



Customizing the Cisco Unity Platform

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

1. *If virus-scanning software is installed on the Cisco Unity server:* Disable any virus-scanning services. See the [“Disabling Virus-Scanning Services”](#) section on page 5-2.
2. Run the Cisco Unity System Preparation Assistant to install required Windows components, the browser and database, and required service packs. See the [“Running the Cisco Unity System Preparation Assistant”](#) section on page 5-3.
3. *If the system is using MSDE 2000:* Install Enterprise Manager. See the [“Installing Administration Software for MSDE 2000”](#) section on page 5-7.
4. Connect the Cisco Unity server to the network. See the [“Connecting the Cisco Unity Server to the Network”](#) section on page 5-8.

**Note**

Cisco ICS 7750: If you are installing Cisco Unity in the Cisco ICS 7750, skip Task 5.

5. *If the system has a network connection:* Assign a static IP address, if applicable and if you did not do so while installing Windows 2000 Server. See the [“Assigning an IP Address”](#) section on page 5-8.

**Note**

Cisco ICS 7750: If you are installing Cisco Unity in the Cisco ICS 7750, skip Task 6.

6. *If the system has a network connection:* Confirm that the server has a valid IP address and is connected to the network. See the [“Verifying the IP Address and the Network Connection”](#) section on page 5-9.
7. Change folder settings in Windows Explorer so all files and folders are visible during Cisco Unity troubleshooting. See the [“Changing Folder Settings in Windows Explorer”](#) section on page 5-10.
8. Install Microsoft Active Directory, or add the Cisco Unity server to an existing domain. See the [“Installing Active Directory or Adding the Cisco Unity Server to an Existing Domain”](#) section on page 5-11.

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.

Disabling Virus-Scanning Services

Before running the Cisco Unity System Preparation Assistant, disable any virus-scanning services on the Cisco Unity server. Disabling the services speeds up the installation process.

Refer to the virus-scanning software documentation for information on determining the virus-scanning services and on disabling them.

The *Cisco Unity Installation Guide* alerts you when to re-enable the virus-scanning services later in the installation process.

Running the Cisco Unity System Preparation Assistant

The Cisco Unity System Preparation Assistant is a program that helps customize the platform for Cisco Unity by checking for and installing the following required Windows components, browser, database, and service packs:

- MSXML 3.0 with Service Pack 1
- Internet Information Services (IIS)
- Windows Terminal Services
- NNTP Service
- SMTP Service
- Message Queuing Services version 2.0
- Windows 2000 Service Pack 3
- Internet Explorer 6.0 with Service Pack 1
- SQL Server 2000, Service Pack 2, and Security Rollup Package 1
or
MSDE 2000, Service Pack 2, and Security Rollup Package 1

**Note**


To install missing components, the assistant requires the Service Packs and Data Store compact discs that are shipped with Cisco Unity.

To run the Cisco Unity System Preparation Assistant

- Step 1** Log on to Windows by using an account that is a member of the Local Administrators group.

- Step 2** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
- Step 3** Browse to the **Cuspa** directory, and double-click **Cuspa.vbs**.
- Step 4** On the Cisco Unity Server Characteristics page, set the following fields:
- | | |
|------------------------|---|
| Configuration | Click Unified Messaging or Voice Messaging , depending on the Cisco Unity configuration. |
| Failover | Check the This Is a Primary or Failover Server check box if the system is using failover.

The assistant uses the information to determine if the system requires SQL Server or MSDE. If the system is using failover, SQL Server is required. |
| Number of Ports | Enter the number of voice ports that you are connecting with the Cisco Unity server.

If the system is not using failover, the assistant uses the information to determine if the system requires SQL Server or MSDE. For systems with more than 32 ports, SQL Server is required. Otherwise, MSDE is required. |
- Step 5** Click **Next**. The assistant lists the components and indicates whether or not they are installed.
- Step 6** Follow the prompts to install any missing components until you are prompted to install the data store.
-  **Note** If a Microsoft AutoMenu window appears when the assistant is installing an application, close the window and allow the assistant to continue.

Step 7 If MSDE is being installed, skip to [Step 8](#).

If SQL Server is being installed, do the following 23 substeps:

**Note**

Install SQL Server in the location you made note of in the “[Determining the Drive Locations for Files on the Cisco Unity System](#)” section on page 2-5.

- a. When the Microsoft SQL Server 2000 Standard Edition window appears, click **SQL Server 2000 Components**.
 - b. In the Install Components window, click **Install Database Server**.
 - c. In the Welcome dialog box, click **Next**.
 - d. In the Computer Name dialog box, click **Next** to accept the default setting **Local Computer**.
 - e. In the Installation Selection dialog box, click **Next** to accept the default setting **Create a New Instance of SQL Server, or Install Client Tools**.
 - f. Follow the on-screen prompts until the CD Key dialog box appears.
 - g. Enter the key for Cisco Unity Data Store 2000 from the *Cisco Unity Software Keys* booklet that ships with the software discs, and click **Next**.
 - h. In the Installation Definition dialog box, click **Next** to accept the default setting **Server and Client Tools**.
 - i. In the Instance Name dialog box, check the **Default** check box.
 - j. Click **Next**.
 - k. In the Setup Type dialog box, click **Next** to accept the default setting **Typical**.
 - l. At the top of the Services Accounts dialog box, click **Use the Same Account for Each Service**.
 - m. Under Service Settings, click **Use a Domain User Account**.
 - n. 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.
- If the system is using failover, specify the same account on both Cisco Unity servers.
- o. Click **Next**.

- p. In the Authentication Mode dialog box, we recommend that you click **Windows Authentication Mode**.
If you click Mixed Mode—which is supported but is less secure—under Add Password for the SA Login, enter and confirm a password for the SQL Server system administrator logon.
- q. Click **Next**.
- r. In the Start Copying Files dialog box, click **Next**.
- s. In the Choose Licensing Mode dialog box, click **Processor License For**, and specify the number of processors in the Cisco Unity server.
- t. Click **Continue**.
- u. If you are prompted about shutdown tasks before continuing with the installation, click **Next**.
- v. Click **Finish**.
- w. Restart the server, and skip to [Step 9](#).

Step 8 If MSDE is being installed, do the following two substeps:

- a. Follow the on-screen prompts.
- b. When the installation is complete, click **Yes** to restart the server.

Step 9 When SQL Server or MSDE installation is complete, continue following the on-screen prompts in the assistant to complete the platform customization.



Caution

When Internet Explorer was installed, the file WScript.exe was installed automatically. Do not remove WScript.exe, or the Cisco Unity Setup program will fail later in the installation process.

For manual procedures for installing the required Windows components, browser, database, and service packs, see [Appendix C, “Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant.”](#)

Installing Administration Software for MSDE 2000

When the Cisco Unity System Preparation Assistant installs MSDE 2000, it does not include administration software. You install Enterprise Manager administration software so that Cisco TAC can access the Cisco Unity MSDE databases during troubleshooting.

To install Enterprise Manager

- Step 1** After 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 *Cisco Unity Software Keys* booklet that ships with the software discs.
- 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**.

Connecting the Cisco Unity Server to the Network

To connect the Cisco Unity server to the network

Attach the network cable to the Cisco Unity server.

Assigning an IP Address

The Cisco Unity server must have an IP address for network administration of Cisco Unity and for subscriber access to the Cisco Personal Communications Assistant (PCA), which provides subscriber access to the Cisco Unity Assistant and Cisco Unity Inbox.

If you installed the operating system from the Platform Configuration discs that are shipped with a Cisco Unity server purchased from Cisco and connected to a network that has a Dynamic Host Configuration Protocol (DHCP) server, the Cisco Unity server is configured to automatically obtain an IP address from the DHCP server.

If the network does not have a DHCP server or if you prefer to manually assign a static IP address, do the following procedure.

If the system is using failover, we recommend that you assign a static IP address to each Cisco Unity server.

To assign a static IP address

Step 1 On the Windows Start menu, click **Settings > Control Panel > Network and Dial-Up Connections > Local Area Connection**.

- Step 2** Click **Properties**.
 - Step 3** In the Components Checked Are Used by This Connection list, check the **Internet Protocol (TCP/IP)** check box.
 - Step 4** Click **Internet Protocol (TCP/IP)** (but do not uncheck the check box), and click **Properties**.
 - Step 5** Enter applicable values. For more information, refer to Windows 2000 Help.
 - Step 6** Click **OK**.
 - Step 7** Restart the server.
-

Verifying the IP Address and the Network Connection

Whether the network has a DHCP server or you assigned a static IP address, verify the IP address and the network connection.

To verify the IP address and the network connection

- Step 1** 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** Verify the IP address of the Cisco Unity server.
- Step 4** Find the IP address of a router or server on the same network segment as the Cisco Unity server.

If no routers or servers are listed, either you did not specify a default gateway when you assigned a static IP address in the [“Assigning an IP Address”](#) section on page 5-8, or the Cisco Unity server is not connected to the network.

Step 5 Ping the router or other server whose IP address you found in [Step 4](#). In the Command Prompt window, enter **ping <IP address>**, and press **Enter**.

If the device sends a reply, the Cisco Unity server has a valid IP address.

If the device does not reply, either the Cisco Unity server has a problem obtaining an address from the DHCP server, or the assigned static IP address conflicts with the IP address of another computer on the network. Verify the network settings. If needed, troubleshoot any problem as you would a network connectivity problem.

Changing Folder Settings in Windows Explorer

You change folder settings so that all files and folders—including system files—are visible in Windows Explorer during Cisco Unity troubleshooting.

If you installed Windows 2000 from the Platform Configuration discs that are shipped with a Cisco Unity server purchased from Cisco, all files and folders are already visible in Windows Explorer.



Note

If you do not do the following procedure now, Cisco TAC may ask you to do it later.

To change folder settings in Windows Explorer

- Step 1** On the Windows desktop, double-click **My Computer**.
- Step 2** On the Tools menu, click **Folder Options**.
- Step 3** Click the **View** tab.
- Step 4** Click **Show Hidden Files and Folders**.
- Step 5** Uncheck the **Hide File Extensions for Known File Types** check box.
- Step 6** Uncheck the **Hide Protected Operating System Files** check box, and click **Yes** to confirm.
- Step 7** Click **Apply**.

Step 8 Click **Like Current Folder**, and click **Yes** to confirm.

Step 9 Click **OK**.

Installing Active Directory or Adding the Cisco Unity Server to an Existing Domain

The Cisco Unity server must be either a member server in an existing domain or a domain controller in its own domain. Cisco Unity interactions with the message store do not allow the server to be in a workgroup.

This section contains procedures for installing Active Directory and adding the Cisco Unity server as a member server in an existing domain. Do the procedure that is applicable to your installation. The message store does not support workgroups, so you must do one procedure or the other.

If the system is using failover, add both the primary and the secondary Cisco Unity servers to the same existing domain. Do not install Active Directory on either server.



Caution

If the Cisco Unity server will be the only server in the domain, you must install Active Directory. However, because Active Directory is a very processor- and memory-intensive application, if you are adding the Cisco Unity server to an existing domain, we strongly recommend that you do not also install Active Directory on the Cisco Unity server. Instead, do the procedure in the [“Existing Domain” section on page 5-13](#).

Active Directory

If you are setting up failover, do the procedure in the [“Existing Domain” section on page 5-13](#) instead.



Caution

If the system is using failover, do not install Active Directory on either Cisco Unity server.

To install Active Directory

Step 1 On the Windows Start menu, click **Run**, then enter **Dcpromo**, and press **Enter**.

Step 2 Click **Next**.

Step 3 Follow the on-screen prompts until the Permissions dialog box appears.

If the system has no network connection, follow the on-screen prompts and use the values in [Table 5-1](#).

For other configurations, consult the system administrator to determine how to set up the server.

Table 5-1 Values If the System Has No Network Connection

Dialog Box Name	Value
Domain Controller Type	Domain Controller for a New Domain
Create Tree or Child Domain	Create a New Domain Tree
Create or Join Forest	Create a New Forest of Domain Trees
New Domain Name	Consult the system administrator.
NetBIOS Domain Name	Consult the system administrator.
Database and Log Locations	If possible, choose separate hard disks for the database and the logs. This was the old wording.
Shared System Volume	Consult the system administrator.

Step 4 Click **Next**.

Step 5 Enter and confirm a password.

Step 6 Click **Next**.

Step 7 Review the settings, and click **Next** to install Active Directory.

Step 8 Click **Finish**.

Step 9 Click **Restart Now**.

Existing Domain

Do the following procedure to add the Cisco Unity server to an existing domain without making it an additional domain controller in that domain.

**Note**

We recommend that you install the Cisco Unity server in the same domain as the Exchange server that homes the Cisco Unity subscribers.

If the system has no network connection, do the procedure in the [“Active Directory” section on page 5-11](#) instead.

To add the Cisco Unity server to an existing domain

- Step 1** On the Windows Start menu, click **Settings > Control Panel > System**.
 - Step 2** Click the **Network Identification** tab.
 - Step 3** Click **Properties**.
 - Step 4** In the Identification Changes dialog box, click **Domain**, and enter the name of the domain that you want to join.

If you are setting up failover, add both Cisco Unity servers to the same domain.
 - Step 5** Click **OK**.
 - Step 6** In the Domain Username and Password dialog box, enter the name and password of an account that has permission to add computers to the domain.
 - Step 7** Click **OK** three times.
 - Step 8** Click **Yes** to restart the server.
-

