



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.

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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 5-6.

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

- Step 1** On Cisco Unity Service Packs CD 1, browse to the **MSXML3_SP1** directory, and double-click **Mxml3sp1.exe**.
- Step 2** Follow the on-screen prompts to complete the installation.

Installing Windows Terminal Services

To Install Windows Terminal Services

- 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

- 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 4

To Install Windows 2000 Service Pack 4

- Step 1** On Cisco Unity Service Packs CD 1, browse to the **Win2K_SP4\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

- Step 1** On Cisco Unity Service Packs CD 1, 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 and Service Pack 3a

You install SQL Server 2000 on the primary and secondary Cisco Unity servers.

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 Server”](#) section on page 2-4.

To Install SQL Server 2000

- 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

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.
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To Install SQL Server 2000 Service Pack 3a

- Step 1** On Cisco Unity Service Packs CD 1, 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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Installing the Microsoft .NET Framework

To Install the Microsoft .NET Framework

- Step 1** On Cisco Unity Service Packs CD 1, browse to the **DotNet** directory, and double-click **Dotnetfx.exe**.
 - Step 2** Follow the on-screen prompts.
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