



Upgrading Cisco Unity Version 3.x to Version 4.0

This procedures in this chapter apply only to upgrading the Cisco Unity software from version 3.x to version 4.0(x). To upgrade or modify hardware and other software on the Cisco Unity version 4.0(x) system after the Cisco Unity software upgrade is complete, see [Chapter 12, “Upgrading or Modifying a Cisco Unity 4.0 System.”](#)

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Task List for Upgrading Cisco Unity Version 3.x to Version 4.0 Without Failover

This task list contains all upgrade tasks for upgrading Cisco Unity 3.x software to version 4.0. Follow the documentation for a successful upgrade.

**Note**

Do not remove the system key before completing the upgrading and configuration process. The *Cisco Unity Installation Guide* alerts you when to remove the key during the upgrade process.

**Note**

If the system is using Cisco Unity failover, see the [“Task List for Upgrading Cisco Unity Version 3.x to Version 4.0 When Failover Is Configured”](#) section on page 13-3 instead.

1. Obtain license files. See the [“Converting from the System Key to License Files”](#) section on page 13-7.
2. *If virus-scanning software is installed on the Cisco Unity server:* Disable virus-scanning services.
3. Run the Cisco Unity System Preparation Assistant to update the required Windows components, browser, database, and service packs. See the [“Running the Cisco Unity System Preparation Assistant”](#) section on page 13-10.
4. *If the system is using Exchange 2000:* Install Exchange 2000 Service Pack 2. See the [“Installing Exchange 2000 Service Pack 2”](#) section on page 13-12.
5. *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 13-12.
6. Familiarize yourself with the domain accounts you will create in Task 7. The same accounts and permissions are required for installing a new Cisco Unity 4.0 system and for upgrading from previous versions of Cisco Unity. See the [“About the Accounts Required for the Cisco Unity Installation”](#) section on page 7-2.

7. Create the applicable accounts that are needed to install Cisco Unity. Do not create a new administration account. The programs you run to upgrade Cisco Unity software set the existing administration account as the account that has the right to access the Cisco Unity Administrator. See the [“Creating the Accounts”](#) section on page 7-4.
8. If the existing administration account is not already a member of an admins group, add the account to an admins group. See the [“Adding the Administration Account to an Admins Group”](#) section on page 7-9. Otherwise, skip to Task 9.
9. Set rights and permissions for the accounts that you created in Task 7. See the [“Setting Rights and Permissions with the Cisco Unity Permissions Wizard”](#) section on page 7-11.
10. Run the Cisco Unity Installation and Configuration Assistant to upgrade the software, install the license files, specify the accounts for services, connect the message store, and integrate the phone system. See the [“Upgrading and Configuring Cisco Unity Software Without Failover”](#) section on page 13-13.
11. Verify that the number of Cisco Unity Inbox subscriber licenses in use does not exceed the number of licenses purchased. See the [“Verifying Cisco Unity Inbox Subscriber Licenses”](#) section on page 13-23.
12. *Optional:* Remove the system key. Store it where it can be accessed if you need to downgrade the system from Cisco Unity 4.0 to 3.x.
13. *If virus-scanning software is installed on the Cisco Unity server:* Re-enable virus-scanning services.

Task List for Upgrading Cisco Unity Version 3.x to Version 4.0 When Failover Is Configured

This task list contains all upgrade tasks for upgrading Cisco Unity 3.x software to version 4.0 when failover is configured. Follow the documentation for a successful upgrade.



Note

Do not remove the system key before completing the upgrading and configuration process. The *Cisco Unity Installation Guide* alerts you when to remove the key during the upgrade process.

**Note**

If the system is not using Cisco Unity failover, see the [“Task List for Upgrading Cisco Unity Version 3.x to Version 4.0 Without Failover”](#) section on page 13-2 instead.

1. Obtain license files. See the [“Converting from the System Key to License Files”](#) section on page 13-7.
2. On the primary server, do the following tasks:
 - a. *If virus-scanning software is installed on the primary server:* Disable virus-scanning services.
 - b. Run the Cisco Unity System Preparation Assistant to update the required Windows components, browser, database, and service packs. See the [“Running the Cisco Unity System Preparation Assistant”](#) section on page 13-10.
 - c. *If the system is using Exchange 2000:* Install Exchange 2000 Service Pack 2. See the [“Installing Exchange 2000 Service Pack 2”](#) section on page 13-12.
3. On the secondary server, do the following tasks:
 - a. *If virus-scanning software is installed on the secondary server:* Disable virus-scanning services.
 - b. Run the Cisco Unity System Preparation Assistant to update the required Windows components, browser, database, and service packs. See the [“Running the Cisco Unity System Preparation Assistant”](#) section on page 13-10.
 - c. *If the system is using Exchange 2000:* Install Exchange 2000 Service Pack 2. See the [“Installing Exchange 2000 Service Pack 2”](#) section on page 13-12.
4. *If the system is using Exchange 2000:* Extend the Active Directory schema on the schema master. See the [“Extending the Active Directory Schema for Cisco Unity \(Exchange 2000 Only\)”](#) section on page 13-12.
5. Familiarize yourself with the domain accounts you will create in Task 6. The same accounts and permissions are required for installing a new Cisco Unity 4.0 system and for upgrading from previous versions of Cisco Unity. See the [“About the Accounts Required for the Cisco Unity Installation”](#) section on page 7-2.

6. Create the applicable accounts that are needed to install Cisco Unity. Create a single set of accounts to be used for both the primary and the secondary Cisco Unity servers. Do not create a new administration account. The programs you run to upgrade Cisco Unity software set the existing administration account as the account that has the right to access the Cisco Unity Administrator. See the [“Creating the Accounts” section on page 7-4](#).
7. If the existing administration account is not already a member of an admins group, add the account to an admins group. See the [“Adding the Administration Account to an Admins Group” section on page 7-9](#). Otherwise, skip to Task 8.
8. On the primary server, run the Cisco Unity Permissions wizard to set rights and permissions for the accounts that you created in Task 6. See the [“Setting Rights and Permissions with the Cisco Unity Permissions Wizard” section on page 7-11](#).
9. On the secondary server, if the existing administration account is not already a member of an admins group, add the account to an admins group. Otherwise, skip to Step 10.
10. On the secondary server, run the Cisco Unity Permissions wizard to set rights and permissions for the same accounts that you created in Task 6. See the [“Setting Rights and Permissions with the Cisco Unity Permissions Wizard” section on page 7-11](#).
11. On the primary server, run the following programs:
 - a. Run the Cisco Unity Setup program to upgrade the Cisco Unity software. See the [“Upgrading Cisco Unity Software \(with Failover\)” section on page 13-19](#).
 - b. Run the Cisco Unity License File wizard to install the Cisco Unity license files. See the [“Installing License Files \(with Failover\)” section on page 13-21](#).
 - c. Run the Cisco Unity Service Configuration wizard to configure the Cisco Unity services. See the [“Configuring Services \(with Failover\)” section on page 13-22](#).
 - d. Run the Cisco Unity Message Store Configuration wizard to configure Cisco Unity for the message store that Cisco Unity will use. See the [“Configuring the Message Store \(with Failover\)” section on page 13-22](#).

- e. Run the Cisco Unity Telephony Integration Manager (UTIM) to configure the integration data. See the “[Converting the Integration with the Phone System to a Cisco Unity Version 4.0 Integration \(with Failover\)](#)” section on page 13-23.
12. On the secondary server, run the following wizards:
 - a. Run the Cisco Unity Setup program to upgrade the Cisco Unity software. See the “[Upgrading Cisco Unity Software \(with Failover\)](#)” section on page 13-19.
 - b. Run the Cisco Unity Service Configuration wizard to configure the Cisco Unity services. See the “[Configuring Services \(with Failover\)](#)” section on page 13-22.
 - c. Run the Cisco Unity Message Store Configuration wizard to configure Cisco Unity for the message store that Cisco Unity will use. See the “[Configuring the Message Store \(with Failover\)](#)” section on page 13-22.
13. On the primary server, run the Configure Cisco Unity Failover wizard. Refer to the “Configuring Failover on the Primary and Secondary Servers” section in the “Configuring Cisco Unity Failover” chapter of the *Cisco Unity Failover Configuration and Administration Guide*. (The guide is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html.)
14. On the secondary server, run the Configure Cisco Unity Failover wizard. Refer to the “Configuring Failover on the Primary and Secondary Servers” section in the “Configuring Cisco Unity Failover” chapter of the *Cisco Unity Failover Configuration and Administration Guide*.
15. On the secondary server, run UTIM to configure the integration data for Cisco Unity version 4.0. See the “[Converting the Integration with the Phone System to a Cisco Unity Version 4.0 Integration \(with Failover\)](#)” section on page 13-23.
16. On the primary server, confirm that the number of Cisco Unity Inbox subscriber licenses in use does not exceed the number of licenses purchased. See the “[Verifying Cisco Unity Inbox Subscriber Licenses](#)” section on page 13-23.
17. *Optional:* Remove the system keys from the primary and secondary Cisco Unity servers. Store them where they can be accessed if you need to downgrade the system from Cisco Unity 4.0 to 3.x.

18. *If virus-scanning software is installed on the primary server:* Re-enable virus-scanning services.
19. *If virus-scanning software is installed on the secondary server:* Re-enable virus-scanning services.

Converting from the System Key to License Files

Cisco Unity has changed its license-control process from using a physical system key to using electronic license files. License files are now required to install or to upgrade Cisco Unity software, and to change licensed features. A system key is no longer required.

When you upgrade from Cisco Unity version 3.x to version 4.0, 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, and when to remove the system key.



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 server.
- The serial number of the currently installed system key.
- The currently installed system key code.
- 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 four procedures in the order listed.

To get the MAC address of the Cisco Unity server

- Step 1** On the Cisco Unity server, 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 get the serial number of the currently installed system key

- Step 1** On the Cisco Unity server, on the Windows Start menu, click **Programs > Cisco Unity > Key Dump**.
- Step 2** Write down the value for Serial Number, or save it to a file that you can access during online registration.
- Step 3** Click **Exit** to close the Key Dump window.
-

To get the currently installed system key code

- Step 1** On the Cisco Unity server, on the Windows Start menu, click **Programs > Cisco Unity > Upgrade License**.
- Step 2** Click **Generate Current System Code**. Do not change the code type.
- Step 3** Click **Save to File**, and save the system code to a file that you can access during online registration. (The default name of the file is AvSysCode.txt.)
- Step 4** Click **Exit** to close the Generate Current System Code window.
- Step 5** Click **Exit** to close the Upgrade License window.
-

To register for a Cisco Unity upgrade 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/cgi-bin/Software/FormManager/formgenerator.pl |
- Step 2** In the Voice Products section, under Cisco Unity Software, click **Upgrade License Registration**.
- Step 3** Enter the requested information.
- Step 4** When you are ready to enter the Currently Installed Key Code, double-click the key code file you saved in the procedure “[To get the currently installed system key code](#).” (The default name of the file is AvSysCode.txt.)
- Step 5** Copy the value for EncryptionData, and paste it into the Currently Installed Key Code field.
- Step 6** When you have completed the form, click **Submit**.
- Step 7** Shortly after registration, you will receive an e-mail with the Cisco Unity license files.
- If license files are lost, it can take up to one business day to get another copy.
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If you do not receive the license files within 1 hour or to get another copy of a license file, call the Cisco Technical Assistance Center (TAC) and ask for the Licensing Team:

In the U.S. 800 553-2447

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

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

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

**Note**

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

Running the Cisco Unity System Preparation Assistant

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

- MSXML3 with Service Pack 1
 - Internet Information Services (IIS)
 - Windows Terminal Services
 - NNTP Service
 - SMTP Service
 - Message Queuing Services version 2.0
 - Windows 2000 Service Pack 3
 - Internet Explorer 6.0 with Service Pack 1
 - SQL Server 2000, Service Pack 2, and Security Rollup Package 1
- or
- MSDE 2000, Service Pack 2, and Security Rollup Package 1

**Note**

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

To run the Cisco Unity System Preparation Assistant

- Step 1** Log on to Windows by using an account that is a member of the Local Administrators group.
- Step 2** Insert Cisco Unity Service Packs CD 1 in the CD-ROM drive.
- Step 3** Browse to the **Cuspa** directory, and double-click **Cuspa.vbs**.
- Step 4** On the Cisco Unity Server Characteristics page, set the following fields:

Configuration Click **Unified Messaging** or **Voice Messaging**.

Failover Check the **This Is a Primary or Failover Server** check box if the system is using failover.

The assistant uses the information to determine if the system requires SQL Server or MSDE. If the server is a Primary or Failover server, SQL Server is required. Otherwise, MSDE is required.

Number of Ports Enter the number of voice ports that you are connecting with the Cisco Unity server.

If the system is not using failover, the assistant uses the information to determine if the system requires SQL Server or MSDE. For systems with more than 32 ports, SQL Server is required. Otherwise, MSDE is required.

- Step 5** Follow the on-screen prompts in the Cisco Unity System Preparation Assistant to customize the Cisco Unity platform.



Note If a Microsoft AutoMenu window appears when the assistant is installing an application, close the window and allow the assistant to continue.

**Caution**

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

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

Installing Exchange 2000 Service Pack 2

To install Exchange 2000 Service Pack 2

- 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.

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 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

- 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** 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 appropriate 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 these files to confirm that the extension completed successfully.
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Upgrading and Configuring Cisco Unity Software Without Failover

To upgrade and configure Cisco Unity software from version 3.x to version 4.0, 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.

Do the following five subsections in the order listed.

**Caution**

When you use the Cisco Unity Installation and Configuration Assistant to upgrade and configure Cisco Unity software from version 3.x to version 4.0, most of the fields will be pre-populated with values from your current installation. Do not change the values in the fields other than to add licensed features such as additional languages and the text-to-speech engine. If you want to modify the system other than upgrading the Cisco Unity software, do so after the software upgrade is complete (see [Chapter 12, “Upgrading or Modifying a Cisco Unity 4.0 System”](#)).

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

You run the Cisco Unity Setup program from the Cisco Unity Installation and Configuration Assistant to upgrade Cisco Unity. The Setup program checks the system, then upgrades the Cisco Unity software.

**Caution**

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

To start the assistant and upgrade 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** Click **Next**.
- Step 8** In the Select Features dialog box:
- Check the **Upgrade 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** Follow the on-screen prompts, without changing the pre-populated values in the fields (other than to add licensed features such as additional languages and the text-to-speech engine) until you are prompted to restart the Cisco Unity server.
- Step 11** 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 12** 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 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 [“Converting from the System Key to License Files”](#) section on page 13-7.)
- Step 6** For each license file:
- Double-click the file.
 - Click **Next**.
 - 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.

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 the message store server is running. If the message store server is not running, configuring the message store will fail.
- Step 3** On the Welcome screen, click **Next**.

Step 4 Follow the on-screen prompts.

Step 5 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.

Converting the Integration with the Phone System to a Cisco Unity Version 4.0 Integration (Without Failover)

You run the Cisco Unity Telephony Integration Manager (UTIM) from the Cisco Unity Installation and Configuration Assistant to convert the existing integration between Cisco Unity and the phone system to a Cisco Unity version 4.0 integration, after you have run the Cisco Unity Message Store Configuration wizard.

To convert the integration with the phone system to a Cisco Unity version 4.0 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 integration manager, click **Create Integration**.

Step 3 Click **Yes** to convert the existing integration.

When the conversion 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.

Upgrading and Configuring Cisco Unity Software When Failover Is Configured

To upgrade and configure Cisco Unity software from version 3.x to version 4.0, you run five programs, which:

- Check the system and upgrade the software.
- Install the Cisco Unity licenses.
- Configure the services.
- Configure the message store.
- Integrate Cisco Unity with the phone system.

To upgrade successfully, run the programs in the order described in the [“Task List for Upgrading Cisco Unity Version 3.x to Version 4.0 When Failover Is Configured”](#) section on page 13-3.

**Caution**

When you run the programs to upgrade Cisco Unity software from version 3.x to version 4.0, most of the fields will be pre-populated with values from your current installation. Do not change the values in the fields other than to add licensed features such as additional languages and the text-to-speech engine. If you want to modify the system other than upgrading the Cisco Unity software, you do so after the software upgrade is complete (see [Chapter 12, “Upgrading or Modifying a Cisco Unity 4.0 System”](#)).

Upgrading Cisco Unity Software (with Failover)

You run the Cisco Unity Setup program to upgrade Cisco Unity. The Setup program checks the system, then upgrades the Cisco Unity software.

**Caution**

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

To upgrade 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 Click **Next**.

Step 6 In the Select Features dialog box:

- a. Check the **Upgrade 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 7 Click **Next**.

Step 8 Follow the on-screen prompts, without changing the pre-populated values in the fields (other than to add licensed features such as additional languages and the text-to-speech engine) until you are prompted to restart the Cisco Unity server.

Step 9 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 10** 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 upgrading 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), after you have run the Cisco Unity Setup program.

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 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 “[Converting from the System Key to License Files](#)” section on page 13-7.)

- 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**.
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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, after you have run the Cisco Unity Services Configuration wizard.

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 the message store server is running. If the message store server is not running, configuring the message store will fail.
 - Step 4** On the Welcome screen, click **Next**.
 - Step 5** Follow the on-screen prompts.
 - Step 6** When message store configuration is complete, click **Finish**.
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Converting the Integration with the Phone System to a Cisco Unity Version 4.0 Integration (with Failover)

You run the Cisco Unity Telephony Integration Manager (UTIM) to convert the existing integration between Cisco Unity and the phone system to a Cisco Unity version 4.0 integration, after you have run the Cisco Unity Message Store Configuration wizard.

To convert the integration with the phone system to a Cisco Unity version 4.0 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 integration manager, click **Create Integration**.
 - Step 4** Click **Yes** to convert the existing integration.
 - Step 5** Follow the on-screen prompts to complete the conversion.
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Verifying Cisco Unity Inbox Subscriber Licenses

To verify Cisco Unity Inbox subscriber licenses

- Step 1** Double-click the **Cisco Unity Tools Depot** icon on the desktop.

- Step 2** Under Administration Tools, double-click **License Info Viewer**.
- Step 3** Under Cisco Unity Licensing, click **Effective Licenses**.
- Step 4** In the right pane, confirm that the number of Cisco Unity Inbox subscriber licenses utilized does not exceed the number of Cisco Unity Inbox Subscriber licenses.
- Step 5** In the left pane under Cisco Unity Licensing, click **Alerts**.
- Step 6** If any error(s) appear in the right pane, double-click each error for information and instructions.
- For help with licensing problems, e-mail licensing@cisco.com.
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