



Cisco Unity Reconfiguration and Upgrade Guide

This chapter should be used in conjunction with the *Cisco Unity Reconfiguration and Upgrade Guide*. New features are described in individual sections. Information that has changed in the *Cisco Unity Reconfiguration and Upgrade 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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Changing the Accounts That Cisco Unity Services Log On As (Failover Configuration Only)

When Cisco Unity is configured for failover and you are changing the accounts that Cisco Unity services log on as, you must do the following procedure to ensure that both the primary and secondary Cisco Unity servers are configured correctly.

To Change the Accounts That Cisco Unity Services Log On As (Failover Configuration Only)

Step 1 Create the new accounts, and run the Cisco Unity Permissions wizard. If Exchange is the message store, set Exchange permissions.

For more information, refer to the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter of the applicable *Release 4.0(5) and Later Cisco Unity* installation guide at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Step 2 If the primary server is active skip to [Step 3](#).

If the secondary server is active, fail back to the primary server:

- a. On the secondary server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.
- b. Click **Failback**.

- c. Click **OK** to confirm that you want to fail back to the primary server. The primary server becomes active, and the secondary server becomes inactive.
- d. Close the Failover Monitor.

Step 3 In the *Cisco Unity Reconfiguration and Upgrade Guide*, refer to Appendix B, “Cisco Unity 4.x Services,” and make a list of the services that log on as the applicable account(s) for your configuration:


Table 1 Accounts that Cisco Unity Directory and Message Store Services Log on As

Message Store	Partner Exchange Server	Make a List of the Services that Log on As the Following Accounts
Exchange	Exchange 2003 or Exchange 2000	<ul style="list-style-type: none"> • Directory services account, UnityDirSvc • Message store services account, UnityMsgStoreSvc
Exchange	Exchange 5.5	Directory and message store services account, UnitySvc
Domino	Not applicable	Directory and message store services account, UnitySvc

The Domino version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/rug/dom/index.htm. The Exchange version of the guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/rug/ex/index.htm.

- Step 4** On the primary server, on the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 5** Right-click the first of the services that you identified in [Step 3](#), and click **Properties**.
- Step 6** Click the **Log On** tab.
- Step 7** Enter the applicable account for the service, and enter and confirm the password for that account.
- Step 8** Repeat [Step 5](#) through [Step 7](#) until you have changed the logon account for all of the services that you identified in [Step 3](#).
- Step 9** On the secondary server, on the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 10** Right-click the first of the services that you identified in [Step 3](#), and click **Properties**.
- Step 11** Click the Log On tab.
- Step 12** Enter the applicable account for the service, and enter and confirm the password for that account.
- Step 13** Repeat [Step 10](#) through [Step 12](#) until you have changed the logon account for all of the services that you identified in [Step 3](#).
- Step 14** On the secondary server, browse to the **CommServer** directory.
- Step 15** Right-click the **CommServer\Snapshot** directory and click **Sharing**.
- Step 16** On the Sharing tab, click **Permissions**.
- Step 17** In the Permissions for <directory> dialog box, click **Add**.
- Step 18** In the Select Users, Computer, or Groups dialog box, click the account that owns failover, click **Add**, and click **OK**. to close the dialog box.
- Step 19** In the Permissions for <directory>, click the name of the account that owns failover.

- Step 20** In the Permissions list, check **Full Control** and **Change**.
- Step 21** In the Permissions for <directory> dialog box, click **OK** to close the dialog box.
- Step 22** In the <directory> Properties dialog box, click **OK**.
- Step 23** Repeat [Step 15](#) through [Step 22](#) for the following four directories:
- CommServer\Support
 - CommServer\UnityMTA
 - CommServer\Localize\DefaultConfiguration
 - CommServer\Localize\Prompts
- Step 24** Run the failover configuration wizard on the primary server:
- a. In Windows Explorer, browse to the **CommServer** directory.
 - b. Double-click **FailoverConfig.exe** to start the Configure Cisco Unity Failover wizard.
 - c. On the Welcome page, click **Next**.
 - d. On the Specify Server Role page, click **Primary Server**, if available, and click **Next**.
 - e. On the Enter the Name of Your Server page, click **Browse**, select the name of the secondary server, and click **OK**. The IP address for the secondary server is filled in automatically.
 - f. Click **Next**.
 - g. On the Enter Failover Account Information page, click **Browse**, and double-click the name of the messaging account. This account will own the failover service.

The account you select must have the right to act as part of the operating system and to log on as a service, and must be a member of the local Administrators group.
-  **Caution** You must specify the same account on both the primary and secondary servers.
- h. In the Password field, enter the password for the account that owns the failover service, and click **Next**.
 - i. On the Begin Configuring Your Server page, click **Configure**. The wizard verifies settings and configures failover on the primary server.

If the wizard does not finish the configuration successfully, an error message explains why the wizard failed. Exit the wizard, correct the problem, and click **Configure** again.
 - j. On the Completing page, click **Finish**.
- Step 25** Run the failover configuration wizard on the secondary server:
- a. On the Windows taskbar, double-click the system clock. The Date/Time Properties dialog box appears.
 - b. Set the time to the same hour and minute as shown on the primary server, and click **OK**.
 - c. In Windows Explorer, browse to the **CommServer** directory.
 - d. Double-click **FailoverConfig.exe** to start the Configure Cisco Unity Failover wizard.
 - e. On the Welcome page, click **Next**.
 - f. On the Specify Server Role page, click **Secondary Server**, and click **Next**.
 - g. On the Enter the Name of Your Server page, click **Browse**, select the name of the primary server, and click **OK**. The IP address for the primary server is filled in automatically.

- h. Click **Next**.
- i. On the Enter Failover Account Information page, click **Browse**, and double-click the name of the messaging account. This account will own the failover service.

The account you select must have the right to act as part of the operating system and to log on as a service, and must be a member of the local Administrators group.



Caution You must specify the same account on the both the primary and secondary servers.

- j. In the Password field, enter the password for the account that owns the failover service, and click **Next**.
 - k. On the Begin Configuring Your Server page, click **Configure**. The wizard verifies settings and configures failover on the secondary server.
If the wizard does not finish the configuration successfully, an error message explains why the wizard failed. Exit the wizard, correct the problem, and click **Configure** again.
 - l. On the Completing page, click **Finish**.
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Upgrading to Cisco Unity 4.1(1) Is Not Supported on a System Using a Language Other Than U.S. English

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

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

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).

Using the Intel Dialogic D/120JCT-Euro Rev 2 Voice Card

Some Cisco Unity versions require additional Intel Dialogic software when the D/120JCT-Euro Rev 2 voice card is installed. [Table 2](#) indicates whether the .prm files are required for a newly installed, upgraded, or existing Cisco Unity system.

A procedure for installing the .prm files, if applicable, follows the table.

Table 2 Compatibility of Cisco Unity and Dialogic D/120JCT-Euro Rev 2 Voice Cards

Cisco Unity Version	Compatibility with D/120JCT-Euro Rev 2 Voice Cards
New Cisco Unity 4.0(5) system	Automatic.
Cisco Unity 4.0(5) system upgraded from Cisco Unity 4.0(1) through 4.0(4)	Requires additional Dialogic software. See the “ To Install Additional Dialogic Software for the Dialogic D/120JCT-Euro Rev 2 Voice Card ” procedure on page 5-5. The upgrade process documented in the <i>Cisco Unity Reconfiguration and Upgrade Guide</i> does not require reinstalling Dialogic software. Therefore, the required .prm files, which are installed automatically with the rest of the Dialogic software when you install the Cisco Unity 4.0(5) software, are not installed when you upgrade a 4.0(x) system to 4.0(5).
Cisco Unity 4.0(5) system upgraded from version 3.x	Automatic. The upgrade process documented in the <i>Cisco Unity Reconfiguration and Upgrade Guide</i> requires reinstalling Dialogic software. Therefore, the required .prm files are installed automatically with the rest of the Dialogic software when you install the Cisco Unity 4.0(5) software.
Cisco Unity 4.0(1) through 4.0(4) system	Requires additional Dialogic software. See the “ To Install Additional Dialogic Software for the Dialogic D/120JCT-Euro Rev 2 Voice Card ” procedure on page 5-5.
Cisco Unity 3.x system	Not compatible. The system must be upgraded to Cisco Unity 4.0(5).

To Install Additional Dialogic Software for the Dialogic D/120JCT-Euro Rev 2 Voice Card

Step 1 On a secure server, go to the Other Cisco Unity Components Software Download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity>, and download the file DialogicD120JCTEuro.exe.



Note To access the software download page, you must be logged on to Cisco.com as a registered user.

Step 2 Click the file **DialogicD120JCTEuro.exe**.

Step 3 When the download is complete, copy the file **DialogicD120JCTEuro.exe** to the Cisco Unity server.

Step 4 On the Cisco Unity server, in Windows Explorer, double-click **DialogicD120JCTEuro.exe**.

Step 5 Follow the on-screen prompts to extract the following three files to the directory **Commserver\Dialogic\Data**:

- nz_120jr2.prm
- au_120jr2.prm
- eu_120jr2.prm

Step 6 Right-click the **Cisco Unity** icon in the status area of the taskbar, and click **Stop Cisco Unity**.

Step 7 On the Windows Start menu, click **Programs > Dialogic System Software > Dialogic Configuration Manager - DCM**.

Step 8 On the Dialogic Configuration Manager Service menu, click **Stop Service**.

- Step 9** On the Dialogic Configuration Manager Service menu, click **Start Service**.
Stopping and restarting the service forces the Rev 2 card(s) to download the updated .prm files.
- Step 10** On the Windows Start menu, click **Programs > Startup > AvCsTrayStatus** to restart the Cisco Unity icon.
- Step 11** When the Cisco Unity icon appears in the status area of the taskbar, right-click it.
- Step 12** Click **Start Cisco Unity**.
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Errors

The following section applies to the *Cisco Unity Reconfiguration and Upgrade Guide (With IBM Lotus Domino)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/rug/dom/index.htm and to the *Cisco Unity Reconfiguration and Upgrade Guide (With Microsoft Exchange)* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/rug/ex/index.htm.

Cisco Unity 4.x Services

In the “Cisco Unity 4.x Services” appendix of the *Cisco Unity Reconfiguration and Upgrade Guide*, the following service should be included in the Exchange 2003/2000 and Exchange 5.5 tables, and in the Domino table:

Service	Logs On As	Startup Mode	Comments	Dependencies
TomCat	Local System	Automatic	None	None

Upgrading a Cisco Unity 2.x System to the Shipping Version

The “Upgrading a Cisco Unity 2.x System to the Shipping Version” chapter of the *Cisco Unity Reconfiguration and Upgrade Guide* implies that you can upgrade directly from Cisco Unity 2.x to the shipping version. However, if you are upgrading from Cisco Unity 2.x and you want to export subscriber data from Cisco Unity 2.x and import it into Cisco Unity 4.x, you must:

1. Upgrade to Cisco Unity 4.0(4) and import the data as documented in the “Upgrading a Cisco Unity 2.x System to the Shipping Version” chapter.

Cisco Unity 4.0(4) is available on the Cisco Unity Archives download page at <http://www.cisco.com/cgi-bin/tablebuild.pl/unity-archives>.

2. Upgrade to the shipping version as documented in the “Upgrading Cisco Unity 4.x Software to the Shipping Version” chapter, also in the *Cisco Unity Reconfiguration and Upgrade Guide*.

The application that imports data from Cisco Unity 2.x works correctly only through version 4.0(4).

If you want to upgrade without exporting subscriber data from Cisco Unity 2.x, you can follow the documentation in the “Upgrading a Cisco Unity 2.x System to the Shipping Version” chapter to upgrade directly to the shipping version.