



## CHAPTER 3

# Cisco Unity Installation Guide

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This chapter should be used in conjunction with the *Release 4.0(5) and Later* versions of the Cisco Unity installation guide. Information that has changed in the Cisco Unity installation guide—either because Cisco Unity functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section.

All *Release 4.0(5) and Later* versions of the installation guide are available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).

This chapter contains the following section:

- [Errors and Changes, page 3-1](#)

## Errors and Changes

The following sections apply to all *Release 4.0(5) and Later* versions of the Cisco Unity installation guides at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html), unless otherwise noted:

- [Changes That Affect All Cisco Unity Guides, page 3-2](#)
- [Installing Windows Server 2003 or Windows 2000 Server, page 3-2](#)
- [Obtaining Cisco Unity License Files, page 3-3](#)
- [Running the Cisco Unity System Preparation Assistant, page 3-3](#)
- [Preparing the Domino Server\(s\) for Cisco Unity \(Cisco Unity with Domino Only\), page 3-4](#)
- [Installing Exchange 2003 Administration Software \(Cisco Unity with Exchange 2003 Only\), page 3-6](#)
- [Setting Rights and Permissions with the Cisco Unity Permissions Wizard \(Cisco Unity with Domino Only\), page 3-7](#)
- [Setting Rights and Permissions with the Cisco Unity Permissions Wizard \(Cisco Unity with Exchange Only\), page 3-7](#)
- [Setting Required Exchange Permissions \(Cisco Unity with Exchange Only\), page 3-7](#)
- [Configuring Cisco Unity for the Message Store \(Cisco Unity with Domino Only\), page 3-8](#)
- [Setting Up the Cisco Unity Administrator and Status Monitor to Use SSL, page 3-9](#)
- [Configuring Internet Explorer to Display the Cisco Unity Administrator Correctly \(Windows Server 2003 Only\), page 3-10](#)

- [Enabling the Unity Messaging Repository Conversation \(Cisco Unity with Domino Only\)](#), page 3-11
- [Intel Dialogic D/120JCT-LS and D/120JCT-Euro](#), page 3-12
- [Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant During a New Installation](#), page 3-13

## Changes That Affect All Cisco Unity Guides

### Cross-References to System Requirements Document

In cross-references to *Cisco Unity 4.x System Requirements, and Supported Hardware and Software*, refer instead to the following documents:

- *Cisco Unity 4.2 System Requirements* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/requirements/42cusysreq.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/requirements/42cusysreq.html).
- *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/support/42lsupp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/support/42lsupp.html).

### Exchange 5.5 No Longer Supported

Exchange 5.5 is no longer supported as the message store for Cisco Unity messages, for either new installations or upgrades. In Cisco Unity guides and Help, ignore any references to Exchange 5.5 as being supported. (Some Cisco Unity applications may contain Exchange 5.5 references as well.)

With Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to version 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

### Windows NT Domain No Longer Supported

Making a Cisco Unity server a member server in a Windows NT domain is no longer supported. In Cisco Unity guides and Help, ignore any references to a Windows NT domain as being supported. (Some Cisco Unity applications may contain Windows NT domain references as well.)

## Installing Windows Server 2003 or Windows 2000 Server

The “Installing Windows” section in the “Installing the Operating System” chapter omitted the following information in the instruction on using a name that is 15 characters or fewer in length when you enter a name for the Cisco Unity server:

If there is more than one Cisco Unity server in an Active Directory forest, give each Cisco Unity server a name that is unique in the first 14 characters, or Cisco Unity will have problems communicating with the Active Directory accounts that it creates. For example, the following names would cause communication problems: CiscoUnitySrvr1 and CiscoUnitySrvr2.

The following links go to the applicable version of the “Installing the Operating System” chapter, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)

- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

## Obtaining Cisco Unity License Files

The “Obtaining Cisco Unity License Files” section in the “Customizing the Cisco Unity Platform” chapter refers to a URL available for users who are not registered on Cisco.com to obtain license files. Disregard the URL.

You must be a registered user on Cisco.com to obtain license files, so the only valid URL is <http://www.cisco.com/go/license>.

The following links go to the applicable version of the “Customizing the Cisco Unity Platform” chapter, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

## Running the Cisco Unity System Preparation Assistant

In the “Running the Cisco Unity System Preparation Assistant” section in the “Customizing the Cisco Unity Platform” chapter, the procedure incorrectly refers to installing SQL Server 2000 Service Pack 3a or MSDE 2000 Service Pack 3a.

The Cisco Unity System Preparation Assistant actually is installing SQL Server 2000 Service Pack 4 or MSDE 2000 Service Pack 4. The steps for installing Service Pack 4 are the same as the steps for installing Service Pack 3a with one exception: when you install SQL Server 2000 Service Pack 4, there is no Upgrade Microsoft Search and Apply SQL Server 2000 SP3 [Required] check box.

In addition, the procedure does not contain steps for installing the Cisco Unity Report Engine. Follow the on-screen prompts in the Cisco Unity System Preparation Assistant to install the Report Engine.

The following links go to the applicable version of the “Customizing the Cisco Unity Platform” chapter, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

## Preparing the Domino Server(s) for Cisco Unity (Cisco Unity with Domino Only)

*Revised September 18, 2007*

The “Preparing the Domino Server(s) for Cisco Unity” section in the “Setting Up Domino and Installing Lotus Notes” chapter is incomplete. (Links to the [Domino/no-failover version of the chapter](#) and the [Domino/failover version of the chapter](#).)

Disregard the section and use the following version instead.



### Note

Cisco assumes that the Domino environment is already set up and working before the Cisco Unity system is installed.

In the procedure in this section, you:

- Create a Domino group called UnityServers.
- Register a Person with Lotus Notes as the mail system for the Cisco Unity server.
- In the Access Control List (ACL) for Admin4.nsf, grant the UnityServers group Editor permissions.

Admin4.nsf is used by the Administrative Process task running on each Domino server. When a Domino user is imported into Cisco Unity, Cisco Unity submits a signed request to the Adminp task, which adds the request to Admin4.nsf. IBM Lotus Domino Unified Communications (DUC) for Cisco then modifies the user’s mail file with Cisco Unity Unified Messaging functionality. The changes are made to the database on the server that contains the user’s mail file. The UnityServers group requires editor-level permissions in the Admin4.nsf database on each server containing the mail file for a Cisco Unity subscriber.

Domino security policy requires Cisco Unity to digitally sign requests. Requests are documents, and signing documents requires modifying them, so the UnityServers group needs privileges to sign requests submitted to the Administrative Process database. This corresponds to editor-level permissions in an ACL.

- In the Access Control List for Names.nsf, grant the UnityServers group Editor with Delete Documents permissions.

By default, Names.nsf is the main directory database for a Domino domain. Cisco Unity needs sufficient permissions in the ACL of the database to read, edit, create, and delete documents (or “notes”) in the database.

- On the Security tab of the Server document of the Domino address book server, grant the UnityServers group the permission to Create Databases and Templates.

You will specify the Domino server to use as the address book server during Cisco Unity installation in the Cisco Unity Message Store Configuration wizard. The wizard must be able to create mail files for the default accounts, such as the Unity Messaging System account, on the specified Domino server.

- Install DUC for Cisco components on Domino servers.
- Confirm that the network is configured so that Cisco Unity can resolve the unqualified Domino server name to an IP address.

The Cisco Unity server also has Manager-level access to the mail files of its subscribers because when a Domino user is imported into Cisco Unity, DUC for Cisco adds Cisco Unity to the ACL of the mail file for the user. Cisco Unity requires the access to modify the read/unread list. Ensure there are no explicit deny lists or security settings that hinder the ability of Cisco Unity to access a mail file after the Domino user has been imported into Cisco Unity.

### To Prepare the Domino Server(s) for Cisco Unity

**Step 1** Create a group of type MultiPurpose for the Cisco Unity server, and name it **UnityServers**. Refer to the applicable IBM Lotus documentation.



**Note** Multipurpose is the recommended type, but Access Control List Only is acceptable.

**Step 2** Register a Person for the Cisco Unity server. Most settings will not affect Cisco Unity functionality, however, you must do the following:

- Create a Lotus Notes mail file for the Person.



**Note** All Cisco Unity voice messages are submitted to mail.box on the Domino server on which you create the Lotus Notes mail file. Messages are then routed to the Domino servers on which Cisco Unity subscribers are homed. Create the Lotus Notes mail file on a Domino server that is well connected to the network.

- Save the user ID file for the Person in a location other than the Domino directory (the default option). In the Register Person—New Entry dialog box:
  - a. Check the **Advanced** check box, so tabs on the left side of the dialog box appear.
  - b. Click the **ID Info** tab.
  - c. Uncheck the **In Domino Directory** check box.



**Caution** If you save the ID file in the Domino directory, regardless of whether you also save it in a file, Cisco Unity will not function properly.

- d. Check the **In File** check box.
- e. Choose a location for the ID file, and make note of where you saved it. You will use it when you configure Lotus Notes on the Cisco Unity server, later in the installation.

**Step 3** Add the Cisco Unity Person to the **UnityServers** group that you created in [Step 1](#). Refer to the applicable IBM Lotus documentation.

**Step 4** In the Access Control List for Admin4.nsf, grant the UnityServers group **Editor** permissions.

**Step 5** In the Access Control List for Names.nsf, grant the UnityServers group **Editor with Delete Documents** permissions.

**Step 6** On the Security tab of the Server document of the Domino address book server, grant the UnityServers group the permission to **Create Databases and Templates**. (You will specify the Domino server to use as the address book server during Cisco Unity installation in the Cisco Unity Message Store Configuration wizard.)

**Step 7** Install **csServer**, the server component of DUC for Cisco, on the following servers:

- On each Domino server that will home Cisco Unity subscribers.
- On the Domino server on which you created the Lotus Notes mail file in [Step 2](#).



**Caution** Do not install csServer on the Cisco Unity server.

**Step 8** If you selected the mail template MailX.ntf (where X is the version of Domino in use—for example, Mail6.ntf for Domino 6.0) during csServer installation in [Step 7](#), skip to [Step 9](#).

If you selected a mail template other than MailX.ntf (where X is the version of Domino in use—for example, Mail6.ntf for Domino 6.0) during csServer installation in [Step 7](#), rerun csServer installation on the Domino server that you intend to use as the address book server for Cisco Unity. (The address book server is the Domino server that Cisco Unity monitors for changes to the primary address book, and the server on which it creates default objects.) Select the option to DUC-enable multiple mail templates, then select the applicable MailX.ntf file.



**Caution** If you do not DUC-enable the MailX.ntf template, default objects created by Cisco Unity, such as the Unity Messaging account, may not function correctly.

**Step 9** In the Domino Administrator or Lotus Notes client on the server you would typically use to administer the Domino Directory, switch to a Notes ID that has Designer or higher access to the administration server for the Domino Directory, then close all windows applications including the Domino Administrator and Lotus Notes client.



**Note** The switch is required for the next step. After you begin the step, you cannot switch to another Notes ID.

**Step 10** Install **csAdmin**, the administration component of DUC for Cisco, to update the Domino domain directory database. The database is usually called Names.nsf, but it may have a different name on your system. You install csAdmin only once for the domain. For more detailed installation instructions, refer to the applicable IBM Lotus documentation.



**Caution** Do not install csAdmin on the Cisco Unity server.

**Step 11** Confirm that the network is configured so that Cisco Unity can resolve the unqualified Domino server name to an IP address. (For example, if the Domino server name is MailServer and you enter ping mailserver on the command line on the Cisco Unity server, the response is the IP address of the Domino server.)

## Installing Exchange 2003 Administration Software (Cisco Unity with Exchange 2003 Only)

In the “Installing Exchange 2003 Administration Software” section in the “Setting Up Exchange” chapter, the procedure “To Install Exchange 2003 Service Pack 1 on the Cisco Unity Server” incorrectly refers to Service Pack 1 and misstates its location.

You should install Exchange 2003 Service Pack 2, which is located on Cisco Unity Service Pack CD 3.

The following links go to the applicable version of the “Setting Up Exchange” chapter, depending on the Cisco Unity configuration:

- [Unified Messaging/Exchange 2003/no-failover version](#)
- [Unified Messaging/Exchange 2003/failover version](#)
- [Voice Messaging/Exchange 2003/no-failover version](#)

- [Voice Messaging/Exchange 2003/failover version](#)

## Setting Rights and Permissions with the Cisco Unity Permissions Wizard (Cisco Unity with Domino Only)

In the “Setting Rights and Permissions with the Cisco Unity Permissions Wizard” section in the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter, the procedure is incorrect. (Links to the [Domino/no-failover version of the chapter](#) and the [Domino/failover version of the chapter](#).)

Use the applicable procedure in the Permissions wizard Help instead.

## Setting Rights and Permissions with the Cisco Unity Permissions Wizard (Cisco Unity with Exchange Only)

In the “Setting Rights and Permissions with the Cisco Unity Permissions Wizard” section in the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter, the procedure is incorrect.

Use the applicable procedure in the Permissions wizard Help instead.

In addition, the following information was omitted:

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.

The following links go to the applicable version of the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter, depending on the Cisco Unity configuration:

- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

## Setting Required Exchange Permissions (Cisco Unity with Exchange Only)

In the “Setting Required Exchange Permissions” section in the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter, the procedure in the section is incorrect.

Disregard the procedure and refer instead to the Permissions wizard Help file PWHelpExchange\_<language>.htm.

In addition, the following information was omitted:

You can 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 administrative group level. However, for ease of maintenance, we 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.

The following links go to the applicable version of the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter, depending on the Cisco Unity configuration:

- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

## Configuring Cisco Unity for the Message Store (Cisco Unity with Domino Only)

In the “Configuring Cisco Unity for the Message Store” section in the “Installing and Configuring Cisco Unity Software” chapter, the procedure contains a table of information in Step 9 for the directory database that you will use to import subscribers and public distribution lists. (Links to the [Domino no-failover version of the chapter](#) and the [Domino/failover version of chapter](#).)

The description of the Server Name field is incomplete. The following description is correct:

<b>Server Name</b>	<p>The Domino name for the server. This name must be resolvable to an IP address by using DNS, a HOSTS file, or some other mechanism.</p> <p>If you reran the csServer installation to DUC-enable the MailX.ntf template in <a href="#">Step 8</a> of the “<a href="#">To Prepare the Domino Server(s) for Cisco Unity</a>” section on page 3-5, the server that you specify here must be the server on which you reran csServer. If you decide to use a different Domino server, or if you are unsure whether you reran csServer on the correct server, repeat the step on the correct server before continuing with this procedure.</p>
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## Setting Up the Cisco Unity Administrator and Status Monitor to Use SSL

In the “Setting Up the Cisco Unity Administrator and Status Monitor to Use SSL” section in the “Installing and Configuring Cisco Unity Software” chapter, the following information was omitted.

After you have set up the Cisco Unity Administrator and Status Monitor to use SSL, you must make the following changes so the web applications can be started by using the Cisco Unity tray icon and desktop icons:

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

Do the following two procedures to change the URLs to secure URLs.

### To Change the Default URL for the Cisco Unity Tray Icon to an HTTPS URL

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**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.

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### To Change the Desktop Icons to Use HTTPS URLs

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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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The following links go to the applicable version of the “Installing and Configuring Cisco Unity Software” chapter, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

## Configuring Internet Explorer to Display the Cisco Unity Administrator Correctly (Windows Server 2003 Only)

In the “Installing and Configuring Cisco Unity Software” chapter, this section was omitted. It should follow the “Setting Up the Cisco Unity Administrator and Status Monitor to Use SSL” section. Do the procedure in this section before you access the Cisco Unity Administrator.



### Note

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If Windows Server 2003 is not installed on the Cisco Unity server, skip this section.

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If you created a Cisco Unity administration account as recommended by the Cisco Unity installation guide and you log on to Windows by using that account, the changes that Windows Server 2003 Service Pack 1 makes to the default Internet Explorer security settings cause the Cisco Unity Administrator to display a blank page. Do the following procedure to configure Internet Explorer to display the Cisco Unity Administrator when you log on to Windows by using the administration account.

### To Configure Internet Explorer to Display the Cisco Unity Administrator Correctly

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- Step 1** Log on to the Cisco Unity server by using the Cisco Unity administration account.
- Step 2** Right click the **Cisco Unity** icon in the system tray, and click **Launch System Admin**.
- Step 3** If you are prompted to provide a user name and password, click **Cancel**.
- Step 4** On the Internet Explorer Tools menu, click **Internet Options**.
- Step 5** Click the **Security** tab.
- Step 6** Under Select a Web Content Zone to Specify Its Security Settings, click the **Trusted Sites** icon.
- Step 7** Click **Sites**.
- Step 8** In the Trusted Sites dialog box, in the Add This Website to the Zone field, enter the applicable value depending on whether the Cisco Unity Administrator is set up to use SSL:

<b>Cisco Unity Administrator is set up to use SSL</b>	Enter <b>https:\\&lt;CiscoUnityServerName&gt;</b>
<b>Cisco Unity Administrator is not set up to use SSL</b>	Enter <b>http:\\&lt;CiscoUnityServerName&gt;</b>

- Step 9** If the Cisco Unity Administrator is set up to use SSL, check the **Require Server Verification (https:) for All Sites in This Zone** check box.
- If the Cisco Unity Administrator is not set up to use SSL, uncheck the **Require Server Verification (https:) for All Sites in This Zone** check box.
- Step 10** Click **Add**.
- Step 11** Click **Close** to close the Trusted Sites dialog box.
- Step 12** On the Security tab, click **Custom Level**.
- Step 13** In the Security Settings dialog box, change the value of the Reset To list to **Low**.
- Step 14** Click **Reset**, and click **Yes** to confirm that you want to change the security settings for this zone.
- Step 15** Click **OK** to close the Security Settings dialog box.
- If the Security Settings dialog box does not close:
- Close the dialog box by clicking the **X** in the upper-right corner.
  - In the “not responding” message box, click **End Now**. (The “not responding” message box may take a few seconds to appear.)
- Step 16** Restart the Cisco Unity Administrator.
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The following links go to the applicable version of the “Installing and Configuring Cisco Unity Software” chapter, depending on the Cisco Unity configuration:

- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

## Enabling the Unity Messaging Repository Conversation (Cisco Unity with Domino Only)

This section was omitted from the “Installing and Configuring Cisco Unity Software” chapter. (Links to the [Domino no-failover version of the chapter](#) and the [Domino/failover version of chapter](#).) The section should follow the “Re-enabling Virus-Scanning and Cisco Security Agent Services” section.

If the Domino servers are not configured in a cluster or if there is only one Domino server, do the procedure in this section to allow subscribers increased access to voice messages during an outage.



### Caution

Do not enable the Unity Messaging Repository (UMR) conversation if Domino servers are configured in a cluster. Doing so may cause Cisco Unity to unnecessarily hold messages in the UnityMTA directory and restrict subscriber access to messages stored in the UMR, even though subscriber mail files are available on another Domino server in the cluster.

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When a Domino server—or even the entire Domino network—is down, Cisco Unity can answer calls, allow unidentified callers to look up subscriber extensions, and take voice messages. While the e-mail system or network is off line, new voice messages are handled by the Unity Messaging Repository on the Cisco Unity server.

The UMR as a feature consists of the following main parts:

- **UnityMTA**—When callers leave messages for subscribers, the messages are temporarily stored in the UnityMTA directory on the Cisco Unity server. If a problem with the network prevents Cisco Unity from handing off the messages to Domino, the messages remain on the hard disk of the Cisco Unity server until they can be delivered. While Domino is unavailable, callers can still leave messages. When the Domino server or network is back on line, voice messages stored in the UMR are routed to subscriber mailboxes.
- **UMR conversation**—When subscribers log on to Cisco Unity and their mail files are unavailable, the UMR conversation provides limited functionality by allowing subscribers to listen to messages left for them in the UnityMTA directory. The UMR conversation is disabled by default. After a subscriber logs on, if Cisco Unity is unable to access the mail file of the subscriber, Cisco Unity plays the failsafe prompt and hangs up. (“This system is temporarily unable to complete your call. Call again later. Goodbye.”)



**Note**

If you are configuring Cisco Unity for failover, do the following procedure on the primary server and on the secondary server. Registry changes are not replicated between the servers.

**To Enable the Unity Messaging Repository Conversation**

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- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
  - Step 2** In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.
  - Step 3** In the Unity Settings pane, click **Conversation—(Unity Domino only) Enable UMR Conversation**.
  - Step 4** In the New Value box, enter **0** to enable the conversation, and click **Set**.
  - Step 5** When prompted, click **OK**.
  - Step 6** Click **Exit**.
  - Step 7** Restart the Cisco Unity software for the registry change to take effect.
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## Intel Dialogic D/120JCT-LS and D/120JCT-Euro

In the “Intel Dialogic D/120JCT-LS and D/120JCT-Euro” section in the “Voice Cards and PIMG Units” appendix, the illustration in the procedure “To Set the D/120JCT-LS and D/120JCT-Euro Card Switches” does not indicate the direction you slide the SW1 switch to set the switch to On Hook. When the board is oriented as shown in the graphic, move the switch to the left to set it to On Hook.

The following links go to the applicable version of the “Voice Cards and PIMG Units” appendix, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

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

The “Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant During a New Installation” appendix does not include installation procedures for all of the software installed by the Cisco Unity System Preparation Assistant for Cisco Unity 4.2.

If you are using the appendix instead of the Cisco Unity System Preparation Assistant to install required software, ignore the procedure for installing SQL Server 2000 Service Pack 3a or MSDE 2000 Service Pack 3a.

Instead, install SQL Server 2000 Service Pack 4 or MSDE 2000 Service Pack 4.

In addition, install the following software:

- Crystal Reports XI
- Microsoft Windows Server 2003 Service Pack 1

The following links go to the applicable version of the “Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant During a New Installation” appendix, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

