



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 applicable section, depending on whether the system is using failover:
 - [“Installing and Configuring Cisco Unity Software Without Failover” section on page 8-2](#)
 - [“Installing and Configuring Cisco Unity Software with Failover” section on page 8-11](#)
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 8-21](#).



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 8-21](#).

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.

Installing and Configuring Cisco Unity Software Without Failover

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.

**Note**

If the system is using Cisco Unity failover, see the [“Installing and Configuring Cisco Unity Software with Failover”](#) section on page 8-11 instead.

Do the following five subsections in the order listed.

Starting the Cisco Unity Installation and Configuration Assistant and Installing Cisco Unity Software (Without Failover)

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 (without failover)

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 7-11. 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 2-5.

Step 9 Click **Next**.

Step 10 In the Select Features dialog box:

- a. Check the **Install Cisco Unity** check box.
- b. Check the **RealSpeak Text-to-Speech Engine** check box, if applicable.

- c. 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 (Without Failover)

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 (without failover)

- 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:
 - a. Double-click the file.
 - b. Click **Next**.
 - c. 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 (Without Failover)

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 (without failover)

- 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 (Without Failover)

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.

This section contains procedures for configuring the message store on an Exchange 2000 system and on an Exchange 5.5 system. Do the procedure for your version of Exchange:

- [Exchange 2000, page 8-7](#)
- [Exchange 5.5, page 8-9](#)

If Cisco Unity subscribers will be homed on both Exchange 5.5 and Exchange 2000 servers, use the procedure(s) for Exchange 2000.

Exchange 2000

To configure the message store (without failover)

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- 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 Exchange is running on the server where you want to create new mailboxes. If Exchange is not running, configuring the message store on the 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 **Microsoft Exchange 2000**, and click **Next**.
 - Step 6** Choose the Exchange server and mailbox store in which to create new mailboxes.


For the Cisco Unity Unified Messaging configuration:

- All voice messages pass through the server you choose here on their way to user mailboxes. Use Microsoft guidelines to choose a server based on its ability to handle the additional traffic.
 - If Exchange is configured for active/active clustering, choose either an Exchange server outside the cluster or the virtual server that is running Exchange Message Transfer Agent.
 - If Exchange is configured for active/passive clustering, you may choose either a server outside the cluster or the virtual server in the cluster.
- Step 7** Click **Next**.

- Step 8** Select the domain in which you want Cisco Unity to create users and distribution lists.
- Step 9** If you created custom organizational units for users or distribution lists, click the corresponding **Change** button to specify them here.
- 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 7-4, click **Change**. In the Select User dialog box, double-click the name of the administration account.
- Step 12** Click **Next**.
- Step 13** Click **OK** to stop Cisco Unity services.
- Step 14** If you want to create Cisco Unity subscribers by using the Cisco Unity Administrator, which automatically creates Active Directory or Exchange 5.5 accounts, click **Create New Accounts or Import Existing Accounts**.
If you do not want to create Cisco Unity subscribers by using the Cisco Unity Administrator, meaning that you will always create subscribers by importing accounts from Active Directory or Exchange 5.5, click **Import Existing Accounts Only**.
- Step 15** Click **Next**.
- Step 16** By default, the installation account appears as the account that will own the services that connect Cisco Unity with Active Directory. If you want to use the default, skip to [Step 17](#).
If you created a directory services account in the “[Creating the Accounts](#)” section on page 7-4, click **Change**. In the Select User dialog box, double-click the name of the directory services account.
- Step 17** Specify a password for the account, and click **Next**.
- Step 18** When message store configuration is complete, 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.
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Exchange 5.5

To configure the message store (without failover)

- 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 Exchange is running on the server where you want to create new mailboxes. If Exchange is not running, configuring the message store on the 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 **Microsoft Exchange 5.5**, and click **Next**.
- Step 6** Choose the Exchange server in which to create new mailboxes.
- For the Cisco Unity Unified Messaging configuration, we recommend that you choose one of the less busy Exchange servers in the site. All voice messages pass through the server you choose here on their way to user mailboxes.
- Step 7** Enter the LDAP port number for the Exchange server that you made note of in the procedure [“To change the LDAP port number of the Exchange 5.5 server \(when Active Directory is installed\)”](#) in the [“Installing Exchange 5.5 Software—Unified Messaging with Exchange 5.5 on a Separate Server”](#) section on page 6-4.
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-  **Note** When Active Directory and Exchange 5.5 are installed on the same server, the Exchange LDAP port number must be reset from the default of 389, because Active Directory reserves port 389 for LDAP. [If you do not know the LDAP port number of the Exchange server, consult your Exchange administrator.](#)
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- Step 8** Click **Next**.
- Step 9** If you created a Cisco Unity Administrator account (administration account) in the [“Creating the Accounts”](#) section on page 7-4, click **Change**. In the Select User dialog box, double-click the name of the administration account.
- Step 10** Click **Next**.
- Step 11** Click **OK** to stop Cisco Unity services.

- Step 12** If you want to create Cisco Unity subscribers by using the Cisco Unity Administrator, which automatically creates Active Directory or Exchange 5.5 accounts, click **Create New Accounts or Import Existing Accounts**.
- If you do not want to create Cisco Unity subscribers by using the Cisco Unity Administrator, meaning that you will always create subscribers by importing accounts from Active Directory or Exchange 5.5, click **Import Existing Accounts Only**.
- Step 13** Click **Next**.
- Step 14** By default, the installation account appears as the account that will own the services that connect Cisco Unity with Active Directory. If you want to use the default, skip to [Step 15](#).
- If you created a directory services account in the [“Creating the Accounts” section on page 7-4](#), click **Change**. In the Select User dialog box, double-click the name of the directory services account.
- Step 15** Specify a password for the account, and click **Next**.
- Step 16** When message store configuration is complete, 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.
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Integrating the Phone System with Cisco Unity and Testing the Integration (Without Failover)

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 (without failover)

- 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.

Installing and Configuring Cisco Unity Software with Failover

To install and configure Cisco Unity software, you run five programs, which:

- Check the system and install the software.
- Install the Cisco Unity license(s).
- Configure the services.
- Configure the message store.
- Integrate Cisco Unity with the phone system.

Do the following five subsections in the order listed. Note that you run all five programs on the primary server. When you install the secondary server, you skip the “[Installing License Files \(with Failover\)](#)” section. License files are installed only on the primary server.

**Note**

If the system is not using Cisco Unity failover, see the “[Installing and Configuring Cisco Unity Software Without Failover](#)” section on page 8-2 instead.

Installing Cisco Unity Software (with Failover)

You run the Cisco Unity Setup program 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 install the Cisco Unity software (with failover)

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 **CUInstall.exe**.

Step 4 Double-click the language of your choice to continue the installation.

Step 5 Enter your name and the company name, and click **Next**.

- Step 6** 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 2-5.
- Step 7** Click **Next**.
- Step 8** 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 9** Click **Next**.
- Step 10** Select the prompt set to install.
- Step 11** Click **Next**.
- Step 12** 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 13** Set the default languages for the phone, the graphical user interface (GUI), and TTS, and click **Next**.
- Step 14** Follow the on-screen prompts until you are prompted to restart the Cisco Unity server.

- Step 15** 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 16** 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.
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Installing License Files (with Failover)



Note

If you are installing the secondary Cisco Unity server now, skip this section. You install the license file(s) only on the primary server.

You run the Cisco Unity Install License File wizard to install the Cisco Unity license file(s).

To install license files (with failover)

- Step 1** Log on to Windows by using the Cisco Unity installation account.
- Step 2** Double-click the **Cisco Unity Tools Depot** icon on the desktop.
- Step 3** Under Administration Tools, double-click **License File Install Wizard**.
- Step 4** Click **Next**.
- Step 5** Click **Add**.
- Step 6** 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 an 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 7** For each license file:
- Double-click the file.
 - Click **Next**.
 - If prompted, click **Yes** to copy the license file to the local system.
- Step 8** Confirm that the license information is correct.
- Step 9** Click **Next**.
- Step 10** Click **Finish**.
-

Configuring Services (with Failover)

You run the Cisco Unity Services Configuration wizard to associate the directory, message store, and local services with accounts you specify.

To configure services (with failover)

- Step 1** Double-click the **Cisco Unity Tools Depot** icon on the desktop. (Note that you should be logged on to Windows with the Cisco Unity installation account.)
- Step 2** Under Administration Tools, double-click **Service Configuration Wizard**.
- Step 3** Select the message store type, and click **Next**.
- Step 4** Follow the on-screen prompts to complete the configuration.
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Configuring the Message Store (with Failover)

You run the Cisco Unity Message Store Configuration wizard to configure the message store.

This section contains procedures for configuring the message store on an Exchange 2000 system and on an Exchange 5.5 system. Do the procedure for your version of Exchange:

- [Exchange 2000, page 8-16](#)
- [Exchange 5.5, page 8-18](#)

If Cisco Unity subscribers will be homed on both Exchange 5.5 and Exchange 2000 servers, use the procedure(s) for Exchange 2000.

Exchange 2000

To configure the message store (with failover)

- Step 1** Insert the Cisco Unity DVD in the DVD drive.
- or
- Insert Cisco Unity CD 1 in the CD-ROM drive.
- (Note that you should be logged on to Windows with the Cisco Unity installation account.)
- Step 2** Browse to the directory **ConfigurationSetup**, and double-click **Setup.exe**.
- Step 3** Confirm that Exchange is running on the server where you want to create new mailboxes. If Exchange is not running, configuring the message store on the Cisco Unity server will fail.
- Step 4** On the Welcome screen, click **Next**.
- Step 5** Enter the password for the installation account, and click **Next**.
- Step 6** Click **Microsoft Exchange 2000**, and click **Next**.

Step 7 Choose the Exchange server and mailbox store in which to create new mailboxes. You must choose the same Exchange server and mailbox store for both Cisco Unity servers.

For the Cisco Unity Unified Messaging configuration:

- All voice messages pass through the server you choose here on their way to user mailboxes. Use Microsoft guidelines to choose a server based on its ability to handle the additional traffic.
- If Exchange is configured for active/active clustering, choose either an Exchange server outside the cluster or the virtual server that is running Exchange Message Transfer Agent.
- If Exchange is configured for active/passive clustering, you may choose either a server outside the cluster or the virtual server in the cluster.

Step 8 Click **Next**.

Step 9 Select the domain in which you want Cisco Unity to create users and distribution lists. You must choose the same domain for both Cisco Unity servers.

Step 10 If you created custom organizational units for users or distribution lists, click the corresponding **Change** button to specify them here. You must choose the same custom organizational units for both Cisco Unity servers.

Step 11 Click **Next**.

Step 12 If you created an account for the Cisco Unity Administrator (administration account) in the “[Creating the Accounts](#)” section on page 7-4, click **Change**. In the Select User dialog box, double-click the name of the administration account.

Step 13 Click **Next**.

Step 14 Click **OK** to stop Cisco Unity services.

Step 15 If you want to create Cisco Unity subscribers by using the Cisco Unity Administrator, which automatically creates Active Directory or Exchange 5.5 accounts, click **Create New Accounts or Import Existing Accounts**.

If you do not want to create Cisco Unity subscribers by using the Cisco Unity Administrator, meaning that you will always create subscribers by importing accounts from Active Directory or Exchange 5.5, click **Import Existing Accounts Only**.

Step 16 Click **Next**.

Step 17 By default, the installation account appears as the account that will own the services that connect Cisco Unity with Active Directory. If you want to use the default, skip to [Step 18](#).

If you created a directory services account in the “[Creating the Accounts](#)” section on [page 7-4](#), click **Change**. In the Select User dialog box, double-click the name of the directory services account.

Step 18 Specify a password for the account, and click **Next**.

Step 19 When message store configuration is complete, click **Finish**.

Exchange 5.5

To configure the message store (with failover)

Step 1 Insert the Cisco Unity DVD in the DVD drive.

or

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

(Note that you should be logged on to Windows with the Cisco Unity installation account.)

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

Step 3 Confirm that Exchange is running on the server where you want to create new mailboxes. If Exchange is not running, configuring the message store on the Cisco Unity server will fail.

Step 4 On the Welcome screen, click **Next**.

Step 5 Enter the password for the installation account, and click **Next**.

Step 6 Click **Microsoft Exchange 5.5**, and click **Next**.

Step 7 Choose the Exchange server in which to create new mailboxes. You must choose the same Exchange server for both Cisco Unity servers.

For the Cisco Unity Unified Messaging configuration, we recommend that you choose one of the less busy Exchange servers in the site. All voice messages pass through the server you choose here on their way to user mailboxes.

Step 8 Enter the LDAP port number for the Exchange server that you made note of in the procedure “[To change the LDAP port number of the Exchange 5.5 server \(when Active Directory is installed\)](#)” in the “[Installing Exchange 5.5 Software—Unified Messaging with Exchange 5.5 on a Separate Server](#)” section on page 6-4.

**Note**

When Active Directory and Exchange 5.5 are installed on the same server, the Exchange LDAP port number must be reset from the default of 389, because Active Directory reserves port 389 for LDAP. If you do not know the LDAP port number of the Exchange server, consult your Exchange administrator.

Step 9 Click **Next**.

Step 10 If you created a Cisco Unity Administrator account (administration account) in the “[Creating the Accounts](#)” section on page 7-4, click **Change**. In the Select User dialog box, double-click the name of the administration account.

Step 11 Click **Next**.

Step 12 Click **OK** to stop Cisco Unity services.

Step 13 If you want to create Cisco Unity subscribers by using the Cisco Unity Administrator, which automatically creates Active Directory or Exchange 5.5 accounts, click **Create New Accounts or Import Existing Accounts**.

If you do not want to create Cisco Unity subscribers by using the Cisco Unity Administrator, meaning that you will always create subscribers by importing accounts from Active Directory or Exchange 5.5, click **Import Existing Accounts Only**.

Step 14 Click **Next**.

Step 15 By default, the installation account appears as the account that will own the services that connect Cisco Unity with Active Directory. If you want to use the default, skip to [Step 16](#).

If you created a directory services account in the “[Creating the Accounts](#)” section on page 7-4, click **Change**. In the Select User dialog box, double-click the name of the directory services account.

- Step 16 Specify a password for the account, and click **Next**.
- Step 17 When message store configuration is complete, click **Finish**.
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Integrating the Phone System with Cisco Unity and Testing the Integration (with Failover)

You run the Cisco Unity Telephony Integration Manager (UTIM) to connect Cisco Unity with the phone system.

To integrate the phone system with Cisco Unity and test the integration (with failover)

- Step 1 Double-click the **Cisco Unity Tools Depot** icon on the desktop. (Note that you should be logged on to Windows with the Cisco Unity installation account.)
- Step 2 Under Switch Integration Tools, double-click **Telephone Integration Manager**.
- Step 3 In the right pane of the UTIM, click **Create Integration**.



Note

For Cisco CallManager integrations when failover is configured on Cisco Unity, the Cisco CallManager Administration must have a second voice mail server set up to provide voice mail ports for the secondary Cisco Unity server. This voice mail server must have a different name from the voice mail server that provides voice mail ports for the primary Cisco Unity server.

- Step 4 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.)
- Step 5 On the primary server only, 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 2-5.

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 2-5. 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**.

■ Moving the Data Store Databases and Transaction Log Files