



Cisco Unity 4.2 System Requirements

Revised September 11, 2008

This document lists requirements for installing a Cisco Unity system running version 4.2. It contains the following sections:

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Hardware Requirements

- A server that meets Cisco Unity specifications. Refer to the *Cisco Unity Supported Platforms List* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_data_sheets_list.html.



Caution

Cisco TAC does not provide any assistance for installing, customizing, or troubleshooting Cisco Unity on a platform that is not on the *Cisco Unity Supported Platforms List*.



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- Voice cards that are approved for use with Cisco Unity. (If you are integrating Cisco Unity with Cisco Unified CM, the integration does not require voice cards.) See the “Supported Voice Cards” and “Supported Other Phone System Integrations” sections in *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity42/42lsupp.htm.

Some voice cards that were supported with earlier versions of Cisco Unity are no longer supported. If you are upgrading from Cisco Unity version 2.x to version 4.2 and the existing server contains unsupported voice cards, you must replace those cards to upgrade to version 4.2.

If you are installing a Cisco Unity system outside the United States and you are connecting it directly to the central office by using an analog loop, you may need to install inline telco filters on the Intel Dialogic voice cards to filter tax impulse signals. For more information, refer to the Intel Dialogic documentation and regulatory notices that ship with the voice cards.

- The necessary cables, line splitters, and adapters to connect the voice cards to the phone system. For information about the cables and other components required for each type of circuit-switched phone system integration, see the “Supported Other Phone System Integrations” section in *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity42/42lsupp.htm.

If you are installing cards that have H.100 connectors, you need to connect the cards by using an H.100 cable that has at least as many connectors as you have cards (you must connect all cards by using a single cable) but no more than five extra connectors.

Software Requirements

- [Software Requirements—Cisco Unity Server, page 2](#)
- [Software Requirements—Message Store, page 4](#)
- [Software Requirements—Subscriber Workstations, page 7](#)

Note that if you plan to run Cisco Security Agent for Cisco Unity on the Cisco Unity server, some versions of required software are not supported. Refer to the “Software Requirements” section of *Release Notes for Cisco Security Agent for Cisco Unity* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Software Requirements—Cisco Unity Server

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- A supported version of Microsoft Windows Server 2003 or Windows 2000 Server:
 - Windows Server 2003 R2 Enterprise Edition (requires Exchange Server 2003 as the message store)
 - Windows Server 2003 R2 Standard Edition (requires Exchange Server 2003 as the message store)
 - Windows Server 2003 Enterprise Edition (requires Exchange Server 2003 as the message store)
 - Windows Server 2003 Standard Edition (requires Exchange Server 2003 as the message store)
 - Windows 2000 Server
 - Windows 2000 Advanced Server

These Windows versions are supported in English, French, German, and Japanese.

**Caution**

To use the Cisco Unity Server Updates wizard to install Microsoft updates for Windows, SQL Server 2000 or MSDE 2000, Internet Explorer, and Exchange, you must install the English-language version of those applications. If you install them in another language, you must download Microsoft updates from the Microsoft website.

The Cisco Unity Platform Configuration discs install Windows Server 2003 or Windows 2000 Server in English. The discs that install Windows Server 2003 also install the Microsoft Multilingual User Interface, so you can localize the Windows user interface into the languages supported for use with Cisco Unity.

Cisco Unity is not qualified for use on Windows 2000 Professional or Windows 2000 Datacenter Server.

**Caution**

If Windows Server 2003 is installed on the Cisco Unity server, voice cards and Dialogic software will not function correctly. Consequently, circuit-switched phone system integrations that use voice cards are not supported for use with a Cisco Unity server on which Windows Server 2003 is installed. Note, however, that IP integrations (Cisco Unified CM and SIP) and PIMG integrations are supported for use with a Cisco Unity server on which Windows Server 2003 is installed.

**Caution**

If Windows Server 2003 is installed on the Cisco Unity server, Domino is not supported.

- The applicable version of Microsoft SQL Server:
 - On a system with more than 32 voice ports, Microsoft SQL Server 2000 Standard Edition
 - On a system with 32 or fewer voice ports, Microsoft SQL Server 2000 Desktop Engine (MSDE 2000)

Other editions of SQL Server and MSDE are not supported.

**Note**

A system that is using Cisco Unity failover requires SQL Server 2000 Standard Edition regardless of the number of voice ports. (See also [“Requirements for Cisco Unity Failover” section on page 13.](#))

- Microsoft Internet Explorer 6.0
- MSXML 3.0
- Microsoft .NET Framework 1.1
- Business Objects Crystal Reports XI
- If you are integrating Cisco Unity with Cisco Unified CM or Cisco Unified CM Express, Cisco Unity-CM TSP version 8.1(2).

- One of the following remote-access applications is required for Cisco TAC support:
 - Microsoft Windows Terminal Services (Terminal Services is the default remote-access software for the Cisco Unity server and is included with Windows.)

Note that using Terminal Services on a Cisco Unity server to install or upgrade Cisco Unity is not supported. For other limitations on using Terminal Services, refer to the “Limitations and Restrictions” section of the applicable Cisco Unity release notes at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.
 - Symantec pcAnywhere version 10.0 (Use an external modem with pcAnywhere.)
- Cisco Unity 4.2
- The service packs listed in the following section, “[Minimum Service Packs Required—Cisco Unity Server](#).”

Minimum Service Packs Required—Cisco Unity Server

The following service packs (installation is enforced by Cisco Unity Setup):

- Windows Server 2003 Service Pack 1 (with Windows 2003 on the Cisco Unity server)
- Windows 2000 Server Service Pack 4 (with Windows 2000 on the Cisco Unity server)
- SQL Server 2000 Service Pack 4 (with SQL Server 2000 on the Cisco Unity server)
- MSDE 2000 Service Pack 4 (with MSDE 2000 on the Cisco Unity server)
- Internet Explorer 6.0 Service Pack 1
- MSXML 3.0 Service Pack 1

We recommend that you also update the Cisco Unity server with the security updates that Microsoft releases monthly. Refer to *Software Installed by the Cisco Unity Server Updates Wizard* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

We strongly recommend that you update the Cisco Unity server with the service packs listed in the “Recommended Service Packs—Cisco Unity Server” section below. Some of the service packs may be more recent than the minimum required service packs listed here. If you do so, we recommend that you run the Cisco Unity Server Updates wizard to update the Cisco Unity server with the security updates that apply to the recommended service packs.

Recommended Service Packs—Cisco Unity Server

- Windows Server 2003 Service Pack 2 (with Windows 2003 on the Cisco Unity server).

For support information, refer to the “Support Policy for Microsoft Service Packs and Updates” section of *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

Software Requirements—Message Store

IBM Lotus Domino and Microsoft Exchange are qualified for use as the message store with Cisco Unity 4.2. See the applicable section:

- [Domino Requirements—Message Store, page 5](#)
- [Exchange Requirements—Message Store, page 6](#)

Domino Requirements—Message Store

Revised April 4, 2008



Caution

If Windows Server 2003 is installed on the Cisco Unity server, Domino is not supported.

Domino as the message store on a separate server is supported for Cisco Unity 4.2 installations configured for Unified Messaging or Voice Messaging, with the following required software:

- A supported version of IBM Lotus Notes on the Cisco Unity server. See [Table 1](#) below.
- A supported version of IBM Lotus Domino Unified Communications (DUC) for Cisco on Domino servers (see [Table 1](#) below), in addition to the following:
 - The server component of DUC for Cisco—csServer—is required on each Domino server that hosts a mail file or mail file replica that belongs to a Cisco Unity subscriber.
 - The Domino domain directory database must be updated with csAdmin, the administration component of DUC for Cisco.
- A supported version of Domino on Domino servers. See [Table 1](#) below.
- A supported operating system version on Domino servers running DUC for Cisco. See [Table 1](#) below.

Note that Cisco Unity does not ship with IBM Lotus server or client software. The software must be purchased from Cisco or from IBM Lotus.



Note

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

Table 1 *Supported Version Combinations of Required Software for Domino as the Message Store*

Domino Versions	DUC for Cisco Versions on Domino Servers	Notes Versions on Cisco Unity Server	Operating Systems on Domino Servers Running DUC for Cisco
7.0.x	1.2.3	6.5.x 6.0.x	IBM AIX Windows Server 2003 Windows 2000 Server
6.5.x 6.0.x	1.2.3 1.2.2	6.5.x 6.0.x	IBM AIX Windows Server 2003 (When using DUC for Cisco 1.2.2, only Windows Server 2003 R1 is supported.) Windows 2000 Server

For additional Domino-related requirements, see:

- [Active Directory Requirements, page 10](#)
- [Network Requirements, page 10](#)
- [Requirements for Using Message Store Clustering, page 12](#)

- [Requirement for Domino Partitioning, page 13](#)

Exchange Requirements—Message Store

Exchange as the message store is supported in the following Cisco Unity 4.2 configurations, with the required software listed below:

Unified Messaging	<ul style="list-style-type: none"> • Exchange 2003 on a separate server • Exchange 2000 on a separate server
Voice Messaging	<ul style="list-style-type: none"> • Exchange 2003 on the Cisco Unity server or on a separate server. If you want to install Exchange 2003 on the Cisco Unity server, note the following: <ul style="list-style-type: none"> – The Cisco Unity server must be running Windows Server 2003. – Exchange 2003 can be installed only on the currently shipping servers supported for use with Cisco Unity 4.2 (MCS-78xx-x2, MCS-78xx-x3, or later, including IBM and HP equivalents). Currently shipping servers are listed in the <i>Cisco Unity Supported Platforms List</i> at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_data_sheets_list.html. • Exchange 2000 on the Cisco Unity server or on a separate server

- A supported version of Microsoft Exchange Server:
 - Exchange Server 2003 Enterprise Edition
 - Exchange Server 2003 Standard Edition
 - Voice Mail Run-Time Edition of Exchange Server 2003 Enterprise Edition (Cisco Unity ships with this version, for use in the Voice Messaging configuration only.)
 - Exchange 2000 Server Enterprise Edition
 - Exchange 2000 Server Standard Edition
 - Exchange 2000 Conferencing Server (Supported in the Unified Messaging configuration only, on a separate server.)
 - Voice Mail Run-Time Edition of Exchange 2000 Server Enterprise Edition (Cisco Unity ships with this version, for use in the Voice Messaging configuration only.)

Customers are responsible for providing their own copy of Exchange Server 2003 or Exchange 2000 Server (unless they are using the Voice Mail Run-Time Edition of Exchange 2003 or Exchange 2000 that ships with Cisco Unity).



Note

A system that is using Cisco Unity failover requires that Exchange be on a separate server from the primary and secondary servers. (See also [“Requirements for Cisco Unity Failover” section on page 13.](#))



Caution

If you are upgrading from Cisco Unity 3.x to version 4.2 because it supports Exchange 2003 (Cisco Unity 3.x does not), you must upgrade to Cisco Unity version 4.0(3) or later before you run Exchange 2003 Forestprep. Otherwise, the changes that Forestprep makes to Active Directory will cause Cisco Unity to stop functioning.

- Client Access Licenses (CALs) must be purchased for all configurations except Cisco Unity Voice Messaging with one of the following:
 - Voice Mail Run-Time Edition of Exchange Server 2003 Enterprise Edition
 - Voice Mail Run-Time Edition of Exchange 2000 Server Enterprise Edition
- The service packs listed in the following section, “[Minimum Service Packs Required—Message Store](#).”

Minimum Service Packs Required—Message Store

- Exchange 2003 Service Pack 2 (when Exchange 2003 is being used)
- Exchange 2000 Service Pack 3 (when Exchange 2000 is being used)
- Exchange 2000 Post-Service Pack 3 Update Rollup (when Exchange 2000 is being used) (described in Microsoft Knowledge Base article 870540). The rollup is automatically installed when you run the Cisco Unity Server Updates wizard and choose to install Microsoft updates for Exchange.

We recommend that you update the Cisco Unity server with the security updates that Microsoft releases monthly. Refer to *Software Installed by the Cisco Unity Server Updates Wizard* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

For support information, refer to the “Support Policy for Microsoft Service Packs and Updates” section of *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.



Note

For Cisco Unity configurations with Exchange installed on a separate server, Cisco assumes that the message store environment is already set up and working before the Cisco Unity system is installed.

For additional Exchange-related requirements, see:

- [Active Directory Requirements, page 10](#)
- [Network Requirements, page 10](#)
- [Requirements for Using Message Store Clustering, page 12](#)

Software Requirements—Subscriber Workstations

- An operating system that is compatible with the version of Cisco Unity that you are installing. Refer to *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_table09186a0080531eba.html. A compatible operating system is required:
 - For installing the Cisco Unity server in a Unified Messaging configuration and for subscribers to access voice messages by using Cisco Unity ViewMail for Microsoft Outlook and Lotus Notes with DUC for Cisco.
 - For subscribers to access the Cisco Personal Communications Assistant (PCA). (Subscribers have access to the Cisco Unity Assistant and the Cisco Unity Inbox through the Cisco PCA.)
- A messaging client that is compatible with the version of Cisco Unity that you are installing. Refer to *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_table09186a0080531eba.html.

[080531eba.html](#). A compatible messaging client is required for installing the Cisco Unity server in a Unified Messaging configuration and for subscribers to access voice messages by using ViewMail for Outlook and Lotus Notes with DUC for Cisco.

- An Internet browser that is compatible with the version of Cisco Unity that you are installing. Refer to *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_device_support_table09186a0080531eba.html. A compatible browser is required for subscribers to access the Cisco PCA.

Language Requirements for Third-Party Software

Required languages for the applications listed in the “List of Third-Party Software” section on page 9 depend on the Windows locale on the Cisco Unity server.

Table 2 lists the required languages for French, German, Japanese, and U.S. English locales. For locales not listed in the table, U.S. English versions are required for all software.

Note that the locale on the Cisco Unity server must match one of the installed Cisco Unity languages (for example, if you choose French as the locale, then the French Cisco Unity system-prompt set must also be installed).

Table 2 Required Languages for Third-Party Software

Windows Locale on Cisco Unity Server	Required Language for Third-Party Software
French	French versions are required for all software (see the “List of Third-Party Software” section on page 9) except the following four applications: <ul style="list-style-type: none"> • IBM Lotus Domino Unified Communications (DUC) for Cisco—French or U.S. English is required. • Microsoft MSXML—U.S. English is required. • Microsoft MDAC—U.S. English is required. • Symantec pcAnywhere (optional application)—U.S. English is required.
German	German versions are required for all software (see the “List of Third-Party Software” section on page 9) except the following four applications: <ul style="list-style-type: none"> • IBM Lotus Domino Unified Communications (DUC) for Cisco—German or U.S. English is required. • Microsoft MSXML—U.S. English is required. • Microsoft MDAC—U.S. English is required. • Symantec pcAnywhere (optional application)—U.S. English is required.
Japanese	Japanese versions are required for all software (see the “List of Third-Party Software” section on page 9) except the following four applications: <ul style="list-style-type: none"> • IBM Lotus Domino Unified Communications (DUC) for Cisco—Japanese or U.S. English is required. • Microsoft MSXML—U.S. English is required. • Microsoft MDAC—U.S. English is required. • Symantec pcAnywhere (optional application)—U.S. English is required.

Table 2 Required Languages for Third-Party Software (continued)

Windows Locale on Cisco Unity Server	Required Language for Third-Party Software
U.S. English	U.S. English versions are required for all software (see the “List of Third-Party Software” section on page 9).
Locales not listed in this table	U.S. English versions are required for all software (see the “List of Third-Party Software” section on page 9).

List of Third-Party Software

Depending on the Windows locale on the Cisco Unity server, the following software must be installed in the languages listed in [Table 2](#):

- Cisco Unity ViewMail for Microsoft Outlook
- IBM Lotus Domino
- IBM Lotus Domino Unified Communications (DUC) for Cisco
- IBM Lotus Notes
- Microsoft Exchange
- Microsoft Internet Explorer
- Microsoft MDAC
- Microsoft MSXML
- Microsoft Outlook
- Microsoft SQL Server or MSDE
- Microsoft Windows
- Microsoft Windows Terminal Services
- Symantec pcAnywhere

Active Directory Requirements

See the applicable section:

- [Active Directory Requirements—Cisco Unity Unified Messaging, page 10](#)
- [Active Directory Requirements—Cisco Unity Voice Messaging, page 10](#)

(For information on the characteristics of the Unified Messaging and Voice Messaging configurations, see the “[Characteristics of Cisco Unity Configurations](#)” section on page 14.)

Active Directory Requirements—Cisco Unity Unified Messaging

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The Cisco Unity server typically is a member server in an Active Directory 2003 or Active Directory 2000 domain. All domain and forest functional levels are supported, including the levels formerly known as mixed mode and native mode.

When Exchange is the message store, mailboxes for Cisco Unity subscribers can be homed on Exchange servers in any domain in the forest.

Active Directory Requirements—Cisco Unity Voice Messaging

Revised May 16, 2008

The Cisco Unity server is a domain controller/global catalog server (DC/GC) in its own Active Directory 2003 or Active Directory 2000 domain, or is a member server in an existing Active Directory 2003 or Active Directory 2000 domain. All domain and forest functional levels are supported, including the levels formerly known as mixed mode and native mode.

When Exchange is the message store, mailboxes for Cisco Unity subscribers can be homed on Exchange servers in any domain in the forest.

Network Requirements

See the applicable section:

- [Network Requirements—Cisco Unity Unified Messaging, page 10](#)
- [Network Requirements—Cisco Unity Voice Messaging, page 11](#)

(For information on the characteristics of the Unified Messaging and Voice Messaging configurations, see the “[Characteristics of Cisco Unity Configurations](#)” section on page 14.)

Network Requirements—Cisco Unity Unified Messaging

The Cisco Unity server must be connected to the network, so it has access to the message store, the directory, and network utilities.

- Recommended minimum 100 Mbps connection.

- The Cisco Unity server must be connected to the servers listed below over a high-speed IP network with minimal propagation delay and with proper Quality of Service guarantees for traffic between the components.

When Domino is the message store:

- The Domino server that Cisco Unity uses for importing subscribers and lists from the primary subscriber address book, and that it monitors for changes to the Domino directory.
- The Domino server to which Cisco Unity sends voice messages.
- Any Domino server on which Cisco Unity subscriber mailboxes are homed.

When Exchange is the message store:

- The partner Exchange server.
- Any Exchange server on which Cisco Unity subscriber mailboxes are homed.
- The domain controller that Cisco Unity monitors for directory updates.
- The global catalog server that Cisco Unity monitors for directory updates.
- The global catalog server with which the Cisco Unity MAPI client communicates.

Connecting the Cisco Unity server to any of the specified servers over a wide-area network is not supported.

- If Cisco Unity failover is configured, recommended 100 Mbps connection between the primary and secondary servers.
- If the Cisco Unity server contains a dual NIC, the two NICs must be configured for fault tolerance using a single IP address, or one of the NICs must be disabled. Configuring the two NICs with distinct IP addresses for network load balancing is not supported.
- If Cisco Unity connects to Intel PBX-IP Media Gateway (PIMG) units over a WAN, the requirements for the WAN network connection are:
 - For G.729a codec formatting, a minimum of 32.76 Kbps guaranteed bandwidth for each voice messaging port.
 - For G.711 codec formatting, a minimum of 91.56 Kbps guaranteed bandwidth for each voice messaging port.
 - No network devices that implement network address translation (NAT).

Network Requirements—Cisco Unity Voice Messaging

The Cisco Unity server must be connected to the network for most Voice Messaging configurations so that it has access to the message store, the directory, and network utilities. The only exception is when Exchange 2000 is installed on the Cisco Unity server, and the server is not configured for failover, and Cisco Unity is integrated with the phone system by using voice cards; in that configuration, a network connection is not required.

- Minimum 10 Mbps with minimal network access, if any.
- The Cisco Unity server must be connected to the servers listed below over a high-speed IP network with minimal propagation delay and with proper Quality of Service guarantees for traffic between the components.

When Domino is the message store:

- The Domino server that Cisco Unity uses for importing subscribers and lists from the primary subscriber address book, and that it monitors for changes to the Domino directory.

- The Domino server to which Cisco Unity sends voice messages.
- Any Domino server on which Cisco Unity subscriber mailboxes are homed.

When Exchange is the message store:

- The partner Exchange server.
- Any Exchange server on which Cisco Unity subscriber mailboxes are homed.
- The domain controller that Cisco Unity monitors for directory updates.
- The global catalog server that Cisco Unity monitors for directory updates.
- The global catalog server with which the Cisco Unity MAPI client communicates.

Connecting the Cisco Unity server to any of the specified servers over a wide-area network is not supported.

- If Cisco Unity failover is configured, recommended 100 Mbps connection between the primary and secondary servers.
- If the Cisco Unity server contains a dual NIC, the two NICs must be configured for fault tolerance using a single IP address, or one of the NICs must be disabled. Configuring the two NICs with distinct IP addresses for network load balancing is not supported.
- If Cisco Unity connects to Intel PBX-IP Media Gateway (PIMG) units over a WAN, the requirements for the WAN network connections are:
 - For G.729a codec formatting, a minimum of 32.76 Kbps guaranteed bandwidth for each voice messaging port.
 - For G.711 codec formatting, a minimum of 91.56 Kbps guaranteed bandwidth for each voice messaging port.
 - No network devices that implement network address translation (NAT).

Requirements for Using Message Store Clustering

See the applicable section:

- [Domino Requirements—Message Store Clustering, page 12](#)
- [Exchange Requirements—Message Store Clustering, page 13](#)

Domino Requirements—Message Store Clustering

- Clustering on the same Domino server or on separate Domino servers is supported. (Clustering on the same Domino server assumes that you are using Domino partitioning. See also the “[Requirement for Domino Partitioning](#)” section on page 13.)
- Each clustered server must have a replica of each Cisco Unity subscriber’s mail file.
- You must install csServer, the server component of IBM Lotus Domino Unified Communications (DUC) for Cisco, on each clustered server.

Exchange Requirements—Message Store Clustering

When Cisco Unity will service subscribers in an Exchange cluster:

- Exchange 2003 clustering is supported.
- Exchange 2000 clustering is supported.
- Do not install Cisco Unity on a server in an Exchange cluster.
- Do not install a Cisco Unity Voice Connector for Microsoft Exchange on a server in an Exchange cluster.

Homing Cisco Unity subscriber mailboxes in an Exchange cluster is supported. However, clustered Exchange servers require special hardware that Cisco does not provide and advanced knowledge of Windows and of Exchange clustering. Cisco will not help with configuration or support of the Exchange cluster; it is the responsibility of the customer to obtain support for the Exchange cluster.

Requirement for Domino Partitioning

Each partition must have its own IP address.

Requirements for Cisco Unity Failover

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- The primary and secondary servers must both be qualified for Cisco Unity.
- Both Cisco Unity servers must have the same platform overlay.
- Both Cisco Unity servers must be member servers of the same domain (they cannot be domain controllers). Do not install Active Directory on either Cisco Unity server.
- If the Cisco Unity server names are longer than 14 characters, the first 14 characters of the server names must not be identical for the primary and secondary servers.
- Both Cisco Unity servers must be connected to the same message store.
- When Exchange is the message store, Exchange administration software must always be installed on the primary Cisco Unity server. When the message store is installed on a separate Exchange server, Exchange administration software must also be installed on the secondary Cisco Unity server.
- When IBM Lotus Domino is the message store, Lotus Notes is installed on both Cisco Unity servers. All other IBM Lotus software is installed on a computer other than the Cisco Unity servers.
- SQL Server 2000 Standard Edition must be installed on both Cisco Unity servers. (MSDE 2000 is not supported on either server with Cisco Unity failover.)
- One Cisco Unity server is designated the primary server, and the other Cisco Unity server is designated the secondary server.
- Both Cisco Unity servers must connect to the same phone system.
- Both Cisco Unity servers must have the same enabled features and configurations.
- Both Cisco Unity servers must be connected by a local area network (LAN) or a VLAN, and have a reliable connection of 100 Mbps minimum. It is not supported to install failover under the following circumstances:

- Without a network connection.
- With a WAN connecting the Cisco Unity servers.
- Failover can be used with any supported Cisco Unity configuration except with one that has no network connection.
- Cisco Unity and SQL Server 2000 must be installed on both the primary and secondary servers with the same domain account.
- MSSQLSERVER and SQLSERVERAGENT services on both Cisco Unity servers must be configured to use the same domain account that is a member of the Local Administrators group on both servers. These services cannot be configured to run as Local System. SQLSERVERAGENT on the primary server must be able to log on to SQL Server on the secondary server by using Windows NT authentication.

Requirements for Mixed Unified Messaging/Voice Messaging Configurations

Mixed Unified Messaging/Voice Messaging configurations are supported for both Microsoft Exchange and IBM Lotus Domino message stores when licensed for 1,500 or more users.

Requirements for the Cisco Unity Hospitality and Property Management System Integration

- A Percipia Networks Transient Communications Engine (PTCE) server with software version 4.0.4 or later.
- Cisco Unity is installed in an Exchange 2003 or Exchange 2000 environment.
- Cisco Unity is installed in a Windows 2003 or Windows 2000 domain.
- Cisco Unity is installed on a server that meets Cisco Unity specifications. Note that the maximum number of voice messaging users supported on each server platform includes all regular subscribers and hotel guests. Refer to the *Cisco Unity Supported Platforms List* at http://www.cisco.com/en/US/products/sw/voicew/ps2237/products_data_sheets_list.html.

Note that the Cisco Unity Hospitality feature is not supported for use with Cisco Unity failover.

Characteristics of Cisco Unity Configurations

See the applicable section:

- [Cisco Unity Unified Messaging Configuration, page 15](#)
- [Cisco Unity Voice Messaging Configuration, page 15](#)

Cisco Unity Unified Messaging Configuration

The Cisco Unity Unified Messaging configuration has the following characteristics:

- The Cisco Unity server handles only voice messages. Voice and e-mail messages are stored on the message store servers.
- The Cisco Unity server is connected to the network, so it has access to the message store, the directory, and network utilities, such as virus checking and backup.
- Subscribers check messages:
 - With Domino, by using the phone or an e-mail client.
 - With Exchange, by using the phone, the Cisco Unity Inbox, or an e-mail client. (The Cisco Unity Inbox is accessed through the Cisco Personal Communications Assistant, or Cisco PCA.)
- Cisco Unity administration may be performed over the network.
- Subscribers have access to the Cisco Unity Assistant through the Cisco PCA.
- Voice-mail and e-mail attributes on subscriber accounts may be administered from a single location by using the Cisco Unity Administrator.

Cisco requires the following certification for anyone installing a Cisco Unity server as a Unified Messaging server:

With Domino	Certified Lotus Professional System Administrator
With Exchange	Microsoft Certified System Engineer

Cisco Unity Voice Messaging Configuration

The Cisco Unity Voice Messaging configuration has the following characteristics:

- The Cisco Unity server handles only voice messages.
- When the Cisco Unity server is connected to the network:
 - Cisco Unity administration can be performed over the network.
 - Subscribers have access to the Cisco Unity Assistant through the Cisco Personal Communications Assistant (PCA).
 - The server has access to network utilities, such as virus checking and backup, and to the message store and the directory, if they are installed on a separate server.
 - Cisco Unity can be integrated with Cisco Unified CM and Cisco SIP Proxy Server.
 - Cisco Unity can be integrated with a circuit-switched phone system through Intel PBX-IP Media Gateway (PIMG) units.

(For information on when the Cisco Unity server must be connected to the network, see the [“Network Requirements” section on page 10.](#))

- Subscribers check messages:
 - With Domino, by using the phone.
 - With Exchange, by using the phone or from the Cisco Unity Inbox (accessed through the Cisco PCA).

- E-mail attributes, if any, and voice-mail attributes on subscriber accounts must be administered separately.

Cisco requires that anyone installing a Cisco Unity for Domino server in a Voice Messaging configuration have Certified Lotus Professional System Administrator certification.

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