



# Setting Up the Message Store

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

1. Install Exchange and/or the administration software. See the applicable section, depending on the Cisco Unity configuration:
  - [Installing Exchange 2000 Software—Unified Messaging with Exchange 2000 on a Separate Server](#), page 6-2
  - [Installing Exchange 5.5 Software—Unified Messaging with Exchange 5.5 on a Separate Server](#), page 6-4
  - [Installing Exchange 2000 Software—Voice Messaging with Exchange 2000 on a Separate Server](#), page 6-7
  - [Installing Exchange 2000 Software—Voice Messaging with Exchange 2000 on the Cisco Unity Server](#), page 6-8



**Note**

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*Failover:* If you are installing the secondary Cisco Unity server now, skip Task 2.

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2. *If the system is using Exchange 2000:* Extend the Active Directory schema for Cisco Unity. See the [“Extending the Active Directory Schema for Cisco Unity \(Exchange 2000 Only\)”](#) section on page 6-12.

**Note**

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*Failover:* If you are installing the secondary Cisco Unity server now, skip Task 3.

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3. *If the system is using Exchange 2000:* Create Active Directory organizational units for users and distribution lists, and a mailbox store, if applicable. See the “[Creating Organizational Units and a Mailbox Store \(Exchange 2000 Only\)](#)” section on page 6-13.

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**

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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.

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## Installing Exchange 2000 Software—Unified Messaging with Exchange 2000 on a Separate Server

**Note**

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Cisco assumes that the message store environment is already set up and working before the Cisco Unity system is installed.

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**Note**

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For Unified Messaging, ensure that the number of Exchange users homed on each Exchange server does not exceed Microsoft recommendations.

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Do the following two procedures in the order listed. Later in the installation process, you specify the Exchange server on the network for the Cisco Unity server to connect to.

### To install only Exchange 2000 administration software on the Cisco Unity server

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- Step 1** On the Cisco Unity server, insert the Cisco Unity Message Store 2000 disc in the CD-ROM drive.
- If the disc does not run automatically, browse to the root directory, and double-click **Launch.exe**.
- Step 2** Click **Exchange Server Setup**.
- Step 3** Follow the on-screen prompts until the Product Identification dialog box appears.
- Step 4** Enter the key for Cisco Unity Message Store 2000 from the *Cisco Unity Software Keys* booklet that ships with the software discs, and click **Next**.
- Step 5** In the Component Selection dialog box, in the Action column, change the action for Microsoft Exchange 2000 to **Custom**.
- Step 6** Change the action for Microsoft Exchange Messaging and Collaboration Services to **None**.
- Step 7** Leave the action for Microsoft Exchange System Management Tools as **Install**.
- Step 8** Click **Next**.
- Step 9** Follow the on-screen prompts to complete the installation.
- Step 10** Restart the server.
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### To install Exchange 2000 Service Pack 2

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- Step 1** Insert Cisco Unity Service Packs CD 2 in the CD-ROM drive.
- Step 2** Browse to the directory **Exchange\_2000\_SP2\setup\i386**, and double-click **Update.exe**.
- Step 3** Follow the on-screen prompts to complete the installation.

Step 4 Restart the server.



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**Note** *Failover:* If you are installing a secondary Cisco Unity server now, skip Step 5.

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Step 5 If it is not already installed, repeat Steps 1 through 4 to install Exchange 2000 Service Pack 2 on the Exchange server that Cisco Unity will connect to.

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## Installing Exchange 5.5 Software—Unified Messaging with Exchange 5.5 on a Separate Server



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**Note** Cisco assumes that the message store environment is already set up and working before the Cisco Unity system is installed.

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**Note** For Unified Messaging, ensure that the number of Exchange users homed on each Exchange server does not exceed Microsoft recommendations.

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This section contains three procedures.

If Active Directory is not installed on the Exchange 5.5 server that you will connect Cisco Unity to, do only the second and third procedures in the order listed: “[To install only Exchange 5.5 administration software on the Cisco Unity server](#)” and “[To install Exchange 5.5 Service Pack 4](#).” Later in the installation process, you specify the Exchange server on the network for the Cisco Unity server to connect to.

If Active Directory is installed on the Exchange 5.5 server that you will connect Cisco Unity to, do all three procedures in the order listed. Later in the installation process, you specify the Exchange server on the network for the Cisco Unity server to connect to, as well as the LDAP port number of the Exchange server.



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**Note** *Failover:* If you are installing a secondary Cisco Unity server now, do only the second and third procedures in the order listed.

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Cisco Unity communicates with Exchange 5.5 by using Lightweight Directory Access Protocol (LDAP). Active Directory also uses LDAP, and it reserves port 389 for the protocol. The default LDAP port for Exchange 5.5 is also 389. The Active Directory LDAP port cannot be reconfigured, so the Exchange LDAP port number must be reset. Do the following procedure if Active Directory is installed on the Exchange 5.5 server that you will connect Cisco Unity to.

**To change the LDAP port number of the Exchange 5.5 server (when Active Directory is installed)**

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- Step 1** On the Windows Start menu, click **Programs > Microsoft Exchange > Microsoft Exchange Administrator**.
  - Step 2** In the site container, open the **Configuration** container.
  - Step 3** Under Configuration, click **Protocols**.
  - Step 4** In the right pane, double-click **LDAP (Directory) Site Defaults**.
  - Step 5** On the General tab, change Port Number to **2015** (or another available port number). Make note of the new port number, which you will need later in the installation process.
  - Step 6** Click **OK**, and close the Exchange Administrator.
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**To install only Exchange 5.5 administration software on the Cisco Unity server**

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- Step 1** On the Cisco Unity server, insert the Cisco Unity Message Store 5.5 disc in the CD-ROM drive.  
  
If the disc does not run automatically, browse to the root directory, and double-click **Launch.exe**.
  - Step 2** When the Microsoft Exchange Server Version 5.5 window appears, click **Setup Server and Components**.
  - Step 3** Click **Microsoft Exchange Server 5.5**.
  - Step 4** Accept the license agreement.
  - Step 5** Click **Complete/Custom**.
  - Step 6** Uncheck all check boxes except the **Microsoft Exchange Administrator** check box.

- Step 7** Click **Continue**.
- Step 8** When you are prompted to enter a CD key, enter the key for Cisco Unity Message Store 5.5 from the *Cisco Unity Software Keys* booklet that ships with the software discs.
- Step 9** Click **OK**.
- Step 10** Follow the on-screen prompts to complete the installation.
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#### To install Exchange 5.5 Service Pack 4

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- Step 1** Insert Cisco Unity Service Packs CD 4 in the CD-ROM drive.



**Note** If Cisco Unity Service Packs CD 4 is not available, download Exchange 5.5 Service Pack 4 from the “Service Packs” page of the Microsoft Product Support Services website.

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- Step 2** Browse to the directory **Exchange5.5\_SP4**, and double-click **Update.exe**.
- Step 3** Follow the on-screen prompts to complete the installation.
- Step 4** Restart the server.



**Note** *Failover*: If you are installing a secondary Cisco Unity server now, skip Step 5.

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- Step 5** If it is not already installed, repeat Steps 1 through 4 to install Exchange 5.5 Service Pack 4 on the Exchange server that Cisco Unity will connect to.
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# Installing Exchange 2000 Software—Voice Messaging with Exchange 2000 on a Separate Server

**Note**

Cisco assumes that the message store environment is already set up and working before the Cisco Unity system is installed.

**Note**

For Voice Messaging, ensure that the number of Exchange users homed on each Exchange server does not exceed platform-specific Cisco recommendations.

Only Exchange 2000 is supported for a new Cisco Unity 4.0(x) installation in the Voice Messaging configuration.

Do the following two procedures in the order listed. Later in the installation, you specify the Exchange server on the network for the Cisco Unity server to connect to.

## To install only Exchange 2000 administration software on the Cisco Unity server

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- Step 1** On the Cisco Unity server, insert the Cisco Unity Message Store 2000 disc in the CD-ROM drive.
- If the disc does not run automatically, browse to the root directory, and double-click **Launch.exe**.
- Step 2** Click **Exchange Server Setup**.
- Step 3** Follow the on-screen prompts until the Product Identification dialog box appears.
- Step 4** Enter the key for Cisco Unity Message Store 2000 from the *Cisco Unity Software Keys* booklet that ships with the software discs, and click **Next**.
- Step 5** In the Component Selection dialog box, in the Action column, change the action for Microsoft Exchange 2000 to **Custom**.
- Step 6** Change the action for Microsoft Exchange Messaging and Collaboration Services to **None**.
- Step 7** Leave the action for Microsoft Exchange System Management Tools as **Install**.

- Step 8** Click **Next**.
- Step 9** Follow the on-screen prompts to complete the installation.
- Step 10** Restart the server.
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#### To install Exchange 2000 Service Pack 2

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- Step 1** Insert Cisco Unity Service Packs CD 2 in the CD-ROM drive.
- Step 2** Browse to the directory **Exchange\_2000\_SP2\setup\i386**, and double-click **Update.exe**.
- Step 3** Follow the on-screen prompts to complete the installation.
- Step 4** Restart the server.



**Note** *Failover:* If you are installing a secondary Cisco Unity server now, skip Step 5.

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- Step 5** If it is not already installed, repeat Steps 1 through 4 to install Exchange 2000 Service Pack 2 on the Exchange server that Cisco Unity will connect to.
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## Installing Exchange 2000 Software—Voice Messaging with Exchange 2000 on the Cisco Unity Server



**Note** For Voice Messaging, ensure that the number of Exchange users homed on each Exchange server does not exceed platform-specific Cisco recommendations.

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Only Exchange 2000 is supported for a new Cisco Unity 4.0(x) installation in the Voice Messaging configuration.

This section contains five procedures. Do the procedures in the order listed, if applicable. Later in the installation, you connect Cisco Unity with Exchange on the Cisco Unity server.

Do the following procedure, “[To run Forestprep on the Cisco Unity server](#),” only if the Cisco Unity server is the first Exchange 2000 server in the forest.

**Note**

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*Failover:* If you are installing the secondary Cisco Unity server now, skip the following procedure “[To run Forestprep on the Cisco Unity server](#).”

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### To run Forestprep on the Cisco Unity server

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- Step 1** On the Cisco Unity server, log on to Windows as a user who is a member of the Schema Admins group.
  - Step 2** Insert the Cisco Unity Message Store 2000 disc in the CD-ROM drive.
  - Step 3** On the Windows Start menu, click **Run**, then run  
`<CD-ROM drive letter>:\setup\i386\setup.exe /forestprep`
  - Step 4** Follow the on-screen prompts.
  - Step 5** When you are prompted to enter a product identification number/CD key, enter the key for Cisco Unity Message Store 2000 from the *Cisco Unity Software Keys* booklet that ships with the software discs.
  - Step 6** Click **Finish**.
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Do the following procedure, “[To run Domainprep on the Cisco Unity server](#),” only if the Cisco Unity server is the first Exchange 2000 server in the domain.

**Note**

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*Failover:* If you are installing the secondary Cisco Unity server now, skip the following procedure, “[To run Domainprep on the Cisco Unity server](#).”

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### To run Domainprep on the Cisco Unity server

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- Step 1** On the Cisco Unity server, log on to Windows as a user who is a member of the Schema Admins group.

- Step 2 Insert the Cisco Unity Message Store 2000 disc in the CD-ROM drive.
  - Step 3 On the Windows Start menu, click **Run**, then run  
`<CD-ROM drive letter>:\setup\i386\setup.exe /domainprep`
  - Step 4 Follow the on-screen prompts.
  - Step 5 When you are prompted to enter a product identification number/CD key, enter the key for Cisco Unity Message Store 2000 from the *Cisco Unity Software Keys* booklet that ships with the software discs.
  - Step 6 If a warning appears about this being an insecure domain, click **OK**.
  - Step 7 Follow the on-screen prompts.
  - Step 8 Click **Finish**.
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The changes to the Active Directory schema—resulting from the preceding two procedures—may take 15 minutes or more to replicate throughout the forest. The changes must finish replicating before you can install Exchange.

#### To install Exchange 2000 Server on the Cisco Unity server

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- Step 1 Insert the Cisco Unity Message Store 2000 disc in the CD-ROM drive.  
If the disc does not run automatically, browse to the root directory, and double-click **Launch.exe**.
- Step 2 Click **Exchange Server Setup**.
- Step 3 Follow the on-screen prompts until you are prompted to enter a product identification number/CD key.
- Step 4 Enter the key for Cisco Unity Message Store 2000 from the *Cisco Unity Software Keys* booklet that ships with the software discs, and click **Next**.
- Step 5 In the Component Selection dialog box, change the drive and path where the Exchange 2000 application files will be installed, if applicable. Specify the drive location you made note of in the [“Determining the Drive Locations for Files on the Cisco Unity System” section on page 2-5](#). Do not change which components to install.
- Step 6 Click **Next**.

- Step 7** Follow the on-screen prompts until the installation is complete.
- Step 8** Click **Finish**.
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#### To install Exchange 2000 Service Pack 2

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- Step 1** Insert Cisco Unity Service Packs CD 2 in the CD-ROM drive.
- Step 2** Browse to the directory **Exchange\_2000\_SP2\setup\i386**, and double-click **Update.exe**.
- Step 3** Follow the on-screen prompts to complete the installation.
- Step 4** Restart the server.
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Move the Exchange 2000 transaction and system logs, and databases to the locations you made note of in the [“Determining the Drive Locations for Files on the Cisco Unity System”](#) section on page 2-5.

#### To move the Exchange 2000 transaction and system logs, and databases

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- Step 1** Start Exchange System Manager.
- Step 2** Right-click the Storage Group for the log files you want to move, then click **Properties**.
- Step 3** Click the **General** tab.
- Step 4** Click **Browse**.
- Step 5** Locate the type of logs you want to move. Note that both system logs and transaction logs can be moved in the same operation.
- Step 6** Click the new location for the log files, or create a new folder.
- Step 7** Click **Apply**.
- Step 8** Click **Yes** twice.

- Step 9** Do a full online Exchange backup to complete the operation.
- Step 10** Move the Exchange 2000 databases. Refer to Knowledge Base articles 155761 and 257184 on the Microsoft website.
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## Extending the Active Directory Schema for Cisco Unity (Exchange 2000 Only)

With Exchange 2000, several changes need to be made to the Active Directory schema for Cisco Unity to work properly. To see the changes that the schema update program makes, browse to the directory Schema\LdifScripts on the Cisco Unity DVD or CD 1, and view the file Avdirmonex2k.ldf.

Changes to the Active Directory schema may take 15 minutes or more to replicate throughout the forest. The changes must finish replicating before you can install Cisco Unity.

### To extend the Active Directory schema

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- Step 1** On the computer that has the schema master role (typically the first DC/GC in the forest), log on to Windows as a user who is a member of the Schema Admins group.
- Step 2** Insert the Cisco Unity DVD in the DVD drive.
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- Insert Cisco Unity CD 1 in the CD-ROM drive.
- Step 3** Browse to the directory **AdschemaSetup**, and double-click **AdschemaSetup.exe**.
- Step 4** In the Active Directory Schema Setup dialog box, check the **Exchange 2000 Directory Monitor** check box.
- Step 5** If you plan to use VPIM or Cisco Unity Bridge Networking, check the applicable check boxes.

- Step 6** Click **OK**.
- Step 7** When the schema extension has finished, `Ldif.log` and `Ldif.err` files are saved to the desktop. View the contents of the files to confirm that the extension completed successfully.
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## Creating Organizational Units and a Mailbox Store (Exchange 2000 Only)

With Exchange 2000, users and distribution lists are created in a location that you specify. If you want users and distribution lists to be created in custom organizational units (OUs), create the OUs now. Both OUs need to be in the same domain, but they do not need to be in the same domain as the Cisco Unity server. For information on creating OUs, refer to Active Directory Users and Computers Help.

You also have the option to create a custom mailbox store as the default for subscribers that are added through the Cisco Unity Administrator or that are imported from a CSV file. For information on creating a custom mailbox store, refer to Exchange System Manager Help. (Later in the installation process, you configure Cisco Unity to use the mailbox store.)

If the system is using failover, you must use the same custom OUs and mailbox stores for both Cisco Unity servers.

■ Creating Organizational Units and a Mailbox Store (Exchange 2000 Only)