



Preparing for the Installation

**Note**

Failover: If you are installing the secondary Cisco Unity server now, skip this chapter.

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

1. Register the Cisco Unity software to obtain the applicable license files. See the [“Obtaining Cisco Unity License Files”](#) section on page 2-2.
2. Gather the documentation and tools needed for the installation. See the [“Gathering Documentation and Tools”](#) section on page 2-4.

**Note**

Cisco ICS 7750: If you are installing Cisco Unity in the Cisco ICS 7750, skip Task 3. All files are stored on the C drive because you cannot partition the hard disk in the SPE. The Cisco ICS 7750 does not support RAID.

3. Determine and record the drive locations for application, log, and database files on the Cisco Unity system. See the [“Determining the Drive Locations for Files on the Cisco Unity System”](#) section on page 2-5.

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 1-9

**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.

Obtaining Cisco Unity License Files

License files are required to install or to upgrade Cisco Unity software, and to change licensed features. To obtain the license files that provide the settings purchased by the customer, the Cisco Unity software must be registered on Cisco.com.

Shortly after registration, Cisco e-mails the license files. The e-mail from Cisco contains instructions on how to save and store the files. The *Cisco Unity Installation Guide* provides specific instructions later in the installation process on the use of the license files during the installation or upgrade.

**Note**

If the system is using failover, you install the license files on only the primary server.

The following information is required during software registration:

- The MAC address (physical address) for the network interface card (NIC) in the Cisco Unity computer.
- The product authorization key (PAK), which is listed in the *Cisco Unity Software Keys* booklet that is shipped with the software discs.

Do the following two procedures in the order listed.

To get the MAC address of the Cisco Unity computer

- Step 1** On the computer on which Cisco Unity will be installed, on the Windows Start menu, click **Programs > Accessories > Command Prompt**.
- Step 2** In the Command Prompt window, enter **ipconfig /all**, and press **Enter**.

- Step 3** Write down the value of Physical Address, excluding the hyphens, or save it to a file that you can access during online registration. (For example, if the physical address is 00-A1-B2-C3-D4-E5, record 00A1B2C3D4E5.)
- If the server contains more than one NIC, one value will appear for each NIC. Use the value for the primary NIC.
- Step 4** Close the Command Prompt window.
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To register the Cisco Unity software and obtain the license files

- Step 1** Browse to the applicable software registration site (URLs are case sensitive):
- | | |
|---|---|
| Registered user on Cisco.com | http://www.cisco.com/cgi-bin/Software/FormManager/formgenerator.pl |
| Not a registered user on Cisco.com | http://www.cisco.com/pcgi-bin/Software/FormManager/formgenerator.pl |
- Step 2** In the Voice Products section, under Cisco Unity Software, click **New License Registration**.
- Step 3** Enter the requested information, and click **Submit**.
- Step 4** Shortly after registration, you will receive an e-mail with the Cisco Unity license files.
- If license files are lost, it can take up to one business day to get another copy.
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If you do not receive the license files within 1 hour or to get another copy of a license file, call the Cisco Technical Assistance Center (TAC) and ask for the Licensing Team:

In the U.S. 800 553-2447

Outside the U.S. For your local Cisco TAC phone number, refer to the website <http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>.

Or send e-mail to licensing@cisco.com.

You will need to provide information to verify Cisco Unity ownership—for example, the purchase order number or the PAK (which is listed in the *Cisco Unity Software Keys* booklet that is shipped with the software discs).

**Note**

Cisco Unity software comes with a default license file that has a minimal number of settings. The license file allows installation of a Cisco Unity demonstration system. For information and instructions on installing a demonstration system, refer to the “Installing a Cisco Unity Demonstration System” section of the Cisco Unity release notes.

Gathering Documentation and Tools

You need the following items during the installation and configuration of the Cisco Unity system:

- Cisco Unity documentation.
 - Release notes for the applicable version of Cisco Unity.
 - The *Cisco Unity Installation Guide*.
 - The Cisco Unity integration guide(s) for your phone system(s).
 - If you are integrating Cisco Unity with Cisco CallManager, release notes for the applicable version of the Cisco Unity-CM TSP.
 - The *Cisco Unity System Administration Guide*.
 - If you are setting up failover, the *Cisco Unity Failover Configuration and Administration Guide*.
 - If you are setting up a Cisco Unity networking option other than the Cisco Unity Bridge, the *Networking in Cisco Unity Guide*.
 - If you are setting up the Cisco Unity Bridge, release notes for the applicable version of the Bridge, the *Cisco Unity Bridge Installation Guide*, and the *Cisco Unity Bridge Networking Guide*.

Cisco Unity documentation is available on Cisco.com at <http://www.cisco.com/en/US/products/sw/voicesw/ps2237/index.html>.

- A blank 3.5-inch 1.44-MB disk for creating an emergency repair disk.
- A test phone.

Determining the Drive Locations for Files on the Cisco Unity System

The way in which logical drives on the Cisco Unity server are set up and which application, log, and database files are located on the drives depends on the size of the Cisco Unity system, the RAID volume configuration used, whether the system will be installed as Voice Messaging (VM) or as Unified Messaging (UM), and whether Exchange is used on a separate server or on the Cisco Unity server.



Note

If the system is using failover, the file locations must be the same on the primary and secondary servers.

Using one of the following sections, make note of the applicable drive locations for files on the Cisco Unity system that you are installing:

- [Drive Locations for Files on a Small-Scale System, page 2-5](#)
- [Drive Locations for Files on a Medium-Scale System, page 2-6](#)
- [Drive Locations for Files on a Large-Scale System, page 2-7](#)

The *Cisco Unity Installation Guide* alerts you when to refer to the file locations later in the installation process.

Drive Locations for Files on a Small-Scale System

A small-scale system has a maximum of 1,100 users and 32 ports.

Table 2-1 applies to the following small-scale RAID volume configurations:

- Single RAID 1 volume
- Single RAID 5 volume
- No RAID (Use the drive locations for the applicable Exchange configuration—on a separate server or on the Cisco Unity server.)



Note Except for the system drive, drive C, different drive letters may be used to label the drives.

Table 2-1 Drive Locations for Files on a Small-Scale System

Drive	Files for VM with Exchange on the Cisco Unity Server	Files for VM or UM with Exchange on a Separate Server
C	<ul style="list-style-type: none"> Active partition Operating system Pagefile MSDE binaries (application with associated files) 	<ul style="list-style-type: none"> Active partition Operating system Pagefile MSDE binaries (application with associated files)
D	<ul style="list-style-type: none"> Message store (Exchange) Exchange transaction logs Data store (SQL Server or MSDE) SQL Server or MSDE transaction logs Unity Message Repository (UMR) Binaries (applications with associated files, including Cisco Unity and SQL Server) Cisco Unity trace logs 	<ul style="list-style-type: none"> Data store (SQL Server or MSDE) SQL Server or MSDE transaction logs Unity Message Repository (UMR) Binaries (applications with associated files, including Cisco Unity and SQL Server) Cisco Unity trace logs

Drive Locations for Files on a Medium-Scale System

A medium-scale system has a maximum of 2,200 users on the Cisco Unity server or 2,500 users on a separate server, and more than 32 but no more than 48 ports.

Table 2-2 applies to the following medium-scale RAID volume configurations:

- Three RAID 1 volumes
- Two RAID 1 volumes
- Single RAID 1 volume and a single RAID 5 volume (with or without a hot spare drive)



Note Except for the system drive, drive C, different drive letters may be used to label the drives.

Table 2-2 Drive Locations for Files on a Medium-Scale System

Drive	Files for VM with Exchange on the Cisco Unity Server	Files for VM or UM with Exchange on a Separate Server
C	<ul style="list-style-type: none"> Active partition Operating system Pagefile 	<ul style="list-style-type: none"> Active partition Operating system Pagefile
D	<ul style="list-style-type: none"> Exchange transaction logs SQL Server transaction logs Binaries (applications with associated files, including Cisco Unity and SQL Server) Cisco Unity trace logs 	<ul style="list-style-type: none"> SQL Server transaction logs Binaries (applications with associated files, including Cisco Unity and SQL Server) Cisco Unity trace logs
E	<ul style="list-style-type: none"> Message store (Exchange) Data store (SQL Server) Unity Message Repository (UMR) 	<ul style="list-style-type: none"> Data store (SQL Server) Unity Message Repository (UMR)

Drive Locations for Files on a Large-Scale System

A large-scale system has a maximum of 3,000 users on the Cisco Unity server or 7,500 users on a separate server, and more than 48 ports.

Table 2-3 applies to the following large-scale RAID volume configurations:

- Three RAID 1 volumes
- Two RAID 1 volumes and a single RAID 5 volume (with or without a hot spare drive)
- Two RAID 1 volumes and a single RAID 10 volume (with or without a hot spare drive)



Note Except for the system drive, drive C, different drive letters may be used to label the drives.

Table 2-3 *Drive Locations for Files on a Large-Scale System*

Drive	Files for VM with Exchange on the Cisco Unity Server	Files for VM or UM with Exchange on a Separate Server
C	<ul style="list-style-type: none"> • Active partition • Operating system • Pagefile 	<ul style="list-style-type: none"> • Active partition • Operating system • Pagefile
D	<ul style="list-style-type: none"> • Binaries (applications with associated files, including Cisco Unity and SQL Server) • Cisco Unity trace logs 	<ul style="list-style-type: none"> • Binaries (applications with associated files, including Cisco Unity and SQL Server) • Cisco Unity trace logs
E	<ul style="list-style-type: none"> • Exchange transaction logs • SQL Server transaction logs 	<ul style="list-style-type: none"> • SQL Server transaction logs
F	<ul style="list-style-type: none"> • Message store (Exchange) • Data store (SQL Server) • Unity Message Repository (UMR) 	<ul style="list-style-type: none"> • Data store (SQL Server) • Unity Message Repository (UMR)