



Cisco Unity Installation Guide

This chapter should be used in conjunction with the *Release 4.0(5) and Later* versions of the Cisco Unity installation guide. New features are described in individual sections. Information that has changed in the Cisco Unity installation guide—either because Cisco Unity functionality changed or because the information is incorrect—is described in the “**Errors**” section at the end of the chapter.

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Cisco Unity 4.1(1) Is Available Only in U.S. English

Cisco Unity version 4.1(1) is available only in U.S. English (ENU). You can install Cisco Unity 4.1(1) only on a server on which the U.S. English version of Windows 2000 Server or Windows Server 2003 is installed. You cannot change the locale of Windows to a setting other than English (United States).

All other languages, including TTY English (ENX), are not available for use with Cisco Unity 4.1(1).

You cannot upgrade an existing Cisco Unity system that is using a language other than U.S. English to version 4.1(1).

Installing Windows Server 2003 Service Pack 1

Windows Server 2003 Service Pack 1 has been qualified for use with Cisco Unity 4.x. Service Pack 1 is not required to install Cisco Unity 4.1, but we recommend that you install it because of the improvements to Windows security that it includes.



Caution

Windows Server 2003 Service Pack 1 includes a firewall. Do not enable the firewall, or Cisco Unity will not function correctly.

To Install Windows Server 2003 Service Pack 1

- Step 1 Log on to the Cisco Unity server by using an account that has the right to install software.
 - Step 2 Insert **Cisco Unity Service Pack CD 4** into the CD-ROM drive.
 - Step 3 On the CD, browse to the directory **Windows Server 2003 SP1\i386\update**.
 - Step 4 Double-click **update.exe**.
 - Step 5 Follow the on-screen prompts.
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Setting Required Exchange Permissions

In previous versions of Cisco Unity, you were required to delegate Exchange Admin control to the installation account and delegate Exchange Admin or Exchange View Only Admin control to the directory services account at the Exchange organization level. You now can delegate control to those accounts at the administrative group level. However, for ease of maintenance, we still encourage you to delegate control at the organization level.

If you have multiple Cisco Unity servers and you want to use Digital Networking, for all administrative groups in which Cisco Unity subscriber mailboxes are homed, you must delegate the following controls:

- Exchange Administrator control to the installation account for every Cisco Unity server.
- Exchange Administrator or Exchange View Only Administrator control to the directory service account for every Cisco Unity server.

Otherwise, Digital Networking is not supported.

Using Cisco Unity Bridge Networking, AMIS Networking, or VPIM Networking is supported only when you delegate control to the installation and directory services accounts at the organization level.

For documentation on delegating control at the administrative group level, refer to the Permissions wizard Help file, PWHelpExchange_<language>.htm.

Setting Rights and Permissions with the Cisco Unity Permissions Wizard (Exchange 2003 and Exchange 2000): When and Where Are the Unity and Locations OUs Created?

When Cisco Unity uses an Exchange 2003 or Exchange 2000 server as the partner server, the Permissions wizard automatically creates an organizational unit (OU) named Unity at the top level of the Active Directory domain that contains the Cisco Unity server. The Permissions wizard also creates an OU named Locations below the Unity OU.

During the Permissions wizard, you are prompted to choose the OU where you want Cisco Unity to create location objects. This dialog box defaults to the Unity/Locations OU, which has already been created by the Permissions wizard. If you choose a different location, the Unity and Locations OUs are not deleted.

The Permissions wizard creates Unity and Locations OUs only once in a domain. If you rerun the Permissions wizard, either on the same server or on another server (for example, because you are adding another Cisco Unity server to the same domain), the Permissions wizard does not create additional OUs.

Starting the Cisco Unity Administrator or Status Monitor When SSL Is Configured

When you use the Cisco Unity tray icon or desktop icons to start the Cisco Unity Administrator or the Status Monitor, the default URL is an HTTP URL. If you have set up the Cisco Unity Administrator and Status Monitor to use SSL, you need to do the following tasks:

- Update the Windows registry to change the default URL to an HTTPS (secure) URL for the tray icon.
- Change the desktop icons to use HTTPS URLs.

Do the applicable procedure, depending on the access method you want to use:

- [To Access the Cisco Unity Administrator and Status Monitor by Using the Cisco Unity Tray Icon When SSL Is Configured, page 3-3](#)
- [To Access the Cisco Unity Administrator and Status Monitor by Using the Desktop Icons When SSL Is Configured, page 3-3](#)

To Access the Cisco Unity Administrator and Status Monitor by Using the Cisco Unity Tray Icon When SSL Is Configured

Step 1 On the Cisco Unity server, start Registry Editor.



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.) 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\Active Voice\SystemParameters\1.0**.
- Step 4** In the left pane, right-click **1.0**, and click **New > DWORD Value**.
- Step 5** Name the value **EnforceSSL**.
- Step 6** In the right pane, double-click **EnforceSSL**.
- Step 7** Change Value Data to **1**.
- Step 8** Click **OK** to save the change.
- Step 9** Close Registry Editor.
- Step 10** Restart the server.

To Access the Cisco Unity Administrator and Status Monitor by Using the Desktop Icons When SSL Is Configured

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- Step 1** On the Cisco Unity server, right-click the **System Administration** desktop icon, and click **Properties**.
- Step 2** Click the **Web Document** tab.
- Step 3** In the URL field, change the “http” portion of the URL to **https**.

- Step 4 Click **OK**.
 - Step 5 Right-click the **Status Monitor** desktop icon, and click **Properties**.
 - Step 6 Click the **Web Document** tab.
 - Step 7 In the URL field, change the “http” portion of the URL to **https**.
 - Step 8 Click **OK**.
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Errors

The following section applies to the *Installation Guide for Cisco Unity Unified Messaging with Microsoft Exchange 2003/2000 (With Failover Configured), Release 4.0(5) and Later* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/inst/inst405/5ue2k3f/index.htm and to the *Installation Guide for Cisco Unity Unified Messaging with Microsoft Exchange 2003/2000 (Without Failover), Release 4.0(5) and Later* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/inst/inst405/5ue2k3nf/index.htm.

Service Pack CD for Exchange 2003 SP 1 (Cisco Unity Unified Messaging with Microsoft Exchange 2003/2000 Only)

The *Cisco Unity Installation Guide* tells you to install Exchange 2003 Service Pack 1 from Cisco Unity Service Pack CD 2. Exchange 2003 SP 1 is actually on Cisco Unity Service Pack CD 3.