Customizing the Cisco Unity Platform

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

1. Use the Cisco Unity System Preparation Assistant to install required Windows components, the browser and database, and required service packs. See the "Running the Cisco Unity System Preparation Assistant" section on page 5-2.
2. *If the system is using MSDE 2000:* Install Enterprise Manager, and set the MSDE system administrator password. See the "Installing Administration Software for MSDE 2000 and Setting the MSDE System Administrator Password" section on page 5-5.
3. Install the latest Microsoft service packs and updates for Windows and for SQL Server 2000 or MSDE 2000 that are recommended for use with Cisco Unity. See the "Installing the Latest Microsoft Service Packs and Updates for Windows and SQL Server 2000/MSDE 2000" section on page 5-6.
4. Disable the Found New Hardware wizard, if applicable. See the "Disabling the Found New Hardware Wizard for the Voice Cards" section on page 5-7.
5. *Optional:* Install virus-scanning software. See the "Installing Virus-Scanning Software (Optional)" section on page 5-8.
6. *Optional:* Install and configure Cisco Security Agent for Cisco Unity. See the "Installing and Configuring Cisco Security Agent for Cisco Unity (Optional)" section on page 5-8.
7. Connect the Cisco Unity server to the network, if applicable. See the "Connecting the Cisco Unity Server to the Network" section on page 5-8.
8. *If the Cisco Unity server contains dual NICs:* Configure the dual NICs or verify their configuration. See the "Configuring Dual NICs in the Cisco Unity Server" section on page 5-9.
9. Configure TCP/IP properties, even if the server is not connected to the network. See the "Configuring TCP/IP Properties" section on page 5-10.
10. *If the system has a network connection:* Confirm that the server has a valid IP address and is connected to the network. See the "Verifying the IP Address and the Network Connection" section on page 5-11.
11. Change folder settings in Windows Explorer so that all files and folders are visible during Cisco Unity troubleshooting, if applicable. See the "Changing Folder Settings in Windows Explorer" section on page 5-11.
12. *If virus-scanning software or Cisco Security Agent for Cisco Unity is installed on the Cisco Unity server:* Disable virus-scanning services and Cisco Security Agent for Cisco Unity. See the "Disabling Virus-Scanning and Cisco Security Agent Services" section on page 5-12.

13. Install Microsoft Active Directory, or add the Cisco Unity server to an existing domain. See the "Installing Active Directory or Adding the Cisco Unity Server to an Existing Domain" section on page 5-13.
14. *If the system is using failover:* Reset the account that SQL Server services log on as. See the "Resetting the Account That SQL Server Services Log On As" section on page 5-15.

When you are finished with this chapter, return to Chapter 1, "Overview of Mandatory Tasks for Installing Cisco Unity" to continue installing the Cisco Unity system.

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.

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 Windows 2000 Server components, Microsoft service packs and updates, and other software required by Cisco Unity. For a detailed list, refer to *Components and Software Installed by the Cisco Unity Platform Configuration Discs and the Cisco Unity System Preparation Assistant* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/pcd/pcdunty.htm.

Caution If you are installing Cisco Unity on a server running Windows 2000 Server, do not run the Cisco Unity System Preparation Assistant remotely by using Windows Terminal Services or other remote-access applications, or the installation of required software may fail.

Caution If you are installing Cisco Unity on a server running Windows Server 2003, do not run the Cisco Unity System Preparation Assistant over the network, and do not run it remotely by using Windows Terminal Services or other remote-access applications, or the installation of required software may fail.

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 On Cisco Unity Service Packs CD 1, or from the location to which you saved the downloaded Service Packs CD 1 image files, browse to the **Cuspa** directory, and double-click **Cuspa.vbs**.

If you are accessing the Cisco Unity System Preparation Assistant files on another server, use Windows Explorer or the "net" command to map the network drive to a drive letter on the Cisco Unity server before you run Cuspa.vbs.

Step 3 If prompted, double-click the language of your choice to continue the installation.

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

Step 5 On the Cisco Unity Server Characteristics page, set the following fields:

Configuration	Click **Unified Messaging** or **Voice Messaging Only**, depending on the Cisco Unity configuration.
Failover	Check the **This Is a Primary or Secondary Failover Server** check box if the system is using failover. The assistant uses the information to determine whether the system requires SQL Server or MSDE. If the system is using failover, SQL Server is required.
Number of Ports	Enter the number of voice ports that you are connecting with the Cisco Unity server. If the system is not using failover, the assistant uses the information to determine whether the system requires SQL Server or MSDE. For systems with more than 32 ports, SQL Server is required. Otherwise, MSDE is required.

Step 6 Click **Next**. The assistant lists the components and indicates whether or not they are installed.

Step 7 Follow the prompts to install any missing components until you are prompted to install the data store.

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

Step 8 If MSDE is being installed, skip to Step 9.

If SQL Server is being installed, install it in the location you made note of in the "Determining the Drive Locations for Files on the Cisco Unity System" section on page 2-5:

a. In the Welcome dialog box, click **Next**.

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

c. In the Installation Selection dialog box, click **Next** to accept the default setting **Create a New Instance of SQL Server, or Install Client Tools**.

d. Follow the on-screen prompts until the CD Key dialog box appears.

e. Enter the key for Cisco Unity Data Store 2000 from the sticker located on the CD sleeve, and click **Next**.

f. In the Installation Definition dialog box, click **Next** to accept the default setting **Server and Client Tools**.

g. In the Instance Name dialog box, check the **Default** check box.

h. Click **Next**.

i. In the Setup Type dialog box, click **Typical**.

j. Under Destination Folder, next to Program Files, click **Browse** and specify the location for binaries that you made note of in the "Determining the Drive Locations for Files on the Cisco Unity System" section on page 2-5.

k. Under Destination Folder, next to Data Files, click **Browse** and specify the location for databases that you made note of in the "Determining the Drive Locations for Files on the Cisco Unity System" section on page 2-5.

l. Click **Next**.

m. At the top of the Services Accounts dialog box, click **Use the Same Account for Each Service**.

n. Under Service Settings, click **Use the Local System Account**.

o. Click **Next**.

p. In the Authentication Mode dialog box, we recommend that you click **Windows Authentication Mode**.

   If you click Mixed Mode—which is supported but is less secure—under Add Password for the SA Login, enter and confirm a password for the SQL Server system administrator logon.

q. Click **Next**.

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

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

t. Click **Continue**.

u. If you are prompted about shutdown tasks before continuing with the installation, click **Next**.

v. Click **Finish**.

w. Skip to Step 10.

Step 9 If MSDE is being installed, install it now:

a. Follow the on-screen prompts.

b. When the installation is complete, click **Yes** to restart the server.

Step 10 When SQL Server or MSDE installation is complete, continue following the on-screen prompts in the assistant to complete the platform customization.

Step 11 If MSDE Service Pack 3a is being installed, skip to Step 12.

If SQL Server Service Pack 3a is being installed, install it now:

a. On the Welcome screen, click **Next**.

b. Follow the on-screen prompts until you are prompted to choose the authentication mode.

c. Choose Windows authentication, and click **Next**.

d. If the SA Password Warning dialog box appears, enter and confirm the password, and click **Next**.

e. Check the **Upgrade Microsoft Search and Apply SQL Server 2000 SP3 [Required]** check box, and click **Continue**. (Do not check the Enable Cross-Database Ownership Chaining for All Databases [Not Recommended] check box.)

f. Follow the on-screen prompts to continue.

g. If you are prompted about shutdown tasks before continuing with the installation, click **Next**.

h. Click **Finish** to begin installing components.

i. When the Setup message appears, click **OK**.

j. Click **Finish** to restart the server.

k. Skip to Step 13.

Step 12 If MSDE Service Pack 3a is being installed, install it now:

a. Follow the on-screen prompts.

b. When the installation is complete, click **Yes** to restart the server.

Step 13 Follow the on-screen prompts.

Step 14 When the Cisco Unity System Preparation Assistant has completed, click **Finish**.

Caution When the Cisco Unity System Preparation Assistant installed Internet Explorer, it also automatically installed the file WScript.exe. Do not remove WScript.exe, or the Cisco Unity Setup program will fail later in the installation process.

Installing Administration Software for MSDE 2000 and Setting the MSDE System Administrator Password

Note If the system is not using MSDE 2000, skip this section.

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

For security reasons, we highly recommend that you set a non-blank MSDE system administrator (sa) password. By default, the sa password is blank. After you install Enterprise Manager, you can use it to reset the sa password.

Do the following two procedures in the order listed.

To Install Enterprise Manager for MSDE

Step 1 After the server restarts (it was restarted in the preceding procedure), log on to Windows.

Step 2 If the Cisco Unity Data Store 2000 CD does not run automatically, browse to the root directory, and double-click **Autorun.exe**.

Step 3 Click **SQL Server 2000 Components**.

Step 4 Click **Install Database Server**.

Step 5 In the Welcome dialog box, click **Next**.

Step 6 In the Computer Name dialog box, click **Next** to accept the default setting **Local Computer**.

Step 7 In the Installation Selection dialog box, click **Next** to accept the default setting **Create a New Instance of SQL Server, or Install Client Tools**.

Step 8 Follow the on-screen prompts until the CD Key dialog box appears.

Step 9 Enter the key for Cisco Unity Data Store 2000 from the sticker located on the CD sleeve.

Step 10 Click **Next**.

Step 11 In the Installation Definition dialog box, click **Client Tools Only**.

Step 12 Click **Next**.

Step 13 In the Select Components dialog box, uncheck all check boxes in the Components list except **Management Tools**.

Step 14 Select **Management Tools** (but do not uncheck the check box).

Step 15 In the Sub-Components list, uncheck all check boxes except **Enterprise Manager**, and click **Next**.

Step 16 In the Start Copying Files dialog box, click **Next**.

Step 17 Click **Finish**.

To Set the Sa Password for MSDE

Step 1 On the Windows Start menu, click **Programs > Microsoft SQL Server > Enterprise Manager**.

Step 2 In the tree, expand **Console Root\Microsoft SQL Servers\SQL Server Group\(local)(Windows NT)\Security**.

Step 3 Click **Logins**.

Step 4 In the right pane, right-click **Sa**, and click **Properties**.

Step 5 In the SQL Server Login Properties dialog box, click the **General** tab.

Step 6 Under SQL Server Authentication, enter the new password.

Step 7 Confirm the password, and click **OK**.

Step 8 Close Enterprise Manager.

Installing the Latest Microsoft Service Packs and Updates for Windows and SQL Server 2000/MSDE 2000

Install the latest Microsoft service packs (if any) and updates for Windows 2000 Server or Windows Server 2003 and for SQL Server 2000 or MSDE 2000 that are recommended for use with Cisco Unity. These are the service packs and updates that you downloaded in the "Downloading Software for the Installation" section on page 2-4.

Some Microsoft updates can be installed only after a prerequisite service pack has been installed. Install all of the latest Windows and SQL Server 2000/MSDE 2000 service packs recommended for use with Cisco Unity, if any, before you install updates.

Exchange software is not installed, so you cannot install Exchange service packs and updates yet.

To Install the Latest Microsoft Service Packs for Windows and SQL Server 2000/MSDE 2000

Follow the instructions that you printed or downloaded when you downloaded the service packs.

To Install the Latest Microsoft Updates for Windows and SQL Server 2000/MSDE 2000

Step 1 Browse to the location of the downloaded Microsoft updates, or insert the Cisco Unity Post-Install disc in the CD-ROM drive.

Step 2 Browse to each of the applicable directories and install the correct language version of each update: English (ENU), French (FRA), German (DEU), or Japanese (JPN). (For example, if the French version of Windows 2000 Server is installed on the Cisco Unity server, install the French version of any Windows 2000 Server updates.)

To speed the installation, you may want to:

- Install each update at a command prompt by using the /z option, so you do not have to restart the computer after installing each update.
- Install each update at a command prompt by using the /m option, so the update installs without displaying any dialog boxes.
- Create a batch file that installs all of the updates at once.

For more detailed information, refer to Microsoft Knowledge Base article 296861, *How to Install Multiple Windows Updates or Hot Fixes with Only One Reboot*.

Step 3 Restart the Cisco Unity server.

Disabling the Found New Hardware Wizard for the Voice Cards

In the following cases, the Found New Hardware wizard may appear each time the server is restarted and report that the cards are new hardware, even though the cards are properly installed and configured:

- The operating system was installed by using the Platform Configuration discs.
- The operating system was installed by using the manufacturer's guided system-setup utility before the cards were installed.
- New cards were added to an existing server.

Do the following procedure to prevent the Found New Hardware wizard from reporting the cards as new hardware. The procedure will not prevent the Found New Hardware wizard from finding and reporting other new hardware.

To Disable the Found New Hardware Wizard for the Voice Cards

Step 1 On the Found New Hardware wizard Welcome page, click **Next**. (After the server is restarted, the Found New Hardware wizard Welcome page is displayed along with the PCI Device Installing dialog.)

Step 2 On the Install Hardware Device Drivers page, click **Search for a Suitable Driver for My Device (Recommended)**, and click **Next**.

Step 3 On the Locate Driver Files page, check the **Floppy Disk Drives** and **CD-ROM Drives** check boxes, and click **Next**.

Step 4 On the Driver Files Search Result page, click **Disable the Device**, and click **Finish**. Do not choose to skip driver installation of this device, or the Found New Hardware wizard will continue to appear each time the server is restarted.

Step 5 Repeat Step 2 through Step 4 for each instance of the Found New Hardware wizard (for each card, as applicable).

Note that doing this procedure does not prevent a card from being displayed as an unknown PCI device when viewed in the Windows 2000 Device Manager. The warning that the device drivers are not installed also will continue to be displayed. This is expected behavior, and does not indicate a problem with the card or with the server.

Installing Virus-Scanning Software (Optional)

For information on supported virus-scanning software, refer to *Cisco Unity 4.0 System Requirements, and Supported Hardware and Software* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/40_sysrq.htm.

Follow the manufacturer instructions to install the virus-scanning software.

Note that scanning individual Exchange mailboxes can affect the performance of Cisco Unity.

Caution Do not configure virus-scanning software to block WAV attachments, or voice messages will be stripped of their recordings.

Installing and Configuring Cisco Security Agent for Cisco Unity (Optional)

Cisco Security Agent for Cisco Unity is available on Cisco.com. For information on how to download it, install it on the Cisco Unity server, and configure it, refer to *Release Notes for Cisco Security Agent for Cisco Unity* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Connecting the Cisco Unity Server to the Network

Connecting the Cisco Unity server to the network is optional for some configurations, but is required if you are:

- Integrating Cisco Unity with Cisco CallManager, a Cisco SIP Proxy Server, or Cisco CallManager Express.
- Installing Cisco Unity in the Unified Messaging configuration
- Homing Exchange mailboxes for any Cisco Unity subscribers on a separate Exchange server.
- Configuring Cisco Unity failover.
- Allowing users to access voice messages by using the Cisco Unity Inbox.
- Allowing users to change settings by using the Cisco Unity Assistant
- Allowing users to use their phones as a recording and playback device (TRaP).
- Integrating Cisco Unity with any other voice messaging system.

Connecting the Cisco Unity server to the network is also necessary if you want the Cisco Unity server to have access to network utilities, for example, virus scanning or backup utilities.

To Connect the Cisco Unity Server to the Network

Attach the network cable(s) to the Cisco Unity server.

Configuring Dual NICs in the Cisco Unity Server

Note If the Cisco Unity server is not using dual NICs, skip this section.

We recommend that dual NICs be configured in adapter fault tolerant mode (AFT) or network fault tolerant (NFT) mode. One NIC is designated as the primary and the other NIC as the secondary for active-passive fault tolerance. In this configuration, the primary (active) NIC handles 100 percent of the traffic. Only in the event that the primary NIC becomes unavailable does the secondary NIC then become active and handle 100 percent of the traffic.

Alternatively, if you do not want to configure AFT or NFT, or do not have a second LAN port available, the following configurations are supported, though not recommended:

- Disable TCP/IP for the second NIC, which allows you to re-enable the second NIC remotely if the first NIC fails. (Use the Network and Dial-up Connections Control Panel to disable TCP/IP for the second NIC.)
- Disable the second NIC in the BIOS.

Caution Note that not plugging a network cable into the second NIC is not sufficient. The NIC must be disabled in the BIOS, or Cisco Unity may not work properly.

To Configure Dual NICs in the Cisco Unity Server

Step 1 Configure the NICs—or verify their configuration—so that:

- Both are connected to the same network segment.

- Both share the same IP address.
- Both are set up for AFT or for NFT. Refer to the documentation provided by the NIC manufacturer or server vendor.

  If you are configuring a Cisco MCS-7825H, MCS-7835H, or MCS-7845H server, configure NFT teaming by using the network teams property sheet of the Compaq Network Teaming and Configuration Utility (CPQNTAC, also known as NCU). The CPQNTAC utility is installed from the Hewlett-Packard SmartStart disc that was shipped with the server, by using the Remote Deployment utility (RDU).

  If you are configuring a Cisco MCS-7815I, MCS-7855I, or MCS-7865I server, configure AFT teaming by using the Advanced Control Suite of the Broadcom NetXtreme Ethernet utilities. For the Cisco MCS-7835I and MCS-7845I servers, configure AFT teaming by using the teaming wizard on the Advanced tab of the Intel PROSet II Ethernet utilities.

Step 2 Restart the Cisco Unity server for any changes to take effect.

Configuring TCP/IP Properties

The Cisco Unity server must have an IP address and must also have the IP address of a DNS server, even if the Cisco Unity server is not connected to the network. Do the procedure in this section to specify IP addresses for the servers.

When selecting an IP address for the Cisco Unity server, note the following considerations:

- Do not select an address accessible from the Internet. Doing so can expose the Cisco Unity server to unwanted intrusion from the Internet, even when the server is hardened.
- Do not select an address that puts the Cisco Unity server on the opposite side of a firewall from:
  - The Exchange server that Cisco Unity connects with.
  - Any Exchange server that homes Cisco Unity subscribers.
  - The domain controller/global catalog server that Cisco Unity accesses, if the Cisco Unity server is not a domain controller.

To Configure TCP/IP Properties

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

Step 2 Click **Properties**.

Step 3 In the Components Checked Are Used by This Connection list, check the **Internet Protocol (TCP/IP)** check box.

Step 4 Click **Internet Protocol (TCP/IP)** (but do not uncheck the check box), and click **Properties**.

Step 5 Enter the applicable information, depending on whether the Cisco Unity server is connected to the network (for more information, refer to Windows 2000 Help):

Cisco Unity server is connected to network	Enter IP addresses for the Cisco Unity server and for the preferred and alternate DNS servers.
Cisco Unity server is not connected to network	Enter an IP address for the Cisco Unity server, and enter the same address in the Preferred DNS Server text box.

Step 6 Click **OK**

Step 7 Restart the server.

Verifying the IP Address and the Network Connection

Note If the system does not have a network connection, skip this section.

To Verify the IP Address and the Network Connection

Step 1 On the Windows Start menu, click **Programs > Accessories > Command Prompt**.

Step 2 In the Command Prompt window, enter **ipconfig /all**, and press **Enter**.

Step 3 Verify the IP address of the Cisco Unity server.

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

If no routers or servers are listed, either you did not specify a default gateway when you assigned an IP address in the "Configuring TCP/IP Properties" section on page 5-10, or the Cisco Unity server is not connected to the network.

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

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

If the device does not reply, there may be a variety of causes. Some of the most common problems include:

- The assigned IP address conflicts with the IP address of another computer on the network.
- The subnet mask is incorrect.

Verify the network settings. If needed, troubleshoot any problem as you would a network connectivity problem.

Changing Folder Settings in Windows Explorer

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

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

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

To Change Folder Settings in Windows Explorer

Step 1 On the Windows desktop, double-click **My Computer**.

Step 2 On the Tools menu, click **Folder Options**.

Step 3 Click the **View** tab.

Step 4 Click **Show Hidden Files and Folders**.

Step 5 Uncheck the **Hide File Extensions for Known File Types** check box.

Step 6 Uncheck the **Hide Protected Operating System Files** check box, and click **Yes** to confirm.

Step 7 Click **Apply**.

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

Step 9 Click **OK**.

Disabling Virus-Scanning and Cisco Security Agent Services

Note If the system is not using virus-scanning software or Cisco Security Agent for Cisco Unity, skip this section.

You disable virus-scanning and Cisco Security Agent services on the server so that they do not slow down the installation of software or cause the installations to fail. The *Cisco Unity Installation Guide* alerts you when to re-enable the services after all of the installation procedures that can be affected are complete.

To Disable and Stop Virus-Scanning and Cisco Security Agent Services

Step 1 Refer to the virus-scanning software documentation to determine the names of the virus-scanning services.

Step 2 On the Windows Start menu, click **Programs > Administrative Tools > Services**.

Step 3 Disable and stop each virus-scanning service and the Cisco Security Agent service:

a. In the right pane, double-click the service.

b. On the General tab, in the Startup Type list, click **Disabled**. This prevents the service from starting when you restart the server.

c. Click **Stop** to stop the service immediately.

d. Click **OK** to close the Properties dialog box.

Step 4 When the services have been disabled, close the Services MMC.

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

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

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

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

If the Cisco Unity server will be the only server in the domain, you must install Active Directory. However, because Active Directory is a very processor- and memory-intensive application, if you are adding the Cisco Unity server to an existing domain, we strongly recommend that you do not also install Active Directory on the Cisco Unity server. Instead, do the procedure in the "Existing Domain" section on page 5-15.

Active Directory

Note If the system is using failover, do the procedure in the "Existing Domain" section on page 5-15 instead.

Do the following procedure to install Active Directory on the Cisco Unity server and make it a domain controller.

To Install Active Directory on the Cisco Unity Server

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

Step 2 Click **Next**.

Step 3 Follow the on-screen prompts until the Directory Services Restore Mode Administration Password dialog box appears.

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

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

Table 5-1 Dialog Box Values for a System That Has No Network Connection

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

Step 4 Click **Next**.

Step 5 If the message "The wizard cannot contact the DNS server" appears, and the Cisco Unity server is connected to the network and the network has DNS installed and configured, skip to Step 6.

If the message "The wizard cannot contact the DNS server" appears and the Cisco Unity server is not connected to the network, install DNS:

a. Click OK to dismiss the message.

b. In the Configure DNS dialog box, click **Yes, Install and Configure DNS on This Computer (Recommended)**.

c. Click **Next**.

d. Skip to Step 7.

Step 6 Troubleshoot DNS if the message "The wizard cannot contact the DNS server" appears, and the Cisco Unity server is connected to the network and the network has DNS installed and configured:

a. Click **OK** to dismiss the message.

b. Click **Cancel** to exit the Active Directory Installation wizard.

c. Troubleshoot the current DNS installation.

d. Return to Step 1 to start the procedure again.

Step 7 In the Directory Services Restore Mode Administration Password dialog box, enter and confirm a password.

Step 8 Click **Next**.

Step 9 Review the settings, and click **Next** to install Active Directory.

Step 10 Click **Finish**.

Step 11 Click **Restart Now**.

Existing Domain

Note If the system has no network connection, do the procedure in the "Active Directory" section on page 5-13 instead.

Do the procedure in this section to add the Cisco Unity server to an existing domain without making it an additional domain controller in that domain. The domain controllers can be running Windows 2000 Server or Windows Server 2003.

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

To Add the Cisco Unity Server to an Existing Domain

Step 1 On the Windows Start menu, click **Settings > Control Panel > System**.

Step 2 Click the **Network Identification** tab.

Step 3 Click **Properties**.

Step 4 In the Identification Changes dialog box, click **Domain**, and enter the name of the domain that you want to join.

If you are setting up failover, add both Cisco Unity servers to the same domain.

Step 5 Click **OK**.

Step 6 In the Domain Username and Password dialog box, enter the name and password of an account that has permission to add computers to the domain.

Step 7 Click **OK** three times.

Step 8 Click **Yes** to restart the server.

Resetting the Account That SQL Server Services Log On As

Note If the system is not using failover, skip this section.

When you installed SQL Server, you set the services to use the local system account because the Cisco Unity server was not connected to the network. On both the primary and secondary servers for Cisco Unity failover, you must reset the account that the MSSQLServer and SQLServerAgent services log on as. The account must be a domain account and must:

- Have the right to log on as a service.
- Be a member of the Administrators local group.

To Reset the Account that SQL Server Services Log on As

Step 1 On the Windows Start menu, click **Programs > Administrative Tools > Services**.

Step 2 Do the following eight substeps for each of the two services, MSSQLServer and SQLServerAgent:

a. In the right pane, double-click **<Name of service>**.

b. Click the **Log On** tab.

c. Click **This Account**.

d. Click **Browse**.

e. In the Select User dialog box, in the Look In list, click the name of the domain to which the Cisco Unity server belongs.

f. Double-click the name of the account to use. You must use the same account on both the primary and secondary Cisco Unity servers.

g. Enter and confirm the password.

h. Click **OK**.

Step 3 When you are done setting both accounts, close the Services window.