CHAPTER 12

Upgrading or Modifying a Cisco Unity 4.0 System

The procedures in this chapter apply only when you upgrade or modify a Cisco Unity 4.0 system without upgrading the version of Cisco Unity software. For upgrading Cisco Unity 4.0(x) software, refer to the Cisco Unity release notes for the version.

This chapter contains the following sections:

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.

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.

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 "Cisco Unity Demonstration System" section of the Cisco Unity release notes.

Adding or Changing Cisco Unity Licensed Features

This section contains task lists for adding or changing Cisco Unity licensed features and for adding or changing Cisco Unity licensed features when failover is configured.

If you are adding licensed features, verify that the additional licenses were purchased. Then follow the applicable task list for adding or changing licensed features to update the system correctly.

Caution If you are adding voice ports, do not use the task list or procedures in this section. Instead, see the "Adding Voice Messaging Ports" section on page 12-21.

Task List for Adding or Changing Cisco Unity Licensed Features Without Failover

Note If the system is using Cisco Unity failover, see the"Task List for Adding or Changing Cisco Unity Licensed Features When Failover Is Configured" section on page 12-5 instead.

Use the following task list to update the Cisco Unity system correctly.

1. Obtain license files for the additional licensed features. See the "Obtaining Cisco Unity License Files" section on page 12-2.
2. Run the Cisco Unity Install License File wizard. See the "Rerunning the Cisco Unity Install License File Wizard to Install Additional Licensed Features" section on page 12-6.

3. *If you are adding languages or the RealSpeak text-to-speech engine:* Run the Cisco Unity Setup program to install the added features. See the "Rerunning the Cisco Unity Setup Program to Install Additional Licensed Features" section on page 12-7. Otherwise, skip to task 4.
4. Make the newly added feature available for use. Refer to the applicable Cisco Unity documentation, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/index.html.

Task List for Adding or Changing Cisco Unity Licensed Features When Failover Is Configured

Note If the system is not using Cisco Unity failover, see the"Task List for Adding or Changing Cisco Unity Licensed Features Without Failover" section on page 12-4 instead.

Use the following task list to update the Cisco Unity system correctly.

1. On the primary Cisco Unity server:
   a. Obtain license files for the additional licensed features. See the "Obtaining Cisco Unity License Files" section on page 12-2.
   b. Run the Cisco Unity Install License File wizard. See the "Rerunning the Cisco Unity Install License File Wizard to Install Additional Licensed Features" section on page 12-6.
   c. *If you are adding languages or the RealSpeak text-to-speech engine:* Run the Cisco Unity Setup program to install the added features. See the "Rerunning the Cisco Unity Setup Program to Install Additional Licensed Features" section on page 12-7.

      Otherwise, skip to subtask d.
   d. Make the newly added features available for use. Refer to the applicable Cisco Unity documentation, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/index.html.

2. On the secondary Cisco Unity server:
   a. *If you are adding languages or the RealSpeak text-to-speech engine:* Run the Cisco Unity Setup program to install the added features. See the "Rerunning the Cisco Unity Setup Program to Install Additional Licensed Features" section on page 12-7.

      Otherwise, skip to subtask b.
   b. Make the newly added features available for use. Refer to the applicable Cisco Unity documentation, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/index.html.

Rerunning the Cisco Unity Install License File Wizard to Install Additional Licensed Features

Note If you are installing additional licensed features on the secondary Cisco Unity server now, skip this section. You install the license files only on the primary server.

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

To install the license files

Step 1 On the Cisco Unity server, 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 files have been 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 12-2.)

Step 7 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.

Note License files are used cumulatively. Do not remove license files from the list or the licenses provided by those files will be deactivated.

Step 8 Confirm that the license information is correct.

Step 9 Click **Next**.

Step 10 Click **Finish**.

Step 11 Restart the Cisco Unity server.

Rerunning the Cisco Unity Setup Program to Install Additional Licensed Features

You rerun the Cisco Unity Setup program to add languages or the RealSpeak text-to-speech engine to an existing Cisco Unity system. The Setup program checks the system, then re-installs Cisco Unity software with the additional features.

Caution When you rerun the Cisco Unity Setup program to change licensed features, Cisco Unity is uninstalled, and then reinstalled. Fields in the setup program interface will contain values from your current installation. Except for selecting additional languages or the RealSpeak text-to-speech engine, do not change the values in the fields or your installation may not be updated correctly.

Caution Do not install features for which the system is not licensed.

To run the Cisco Unity Setup program to install licensed features

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 root directory, and double-click **CUInstall.exe**.

Step 3 Double-click the language of your choice to continue the installation.

Step 4 Follow the on-screen prompts until the Select Features dialog box appears.

Step 5 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 6 Click **Next**.

Step 7 Select the prompt set to install.

Step 8 Click **Next**.

Step 9 In the Cisco Unity Languages dialog box, choose the language(s) to install.

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 10 Set the default languages for the phone, GUI, and TTS, and click **Next**.

Step 11 Follow the on-screen prompts until you are prompted to restart the Cisco Unity server.

Step 12 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 13 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.

Removing Voice Card Software

This section contains procedures for removing different brands of voice card software. Do the procedures that apply to your voice card brand(s).

Intel Dialogic Software

When the Intel Dialogic quiet parameter has been set to a value other than the default, the setting will be lost when you remove the Intel Dialogic software. Write down the current value of the quiet parameter so you can restore that value after you reinstall the software.

To determine the current setting for the Intel Dialogic quiet parameter

Step 1 Exit the Cisco Unity software, if it is running. For more information, see Appendix B, "Exiting and Starting the Cisco Unity Software and Server."

Step 2 Click **Programs > Administrative Tools > Services**.

Step 3 In the right pane of the Services dialog box, right-click **Telephony**, and click **Stop**.

Step 4 If you are prompted to stop other services, click **Yes**.

Step 5 On the Windows Start menu, click **Programs > Dialogic System Software > Dialogic Configuration Manager–DCM**.

The tree-structured list contains an entry for each Intel Dialogic card installed in the server.

Step 6 On the Service menu, click **Stop Service**.

Step 7 Double-click a voice card in the tree list.

Step 8 In the Properties dialog box for the card, click the **Misc** tab.

Step 9 Under Parameter, note and write down the value of ParameterFile.

Step 10 Click **OK**.

The following procedure may differ slightly for earlier versions of Cisco Unity, which used an earlier version of Dialogic Configuration Manager.

To remove Intel Dialogic software (Windows 2000)

Step 1 Exit the Cisco Unity software, if it is running. For more information, see Appendix B, "Exiting and Starting the Cisco Unity Software and Server."

Step 2 Click **Programs > Administrative Tools > Services**.

Step 3 In the right pane of the Services dialog box, right-click **Telephony**, and click **Stop**.

Step 4 If you are prompted to stop other services, click **Yes**.

Step 5 On the Windows Start menu, click **Programs > Dialogic Systems Software > Dialogic Configuration Manager–DCM**.

Dialogic Configuration Manager may display an error message about not detecting devices. This error is harmless. Click **OK**.

Step 6 On the Service menu, click **Stop Service**.

Step 7 Click **Close**.

Step 8 Close the DCM.

Step 9 On the Windows Start menu, click **Settings > Control Panel > Phone and Modem Options**.

Step 10 Click the **Advanced** tab.

Step 11 Click Dialogic **Generation 2 Service Provider for NT**.

If you are using D/160SC voice cards and VoiceBridge 2000 feature-set cards, this option will be **DSE Service Provider**.

Step 12 Click **Remove**.

Step 13 Click **Yes**.

Step 14 Click **Close** to close the Phone and Modem Options dialog box.

Step 15 In Control Panel, double-click **Sounds and Multimedia**.

Step 16 In the Sounds and Multimedia Options dialog box, click the **Hardware** tab.

Step 17 Click **Legacy Audio Drivers**.

Step 18 Click **Properties**.

Step 19 In the Legacy Audio Drivers Properties dialog box, click the **Properties** tab.

Step 20 Expand **Audio Devices**.

Step 21 Click **Audio for Dialogic WAVE**.

Step 22 Click **Remove**. The Legacy Audio Drivers Properties dialog box closes.

Step 23 Click **Yes** to confirm.

Step 24 When prompted to restart the server, click **Don't Restart Now**.

Caution If you restart now, the WAVE driver is not removed.

Step 25 Click **OK** to close the Legacy Audio Drivers Properties dialog box.

Step 26 Click **OK** to close the Sounds and Multimedia Properties dialog box.

Step 27 Close Control Panel.

Step 28 On the Windows Start menu, click **Programs > Dialogic System Software > Uninstall**.

Step 29 Follow the on-screen prompts.

If you are prompted to delete shared files, click **No to All**.

Step 30 Click **OK**.

Step 31 If you are using D/160SC voice cards and VoiceBridge 2000 feature-set cards, at the end of the uninstall, do not restart the server. Instead, skip to the "Voice Technologies Group Software" section on page 12-14.

Otherwise, at the end of the uninstall, click **Yes** to restart the server. (The Dialogic-triggered restart may not restart the session; in this case, manually restart.)

Step 32 After the system restarts, log on.

Step 33 In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is CommServer), and delete the Dialogic directory.

To remove Intel Dialogic software (Windows NT)

Step 1 Exit the Cisco Unity software, if it is running. For more information, see Appendix B, "Exiting and Starting the Cisco Unity Software and Server."

Step 2 On the Windows Start menu, click **Programs > Dialogic System Software > Dialogic Configuration Manager–DCM**.

Step 3 On the Service menu, click **Stop Service**.

Step 4 Close the DCM.

Step 5 On the Windows Start menu, click **Settings > Control Panel > Telephony**.

Step 6 In the Dialing Properties dialog box, click the **Telephony Drivers** tab.

Step 7 Click **Dialogic Generation 2 Service Provider for NT**.

If you are using D/160SC voice cards and VoiceBridge 2000 feature-set cards, this option will be **DSE Service Provider**.

Step 8 Click **Remove**.

Step 9 Click **Close** to close the Dialing Properties dialog box.

Step 10 In Control Panel, double-click **Multimedia**.

Step 11 In the Multimedia Properties dialog box, click the **Devices** tab.

Step 12 Expand **Audio Devices**.

Step 13 Click **Audio for Dialogic WAVE Driver 1.x** or **Audio for Dlgwave.dll**.

Step 14 Click **Remove**.

Step 15 When prompted to restart, click **Don't Restart Now**.

Step 16 Click **OK** to close the Multimedia Properties dialog box.

Step 17 Close Control Panel.

Step 18 On the Windows Start menu, click **Programs > Dialogic System Software > Uninstall**.

Step 19 Follow the on-screen prompts

If you are prompted to delete shared files, click **No to All**.

Step 20 If you are using D/160SC voice cards and VoiceBridge 2000 feature-set cards, at the end of the uninstall, do not restart the server. Instead, skip to the "Voice Technologies Group Software" section on page 12-14.

Otherwise, at the end of the uninstall, click **Reboot**. (The Dialogic-triggered restart may not restart the system; in this case, manually restart.)

Step 21 After the system restarts, log on.

Step 22 In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is CommServer), and delete the TSPSetup directory.

Voice Technologies Group Software

Do the following procedure when the Cisco Unity server contains Intel Dialogic D/160SC voice cards and Voice Technologies Group VoiceBridge 2000 feature-set cards.

To remove VTG software

Step 1 On the Windows Start menu, click **Settings > VoiceBridge 2000 > Uninstall**.

Step 2 If you are prompted to delete shared files, click **No to All**.

Step 3 Restart the server.

Natural MicroSystems Software

To remove NMS software

Step 1 Exit the Cisco Unity software, if it is running. For more information, see Appendix B, "Exiting and Starting the Cisco Unity Software and Server."

Step 2 On the Windows Start menu, click **Settings > Control Panel >Telephony**.

Step 3 In the Dialing Properties dialog box, click the **Telephony Drivers** tab.

Step 4 Click **Natural MicroSystems Service Provider**.

Step 5 Click **Remove**.

Step 6 Click **OK** to close the Dialing Properties dialog box.

Step 7 In Control Panel, double-click M**ultimedia**.

Step 8 In the Multimedia Properties dialog box, click the **Devices** tab.

Step 9 Expand **Audio Devices**.

Step 10 Click **Audio for Natural MicroSystems Telephony Hardware**.

Step 11 Click **Remove**.

Step 12 Click **OK** to close the Multimedia Properties dialog box.

Step 13 If you are prompted to restart the server, click **Don't Restart Now**.

Step 14 In Control Panel, double-click **Add/Remove Programs**.

Step 15 Click **Natural MicroSystems Natural Access**.

Step 16 Click **OK** repeatedly to confirm that you want to remove each program.

Step 17 Click **Add/Remove**.

Step 18 When all NMS components have been removed, close all programs and restart the server.

Step 19 After restarting, log on.

Step 20 In Windows Explorer, browse to the root directory, and delete the NMS directory.

Resetting the Intel Dialogic Quiet Parameter

If you removed Intel Dialogic voice card software earlier, do the following procedure to reset the quiet parameter to the value you identified in the "Removing Voice Card Software" section on page 12-9.

To reset the Intel Dialogic quiet parameter

Step 1 Exit the Cisco Unity software, if it is running. For more information, see Appendix B, "Exiting and Starting the Cisco Unity Software and Server."

Step 2 Click **Programs > Administrative Tools > Services**.

Step 3 In the right pane of the Services dialog box, right-click **Telephony,** and click **Stop**.

Step 4 If you are prompted to stop other services, click **Yes**.

Step 5 On the Windows Start menu, click **Programs > Dialogic System Software > Dialogic Configuration Manager–DCM**.

The tree-structured list contains an entry for each Intel Dialogic card installed in the server.

Step 6 On the Service menu, click **Stop Service**.

Step 7 Double-click a card in the tree list.

Step 8 In the Properties dialog box for the card, click the **Misc** tab.

Step 9 Under Parameter, click **ParameterFile**.

Step 10 In the Value box, enter **quiet<XX>.prm** (where XX = the -dBm level of the desired quiet parameter file).

Step 11 Click **OK**.

Step 12 Repeat Steps 7 through 11 for each additional card.

Step 13 Restart the server.

Adding, Exchanging, or Removing Voice Cards

This section contains task lists for adding, exchanging, or removing voice cards and for adding, exchanging, or removing voice cards when failover is configured. Follow the applicable task list to update the system correctly.

For information on adding IP ports or converting from analog lines to IP lines, see the Cisco Unity integration guide for your version of Cisco CallManager. The 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.

Task List for Adding, Exchanging, or Removing Voice Cards Without Failover

Note If the system is using Cisco Unity failover, see the "Task List for Adding, Exchanging, or Removing Voice Cards When Failover Is Configured" section on page 12-18 instead.

Use the following task list to update the Cisco Unity system correctly.

1. If you are adding voice cards, confirm that an upgrade for the license file has been purchased.

   The number of voice ports allowed on a Cisco Unity server is controlled by a setting in the license file. If the number of ports on the voice cards in the server is greater than the license file allows, only the number of ports specified in the license file will work.

2. Determine the current setting for the Intel Dialogic quiet parameter. See the "Intel Dialogic Software" section on page 12-10.

3. Uninstall voice card software. See the procedure "To remove Intel Dialogic software (Windows 2000)" in the "Intel Dialogic Software" section on page 12-10.

4. Add, exchange, or remove the voice cards. See the "Installing Voice Cards" section on page 3-2.

5. If you are adding voice cards, and the number of ports is changing from 32 or fewer to more than 32, upgrade from MSDE 2000 to SQL Server 2000. See the "Upgrading from MSDE 2000 to SQL Server 2000" section on page 12-19.

6. If the Cisco Unity server still contains voice cards, run the Cisco Unity Install License File wizard. See the "Rerunning the Cisco Unity Install License File Wizard to Install Additional Licensed Features" section on page 12-6.

7. Reset the Intel Dialogic quiet parameter. See the "Resetting the Intel Dialogic Quiet Parameter" section on page 12-15.

Task List for Adding, Exchanging, or Removing Voice Cards When Failover Is Configured

Note If the system is not using Cisco Unity failover, see the "Task List for Adding, Exchanging, or Removing Voice Cards Without Failover" section on page 12-17 instead.

Use the following task list to update the Cisco Unity system correctly.

1. If you are adding voice cards, confirm that an upgrade for the license file has been purchased.

   The number of voice ports allowed on a Cisco Unity server is controlled by a setting in the license file. If the number of ports on the voice cards in the server is greater than the license file allows, only the number of ports specified in the license file will work.

2. On the primary Cisco Unity server:
   a. Determine the current setting for the Intel Dialogic quiet parameter. See the "Intel Dialogic Software" section on page 12-10.
   b. Uninstall voice card software. See the procedure "To remove Intel Dialogic software (Windows 2000)" in the "Intel Dialogic Software" section on page 12-10.
   c. Add, exchange, or remove the voice cards. See the "Installing Voice Cards" section on page 3-2.
   d. If the Cisco Unity server still contains voice cards, run the Cisco Unity Install License File wizard. See the "Rerunning the Cisco Unity Install License File Wizard to Install Additional Licensed Features" section on page 12-6.
   e. Reset the Intel Dialogic quiet parameter. See the "Resetting the Intel Dialogic Quiet Parameter" section on page 12-15.
3. On the secondary Cisco Unity server:
   a. Determine the current setting for the Intel Dialogic quiet parameter. See the "Intel Dialogic Software" section on page 12-10.

b. Uninstall voice card software. See the procedure "To remove Intel Dialogic software (Windows 2000)" in the "Intel Dialogic Software" section on page 12-10.

c. Add, exchange, or remove the voice cards. See the "Installing Voice Cards" section on page 3-2.

d. Reset the Intel Dialogic quiet parameter. See the "Resetting the Intel Dialogic Quiet Parameter" section on page 12-15.

Upgrading from MSDE 2000 to SQL Server 2000

Cisco Unity systems of more than 32 ports require SQL Server 2000 instead of MSDE 2000. Do not install SQL Server 2000 on systems with 32 ports or fewer; such systems are licensed only for MSDE 2000.

To upgrade from MSDE 2000 to SQL Server 2000, do the following three procedures in the order listed:

To upgrade from MSDE 2000 to SQL Server 2000

Step 1 Log on to Windows.

Step 2 Exit the Cisco Unity software. For more information, see Appendix B, "Exiting and Starting the Cisco Unity Software and Server."

Step 3 Insert the Cisco Unity Data Store 2000 disc in the CD-ROM drive.

If the compact disc does not run automatically, browse to the root directory, and double-click **Autorun.exe**.

Step 4 Click **SQL Server 2000 Components**.

Step 5 Click **Install Database Server**.

Step 6 In the Welcome dialog box, click **Next**.

Step 7 In the Computer Name dialog box, click **Next** to accept the default setting **Local Computer**.

Step 8 In the Installation Selection dialog box, click **Upgrade, Remove, or Add Components to an Existing Instance of SQL Server**.

Step 9 Click **Next**.

Step 10 Follow the on-screen prompts until the Upgrade dialog box appears.

Step 11 Check the **Yes, Upgrade My Programs** check box.

Step 12 Click **Next**.

Step 13 In the Choose Licensing Mode dialog box, click **Processor License For**, and enter the number of processors in the Cisco Unity server.

Step 14 Click **Continue**.

Step 15 Click **Yes**.

Step 16 In the Select Components dialog box, click **Next** to accept the default values.

Step 17 In the Start Copying Files dialog box, click **Next**.

Step 18 Click **Finish**.

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.

Adding Voice Messaging Ports

This section contains task lists for adding voice messaging ports for Cisco Unity and for adding voice messaging ports for Cisco Unity when failover is configured.

If you are adding voice ports, verify that the additional licenses were purchased. Then follow the applicable task list to update the system correctly.

Task List for Adding Voice Messaging Ports for Cisco Unity Without Failover

Use the following task list to update the Cisco Unity system correctly.

1. Obtain license files for the additional voice messaging ports. See the "Obtaining Cisco Unity License Files" section on page 12-2.
2. Run the Cisco Unity Install License File wizard. See the "Rerunning the Cisco Unity Install License File Wizard to Install Additional Licensed Features" section on page 12-6.
3. Program the phone system for the additional voice messaging ports. See the "Programming the Phone System for the Additional Voice Messaging Ports for the Cisco Unity System" section on page 12-22.
4. Configure Cisco Unity to use the additional ports. See the "Adding the Voice Messaging Ports on Cisco Unity" section on page 12-23.

Task List for Adding Voice Messaging Ports for Cisco Unity When Failover Is Configured

Use the following task list to update the Cisco Unity system correctly.

1. On the primary Cisco Unity server:
   a. Obtain license files for the additional voice messaging ports. See the "Obtaining Cisco Unity License Files" section on page 12-2.
   b. Run the Cisco Unity Install License File wizard. See the "Rerunning the Cisco Unity Install License File Wizard to Install Additional Licensed Features" section on page 12-6.

c. Program the phone system for the additional voice messaging ports. See the "Programming the Phone System for the Additional Voice Messaging Ports for the Cisco Unity System" section on page 12-22.

d. Add voice messaging ports on Cisco Unity. See the "Adding the Voice Messaging Ports on Cisco Unity" section on page 12-23.

2. On the secondary Cisco Unity server, add voice messaging ports on Cisco Unity. See the "Adding the Voice Messaging Ports on Cisco Unity" section on page 12-23.

Programming the Phone System for the Additional Voice Messaging Ports for the Cisco Unity System

The way you provide additional ports for the Cisco Unity system differs, depending on the type of phone system you have:

Cisco CallManager integration

a. In the Cisco CallManager Administrator, add the ports to the voice mail server that the Cisco Unity server uses. Refer to the "Programming the Cisco CallManager Phone System" section in the *Cisco CallManager Administration Guide*.

b. For the new ports, set the Forward Busy and Forward No Answer fields so incoming calls are forwarded only to ports that will answer calls. Refer to the procedure "To set up voice mail ports so incoming calls are forwarded only to answer ports" in the applicable Cisco CallManager integration guide. If Cisco Unity is configured for failover, refer to the procedure "To set up the secondary server for failover" in the applicable Cisco CallManager integration guide.

SIP integration

a. On the SIP proxy server, add the ports. Refer to the documentation for the SIP proxy server.

Circuit-switched phone system integration

a. Program the phone system to enable the new ports and to send incoming calls only to ports that will answer calls. Refer to the documentation for the phone system. Also, refer to the "Programming the <Name> Phone System" in the applicable integration guide.

b. On the Cisco Unity server, install the voice cards. For details, see the "Task List for Adding, Exchanging, or Removing Voice Cards" section in the "Upgrading or Modifying a Cisco Unity 4.0 System" of the *Cisco Unity Installation Guide*.

Adding the Voice Messaging Ports on Cisco Unity

You run the Cisco Unity Telephony Integration Manager to configure additional ports on Cisco Unity.

To add the voice messaging ports on Cisco Unity

Step 1 On the Cisco Unity server, double-click the **Cisco Unity Tools Depot** icon on the desktop.

Step 2 Under Switch Integration Tools, double-click **Telephone Integration Manager**.

Step 3 In the left pane, click on the <Integration name>.

Step 4 In the right pane, click the **Ports** tab.

Step 5 Click **Add Port**.

Step 6 Enter the settings for the voice messaging ports. For details, see the procedure "To enter the voice messaging port settings for the integration" in the applicable Cisco Unity integration guide.

Step 7 When prompted, restart the Cisco Unity server.

Extending the Active Directory Schema to Add Networking Options (Exchange 2000 Only)

With Exchange 2000, several changes need to be made to the Active Directory schema for Cisco Unity to work properly with VPIM or Cisco Unity Bridge Networking. To see the changes that the schema update program makes, browse to the directory Schema\LdifScripts on Cisco Unity 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. These changes must finish replicating before you can install Cisco Unity.

To extend the Active Directory schema to add networking options

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.

or

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

Step 3 Browse to the directory ADSchemaSetup, and double-click **ADSchemaSetup.exe**.

Step 4 Check the appropriate boxes to add VPIM or Cisco Unity Bridge Networking.

Step 5 Click **OK**.

Step 6 When the schema update has finished, Ldif.log and Ldif.err files are saved to the desktop. View the contents of these files to confirm that the update completed successfully.

Adding Networking Options

This section contains task lists for adding networking options when a Cisco Unity 4.0 system is installed.

If you are adding AMIS, Bridge, or VPIM networking options, verify that the correct licenses were purchased. Then follow the task list for adding the networking options to update the system correctly.

Task List for Adding Networking Options for Cisco Unity

Use the following task list to update the Cisco Unity system correctly.

1. Obtain license files for the networking options. See the "Obtaining Cisco Unity License Files" section on page 12-2.
2. Run the Cisco Unity Install License File wizard. See the "Rerunning the Cisco Unity Install License File Wizard to Install Additional Licensed Features" section on page 12-6.
3. *If the system is using Exchange 2000:* Rerun AdschemaSetup.exe to extend the schema for the networking option. See the "Extending the Active Directory Schema to Add Networking Options (Exchange 2000 Only)" section on page 12-24.
4. Configure Cisco Unity to use the networking option. See *Networking in Cisco Unity* available on Cisco.com at

   http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html

Installing Service Packs for Third-Party Software

New service packs for Windows 2000 and other Microsoft software, as well as for other supported third-party software, may have been released after the *Cisco Unity Installation Guide* was published. We recommend that you install all optional third-party service packs and updates qualified for Cisco Unity systems. Before installing a new service pack, check the *Compatibility Matrix: Required and Optional Third-Party Service Packs* to confirm that the service pack has been

qualified for use with Cisco Unity. The document is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html

Changing the Authentication Method To Use for the Cisco Unity Administrator

The Cisco Unity system is configured so that the Cisco Unity Administrator uses either Integrated Windows authentication (formerly called NTLM or Windows NT Challenge/Response authentication) or Anonymous authentication to authenticate the user name and password.

For more information and to change the IIS authentication method that you use for the Cisco Unity Administrator, see Chapter 10, "Setting Up Authentication for the Cisco Unity Administrator."