



## Installing Optional Software

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

1. Install recommended service packs, if applicable. See the “[Installing Recommended Service Packs and Updates](#)” section on page 9-1.
2. Install RSA SecurID, if applicable. See the “[Installing RSA SecurID](#)” section on page 9-2.
3. Install Symantec pcAnywhere, if applicable. See the “[Installing Symantec pcAnywhere](#)” section on page 9-2.
4. Install other optional software, if applicable. See the “[Installing Other Optional Software](#)” section on page 9-4.



### Caution

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Do not install Outlook on the Cisco Unity server, or Cisco Unity may not notify subscribers of new messages.

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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

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The tasks in the list reference detailed instructions in the *Cisco Unity Installation Guide* and in other Cisco Unity documentation. Follow the documentation for a successful installation.

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## Installing Recommended Service Packs and Updates

For information on supported service packs and updates, refer to *Recommended and Supported Service Packs and Updates for Use with Cisco Unity and the Cisco Unity Bridge* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/cmptblty/svpckmx.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/svpckmx.htm).

We recommend that you install all service packs and updates that are recommended for use with Cisco Unity. If you have not already installed such service packs and updates, do so now.



### Note

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When Cisco Unity starts, an Event log entry is created with the version number of installed third-party software and service packs. Cisco Unity provides the product name to supplement the version number in the Event log entry. If support for a new version of product (for example, a service pack) begins between releases of Cisco Unity, however, the Event log entry will not include the product name of the software. Because the information about the new version of the third-party software does not exist in its database, Cisco Unity cannot add the product name to the Event log entry.

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## Installing RSA SecurID

For supported versions of RSA SecurID, 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](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/40_sysrq.htm).

Follow the manufacturer instructions to install RSA SecurID.

The “[Overview of Mandatory Tasks for Installing Cisco Unity](#)” alerts you when to configure RSA SecurID later in the installation process.

## Installing Symantec pcAnywhere

For supported versions of Symantec pcAnywhere, 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](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/40_sysrq.htm).

Follow the manufacturer instructions to install pcAnywhere. See also the “[Recommended Configuration for pcAnywhere](#)” section, below.

The remote-access software can be installed on the Cisco Unity server in addition to Windows Terminal Services (which is the default remote-access software for the Cisco Unity server and is included with Windows 2000). Use an external modem with pcAnywhere.

## Recommended Configuration for pcAnywhere

We recommend that you do the following three procedures in the order listed to configure pcAnywhere to avoid video problems, screen-refresh problems, and a possible problem with the server not responding after pcAnywhere disconnects.

### To Configure pcAnywhere So That It Does Not Start Automatically When You Restart the Server

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- Step 1** On the Windows Start menu, click **Programs > Symantec pcAnywhere**.
  - Step 2** In the pcAnywhere toolbar, click **Hosts**.
  - Step 3** Right-click the **Modem** icon or the host that is configured for a modem, and click **Properties**.
  - Step 4** In the pcAnywhere Host Properties dialog box, click the **Settings** tab.
  - Step 5** In the Host Startup section, uncheck the **Launch with Windows** check box.
  - Step 6** Click **OK** to close the pcAnywhere Host Properties dialog box.
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To avoid a pcAnywhere video problem, we recommend that you change the pcAnywhere video mode. (The problem is described in Symantec Knowledge Base article 2001040615242112.)

### To Change the pcAnywhere Video Mode to Compatibility

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- Step 1** In pcAnywhere, on the pcAnywhere Tools menu, click **Options**.
  - Step 2** On the Host Operation tab, under Video Mode Selection, click **Compatibility**.

**Step 3** Click **OK**.

**Step 4** Exit pcAnywhere.

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To avoid a pcAnywhere problem with slow or partial screen refreshes on multiprocessor host computers, and a possible problem in which the host computer stops responding when pcAnywhere disconnects, we recommend that you add a registry entry that sets pcAnywhere to run on one or more specific processors. (The problem is described in Symantec Knowledge Base article 199861984643.)

Be aware that setting pcAnywhere to run on a specific processor may affect performance on the Cisco Unity server if someone uses pcAnywhere to access the server during peak hours.

### To Set pcAnywhere to Run on One or More Specific Processors

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**Step 1** Start Regedit.



**Caution**

Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the “Restoring” topics in Registry Editor Help.) Note that for Cisco Unity failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about changing registry key settings, contact Cisco TAC.

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**Step 2** If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.

**Step 3** Expand the key  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Symantec\pcANYWHERE\CurrentVersion\Host

**Step 4** Add a DWORD value named **ProcessorMask**, and set the value depending on which processor you want to use (for example, to make pcAnywhere run on the second processor only, set ProcessorMask to 2):

<b>0</b>	All processors
<b>1</b>	First processor
<b>2</b>	Second processor
<b>4</b>	Third processor
<b>8</b>	Fourth processor

To allow pcAnywhere to run on more than one processor, set the value of ProcessorMask to the sum of the corresponding values. (For example, to make pcAnywhere run on the third and fourth processors, set ProcessorMask to 12 [4 + 8].)

**Step 5** Either stop and restart the pcAnywhere host service, or restart the Cisco Unity server.

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# Installing Other Optional Software

For information on supported 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](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/40_sysrq.htm).

Follow the manufacturer instructions to install other optional software.



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**Caution**

Do not install Outlook on the Cisco Unity server, or Cisco Unity may not notify subscribers of new messages.

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