



Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant

This appendix contains procedures for manually installing the required Windows components, browser, database, and service packs that are automatically installed by the Cisco Unity System Preparation Assistant. Install the components in the order listed.

This appendix contains the following sections:

- [Installing MSXML 3.0 with Service Pack 1, page C-2](#)
- [Installing Windows Terminal Services, page C-2](#)
- [Installing the NNTP Service, page C-3](#)
- [Installing Message Queuing Services 2.0, page C-3](#)
- [Installing Windows 2000 Service Pack 3, page C-4](#)
- [Installing Internet Explorer 6.0 with Service Pack 1, page C-5](#)
- [Installing SQL Server 2000 or MSDE 2000, page C-5](#)

For more information about the Cisco Unity System Preparation Assistant, see the “[Running the Cisco Unity System Preparation Assistant](#)” section on page 5-3.

Installing MSXML 3.0 with Service Pack 1

**Note**

You are not required to install MSXML 3.0 before you install MSXML 3.0 Service Pack 1. MSXML 3.0 Service Pack 1 overwrites MSXML 3.0 if MSXML 3.0 is installed on the computer.

To install MSXML 3.0 with Service Pack 1

- Step 1** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
- Step 2** Browse to the MSXML3_SP1 directory, and double-click **Mxml3sp1.exe**.
- Step 3** Follow the on-screen prompts to complete the installation.

Installing Windows Terminal Services

To install Windows Terminal Services

- Step 1** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
- Step 2** Click **Add/Remove Windows Components**.
- Step 3** In the Windows Components dialog box, check the **Windows Terminal Services** check box. Do not change any other items.
- Step 4** Click **Next**.
- Step 5** In the Terminal Services Setup dialog box, click **Remote Administration Mode**, and click **Next**.
- Step 6** When you are prompted, insert the Windows 2000 Server disc in the CD-ROM drive, and click **OK**. If the Cisco Unity server was purchased from Cisco, the disc is labeled “Cisco Unity Operating System 2000.”

- Step 7** In the Completing the Windows Components Wizard dialog box, click **Finish**.
- Step 8** Click **Yes** to restart the server.
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Installing the NNTP Service

Install the Microsoft NNTP Service if you are installing Exchange 2000 on the Cisco Unity server or if you are connecting Cisco Unity to an Exchange 2000 server.

To install the NNTP Service

- Step 1** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
- Step 2** Click **Add/Remove Windows Components**.
- Step 3** Click **Internet Information Services (IIS)** (but do not uncheck the check box), and click **Details**.
- Step 4** In the Internet Information Services (IIS) dialog box, check the **NNTP Service** check box. If the **SMTP Service** check box is not already checked, check it, too.
- Step 5** Click **OK**.
- Step 6** Click **Next**.
- Step 7** When the installation is complete, click **Finish**.
- Step 8** Close the Add/Remove Programs dialog box and Control Panel.
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Installing Message Queuing Services 2.0

To install Message Queuing Services 2.0

- Step 1** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.

- Step 2** Click **Add/Remove Windows Components**.
 - Step 3** In the Windows Components dialog box, check the **Message Queuing Services** check box. Do not change any other items.
 - Step 4** Click **Next**.
 - Step 5** In the Message Queuing Type dialog box, click **Next**. Do not change any items.
 - Step 6** If the Message Queuing Server dialog box appears, click **Message Queuing Will Not Access a Directory Service**, and click **Next**.
 - Step 7** If the Windows NT 4.0 Message Queuing Clients dialog box appears, click **No, Do Not Change the Permissions**, and click **Next**.
 - Step 8** When you are prompted, insert the Windows 2000 Server disc in the CD-ROM drive, and click **OK**. If the Cisco Unity server was purchased from Cisco, the disc is labeled “Cisco Unity Operating System 2000.”
 - Step 9** In the Completing the Windows Components Wizard dialog box, click **Finish**.
 - Step 10** Close the Add Remove Programs dialog box and Control Panel.
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Installing Windows 2000 Service Pack 3

To install Windows 2000 Service Pack 3

- Step 1** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
 - Step 2** Browse to the Win2K_SP3\i386\update directory, and double-click **Update.exe**.
 - Step 3** Follow the on-screen prompts to complete the installation.
 - Step 4** Remove the compact disc.
 - Step 5** Restart the server.
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Installing Internet Explorer 6.0 with Service Pack 1

**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 6 with Service Pack 1

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- Step 1** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
 - Step 2** Browse to the IE6SP1 directory.
 - Step 3** Double-click **IE6Setup.exe**.
 - Step 4** Follow the on-screen prompts.
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Installing SQL Server 2000 or MSDE 2000

This section contains procedures for installing SQL Server 2000 and MSDE 2000 on the Cisco Unity server. Do the procedure(s) for the version that is applicable to your installation: [SQL Server 2000, page C-6](#), or [MSDE 2000, page C-8](#).

The number of voice ports that you are connecting with the Cisco Unity server determines whether you install SQL Server 2000 or MSDE 2000:

SQL Server 2000 For systems with more than 32 ports.

MSDE 2000 For systems with 32 ports or fewer.

Do not install SQL Server 2000 on a system with 32 ports or fewer; such a system is licensed only for MSDE 2000.

If you are upgrading a Cisco Unity 3.x system to version 4.0, and the system has 17 to 32 ports, you do not need to downgrade from SQL Server 2000 to MSDE 2000 because the system was originally licensed for SQL Server 2000. Whether you are installing SQL Server 2000 or MSDE 2000, the software must be installed on the Cisco Unity server. Installing it on another server is not supported.

SQL Server 2000

If you are installing SQL Server 2000, do the following three procedures in the order listed.



Note

Install the application in the location you made note of in the [“Determining the Drive Locations for Files on the Cisco Unity System”](#) section on page 2-4.

To install SQL Server 2000

- Step 1** Log on to Windows.
- Step 2** Insert the Cisco Unity Data Store 2000 disc in the CD-ROM drive.
- Step 3** When the Microsoft SQL Server 2000 Standard Edition window appears, click **SQL Server 2000 Components**.
- Step 4** In the Install Components window, click **Install Database Server**.
- Step 5** In the Welcome dialog box, click **Next**.
- Step 6** In the Computer Name dialog box, click **Next** to accept the default setting **Local Computer**.
- Step 7** In the Installation Selection dialog box, click **Next** to accept the default setting **Create a New Instance of SQL Server, or Install Client Tools**.
- Step 8** Follow the on-screen prompts until the CD Key dialog box appears.
- Step 9** Enter the key for Cisco Unity Data Store 2000 from the “Software CD Keys” booklet at the front of the CD wallet, and click **Next**.
- Step 10** In the Installation Definition dialog box, click **Next** to accept the default setting **Server and Client Tools**.
- Step 11** In the Instance Name dialog box, check the **Default** check box.
- Step 12** Click **Next**.

- Step 13** In the Setup Type dialog box, click **Next** to accept the default setting **Typical**.
- Step 14** At the top of the Services Accounts dialog box, click **Use the Same Account for Each Service**.
- Step 15** Under Service Settings, click **Use a Domain User Account**.
- Step 16** Under Service Settings, in the **Username**, **Password**, and **Domain** boxes, specify a domain user account that:
- Has the right to log on as a service.
 - Is a member of the Administrators local group.
- Step 17** Click **Next**.
- Step 18** In the Authentication Mode dialog box, we recommend that you click **Windows Authentication Mode**.
- If you click **Mixed Mode** (which is supported, but less secure), under Add Password for the SA Login, enter and confirm a password for the SQL Server system administrator logon.
- Step 19** Click **Next**.
- Step 20** In the Start Copying Files dialog box, click **Next**.
- Step 21** In the Choose Licensing Mode dialog box, click **Processor License For**, and specify the number of processors in the Cisco Unity server.
- Step 22** Click **Continue**.
- Step 23** If you are prompted about shutdown tasks before continuing with the installation, click **Next**.
- Step 24** Click **Finish**.
- Step 25** Restart the server.
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To install SQL Server 2000 Service Pack 2

- Step 1** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
- Step 2** Browse to the directory SQL2000_SP2\x86\Setup, and double-click **Setupsql.exe**.

Step 3 Follow the on-screen prompts.

Cisco Unity version 4.0 requires that you install SQL Server 2000 Security Rollup Package 1. The Rollup Package applies to localized versions of SQL Server 2000.

To install SQL Server 2000 Security Rollup Package 1

Step 1 Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.

Step 2 Browse to the directory SQL2000_SP2_SRP1\x86, and double-click **Sqlservr.exe**.

Step 3 Follow the on-screen prompts to complete the installation.

MSDE 2000

If you are installing MSDE 2000, do the following four procedures in the order listed.



Caution

MSDE 2000 is not the same as SQL Server 2000 Personal Edition. Do not install Personal Edition.



Note

Install the application in the location you made note of in the [“Determining the Drive Locations for Files on the Cisco Unity System”](#) section on page 2-4.

To install MSDE 2000

Step 1 Insert the Cisco Unity Data Store 2000 disc in the CD-ROM drive.

Step 2 Browse to the directory MSDE, and double-click **Setup.exe**.

- Step 3** When the installation is complete, click **Yes** to restart the server. Leave the Cisco Unity Data Store 2000 compact disc in the CD-ROM drive.
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To install Enterprise Manager

- Step 1** When the server restarts, log on to Windows.
- Step 2** If the Cisco Unity Data Store 2000 compact disc does not run automatically, browse to the root directory, and double-click **Autorun.exe**.
- Step 3** Click **SQL Server 2000 Components**.
- Step 4** Click **Install Database Server**.
- Step 5** In the Welcome dialog box, click **Next**.
- Step 6** In the Computer Name dialog box, click **Next** to accept the default setting **Local Computer**.
- Step 7** In the Installation Selection dialog box, click **Next** to accept the default setting **Create a New Instance of SQL Server, or Install Client Tools**.
- Step 8** Follow the on-screen prompts until the CD Key dialog box appears.
- Step 9** Enter the key for Cisco Unity Data Store 2000 from the “Software CD Keys” booklet at the front of the CD wallet.
- Step 10** Click **Next**.
- Step 11** In the Installation Definition dialog box, click **Client Tools Only**.
- Step 12** Click **Next**.
- Step 13** In the Select Components dialog box, uncheck all check boxes in the Components list except **Management Tools**.
- Step 14** Select **Management Tools** (but do not uncheck the check box).
- Step 15** In the Sub-Components list, uncheck all check boxes except **Enterprise Manager**, and click **Next**.
- Step 16** In the Start Copying Files dialog box, click **Next**.
- Step 17** Click **Finish**.
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To install Service Pack 2 for MSDE

- Step 1** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
- Step 2** Copy the SQL2000_SP2 directory to the root directory of drive C.
- Step 3** Remove the Cisco Unity Service Packs CD1 disc from the CD-ROM drive, and insert the Cisco Unity Data Store 2000 compact disc.
- Step 4** On the Windows Start menu, click **Run**, then run
C:\SQL2000_SP2\MSDE\Setup.exe /p SQLRUN
- Step 5** When the installation finishes, remove the compact disc, and click **Yes** to restart the server.
- Step 6** Delete the C:\SQL2000_SP2 directory to free hard disk space.
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Cisco Unity version 4.0 requires that you install SQL Server 2000 Security Rollup Package 1 for MSDE. The package applies to localized versions of MSDE 2000.

To install SQL Server 2000 Security Rollup Package 1 for MSDE

- Step 1** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
- Step 2** Browse to the directory SQL2000_SP2_SRP1, and double-click **Sqlservr.exe**.
- Step 3** Follow the on-screen prompts.
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