



Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant During a New Installation

This appendix contains procedures for manually installing the required Windows components, browser, database, and service packs that are automatically installed by the Cisco Unity System Preparation Assistant during a new installation. Install the components in the order listed.

This appendix contains the following sections:

- [Installing MSXML 3.0 with Service Pack 1, page C-1](#)
- [Installing Windows Terminal Services, page C-2](#)
- [Installing the NNTP Service, page C-2](#)
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- [Installing Windows 2000 Service Pack 3, page C-3](#)
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For more information about the Cisco Unity System Preparation Assistant, see the [“Running the Cisco Unity System Preparation Assistant”](#) section on page 5-2.

Installing MSXML 3.0 with Service Pack 1



Note

You are not required to install MSXML 3.0 before you install MSXML 3.0 Service Pack 1. MSXML 3.0 Service Pack 1 overwrites MSXML 3.0 if MSXML 3.0 is installed on the computer.

To Install MSXML 3.0 with Service Pack 1

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- Step 1** 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 **MSXML3_SP1** directory, and double-click **Mxml3sp1.exe**.
- Step 2** Follow the on-screen prompts to complete the installation.
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Installing Windows Terminal Services

To Install Windows Terminal Services

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- Step 1** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
- Step 2** Click **Add/Remove Windows Components**.
- Step 3** In the Windows Components dialog box, check the **Windows Terminal Services** check box. Do not change any other items.
- Step 4** Click **Next**.
- Step 5** In the Terminal Services Setup dialog box, click **Remote Administration Mode**, and click **Next**.
- Step 6** When you are prompted, insert the Windows 2000 Server disc in the CD-ROM drive, and click **OK**. If the Cisco Unity server was purchased from Cisco, the disc is labeled “Cisco Unity System Disc.”
- Step 7** In the Completing the Windows Components Wizard dialog box, click **Finish**.
- Step 8** Click **Yes** to restart the server.
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Installing the NNTP Service

To Install the NNTP Service

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- Step 1** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
- Step 2** Click **Add/Remove Windows Components**.
- Step 3** Click **Internet Information Services (IIS)** (but do not uncheck the check box), and click **Details**.
- Step 4** In the Internet Information Services (IIS) dialog box, check the **NNTP Service** check box. If the **SMTP Service** check box is not already checked, check it, too.
- Step 5** Click **OK**.
- Step 6** Click **Next**.
- Step 7** When the installation is complete, click **Finish**.
- Step 8** Close the Add/Remove Programs dialog box and Control Panel.
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Installing Message Queuing Services 2.0

To Install Message Queuing Services 2.0

- Step 1** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
 - Step 2** Click **Add/Remove Windows Components**.
 - Step 3** In the Windows Components dialog box, check the **Message Queuing Services** check box. Do not change any other items.
 - Step 4** Click **Next**.
 - Step 5** In the Message Queuing Type dialog box, click **Next**. Do not change any items.
 - Step 6** If the Message Queuing Server dialog box appears, click **Message Queuing Will Not Access a Directory Service**, and click **Next**.
 - Step 7** If the Windows NT 4.0 Message Queuing Clients dialog box appears, click **No, Do Not Change the Permissions**, and click **Next**.
 - Step 8** When you are prompted, insert the Windows 2000 Server disc in the CD-ROM drive, and click **OK**. If the Cisco Unity server was purchased from Cisco, the disc is labeled “Cisco Unity System Disc.”
 - Step 9** In the Completing the Windows Components Wizard dialog box, click **Finish**.
 - Step 10** Close the Add Remove Programs dialog box and Control Panel.
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Installing Windows 2000 Service Pack 3

To Install Windows 2000 Service Pack 3

- Step 1** 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 **Win2K_SP3\i386\Update** directory, and double-click **Update.exe**.
 - Step 2** Follow the on-screen prompts to complete the installation.
 - Step 3** Remove the disc, if applicable.
 - Step 4** Restart the server.
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Installing Internet Explorer 6.0 with Service Pack 1



Caution

When you install Internet Explorer, the file WScript.exe is installed automatically. Do not remove WScript.exe, or the Cisco Unity Setup program will fail.

To Install Internet Explorer 6.0 with Service Pack 1

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- Step 1** 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 **IE6SP1** directory, and double-click **IE6Setup.exe**.
- Step 2** Follow the on-screen prompts.
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Installing SQL Server 2000 or MSDE 2000, and Service Pack 3

This section contains procedures for installing SQL Server 2000 and MSDE 2000 on the Cisco Unity server. Do the procedure(s) for the version that is applicable to your installation: [SQL Server 2000, page C-4](#), or [MSDE 2000, page C-6](#).

If you are setting up failover, install SQL Server 2000 on both servers.

If you are not setting up failover, the number of voice ports on the Cisco Unity server determines whether you install SQL Server 2000 or MSDE 2000:

SQL Server 2000	For systems with more than 32 ports.
MSDE 2000	For systems with 32 ports or fewer.

Do not install SQL Server 2000 on a system with 32 ports or fewer; such a system is licensed only for MSDE 2000.

If you are upgrading a Cisco Unity 3.x system to version 4.0, and the system has 17 to 32 ports, you do not need to downgrade from SQL Server 2000 to MSDE 2000 because the system was originally licensed for SQL Server 2000.

Whether you are installing SQL Server 2000 or MSDE 2000, the software must be installed on the Cisco Unity server. Installing it on another server is not supported.

SQL Server 2000

If you are installing SQL Server 2000, do the following two procedures in the order listed.

**Note**

Install the application 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.

To Install SQL Server 2000

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- Step 1** Log on to Windows.
- Step 2** Insert the Cisco Unity Data Store 2000 disc in the CD-ROM drive.
- Step 3** When the Microsoft SQL Server 2000 Standard Edition window appears, click **SQL Server 2000 Components**.
- Step 4** In the Install Components window, 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, and click **Next**.
- Step 10** In the Installation Definition dialog box, click **Next** to accept the default setting **Server and Client Tools**.
- Step 11** In the Instance Name dialog box, check the **Default** check box.
- Step 12** Click **Next**.
- Step 13** In the Setup Type dialog box, click **Next** to accept the default setting **Typical**.
- Step 14** At the top of the Services Accounts dialog box, click **Use the Same Account for Each Service**.
- Step 15** Under Service Settings, click **Use the Local System Account**.



Note If you are setting up failover, you reset the accounts that SQL Server services log on as later. The *Cisco Unity Installation Guide* alerts you when to do the procedure later in the installation.

- Step 16** Click **Next**.
- Step 17** In the Authentication Mode dialog box, we recommend that you click **Windows Authentication Mode**. If you click **Mixed Mode** (which is supported, but less secure), under Add Password for the SA Login, enter and confirm a password for the SQL Server system administrator logon.
- Step 18** Click **Next**.
- Step 19** In the Start Copying Files dialog box, click **Next**.
- Step 20** In the Choose Licensing Mode dialog box, click **Processor License For**, and specify the number of processors in the Cisco Unity server.
- Step 21** Click **Continue**.
- Step 22** If you are prompted about shutdown tasks before continuing with the installation, click **Next**.
- Step 23** Click **Finish**.
- Step 24** Restart the server.

To Install SQL Server 2000 Service Pack 3

- Step 1** 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 **SQL2000_SP3\X86\Setup** directory, and double-click **Setupsql.exe**.
- Step 2** On the Welcome screen, click **Next**.
- Step 3** Follow the on-screen prompts until the Connect to Server dialog box appears.
- Step 4** Select Windows authentication, and click **Next**.
- Step 5** If the SA Password Warning dialog box appears, enter and confirm the password, and click **OK**.

- Step 6 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.)
 - Step 7 Follow the on-screen prompts.
 - Step 8 Click **Finish** to begin installing components.
 - Step 9 When the Setup message appears, click **OK**.
 - Step 10 Click **Finish** to restart the server.
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MSDE 2000

If you are installing MSDE 2000, do the following procedure.



Caution

MSDE 2000 is not the same as SQL Server 2000 Personal Edition. Do not install Personal Edition.



Caution

If you are setting up failover, do not install MSDE 2000 on either Cisco Unity server. Instead, install SQL Server 2000. See the [“SQL Server 2000”](#) section on page C-4.

To Install MSDE 2000 and MSDE 2000 Service Pack 3

- Step 1 On Cisco Unity Service Packs CD 1, or from the location to which you saved the downloaded Service Packs CD 1 image files, copy the **MSDE_SP3** directory to the root directory of drive C.
 - Step 2 Remove the disc from the CD-ROM drive, if applicable.
 - Step 3 On the Windows Start menu, click **Run**, then run
C:\MSDE_SP3\MSDE\Setup.exe /upgradesp SQLRUN blanksapwd=1
 - Step 4 Follow the on-screen prompts to complete the installation.
 - Step 5 When the installation finishes, click **Yes** to restart the server.
 - Step 6 Delete the directory **MSDE_SP3** to free hard disk space.
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Installing the Microsoft .NET Framework

To Install the Microsoft .NET Framework

- Step 1 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 **DotNet** directory, and double-click **Dotnetfx.exe**.
 - Step 2 Follow the on-screen prompts.
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Installing the Windows Hot Fix Associated with Microsoft Security Bulletin MS03-007

This hot fix is also associated with Microsoft Knowledge Base article 815021.

To Install the Hot Fix Associated with Microsoft Security Bulletin MS03-007

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- Step 1** 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 **IISHotFix** directory, and double-click **Q815021_W2k_Sp4_x86_xx.exe**, where xx is the language code.
 - Step 2** Follow the on-screen prompts.
 - Step 3** When the installation finishes, click **Finish** to restart the server.
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■ Installing the Windows Hot Fix Associated with Microsoft Security Bulletin MS03-007