**, and press **Enter**.
- e. Enter **EXEC sp_attach_db 'ReportDb', '<Database destination drive>\<New database directory path>\ReportDb.mdf', '<Log file destination drive>\<New log file directory path>\ReportDb_log.ldf'**, and press **Enter**.
- f. Enter **go**, and press **Enter**.

- Step 8** In OSQL, verify the change in the file locations by entering the following instructions on the command line:
- a. Enter **use UnityDb**, and press **Enter**.
 - b. Enter **go**, and press **Enter**.
 - c. Enter **sp_helpfile**, and press **Enter**.
 - d. Enter **go**, and press **Enter**.
 - e. The file name column values should reflect the new locations.
- Step 9** Enter **exit**, and press **Enter** to close OSQL.
- Step 10** *Optional:* In Windows Explorer, rename each of the databases and log files in the old locations **<Original file name and extension>.old**. For example, in its original location, rename **UnityDb.mdf**, **UnityDb.mdf.old**.
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■ Moving the Data Store Databases and Transaction Log Files