



## CHAPTER 2

# Preparing for the Installation

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In this chapter, you do the following tasks in the order listed:

1. Gather the documentation and tools needed for the installation. See the “[Gathering Documentation and Tools](#)” section on page 2-1.
2. Download the software needed for the installation. See the “[Downloading Software for the Installation](#)” section on page 2-2.
3. Determine and record the file locations for application, log, and database files on the Cisco Unity system. See the “[Determining the Locations for Files on the Cisco Unity Server](#)” section on page 2-4.

When you are finished with this chapter, return to [Chapter 1](#), “[Overview of Mandatory Tasks for Installing Cisco Unity](#)” to continue installing the Cisco Unity system correctly:



Note

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The tasks in the list reference detailed instructions in the Cisco Unity installation guide and in other Cisco Unity documentation. Follow the documentation for a successful installation.

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## Gathering Documentation and Tools

You need the following items during the installation and configuration of the Cisco Unity system:

- Access to the following Cisco Unity documentation.
  - Release notes for the applicable version of Cisco Unity.
  - Release notes for the applicable version of Cisco Security Agent for Cisco Unity, if applicable.
  - The correct version of the Cisco Unity installation guide for your configuration. (Refer to the document *Use the Installation Guide That Matches the Cisco Unity 5.x Configuration* 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).)
  - The *Documentation Addendum for Cisco Unity* for the applicable version of Cisco Unity (for versions 5.1 and later).
  - Specifications for the server on which you are installing Cisco Unity. (Refer to the *Cisco Unity Supported Platforms List* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_data_sheets_list.html).)
  - The Cisco Unity integration guide(s) for your phone system(s).

- If you are integrating Cisco Unity with Cisco Unified Communications Manager (CM) (formerly known as Cisco Unified CallManager), release notes for the applicable version of the Cisco Unity-CM TSP.
- The *System Administration Guide for Cisco Unity*.
- If you are setting up Cisco Unity Digital Networking, AMIS or VPIM networking, Internet subscribers, or trusted Internet subscribers (for secure messaging), the *Networking Guide for Cisco Unity*.
- If you are setting up AMIS, Bridge, or VPIM Networking, release notes for the applicable version of the Cisco Unity Voice Connector for Microsoft Exchange.
- If you are setting up Bridge Networking, release notes for the applicable version of the Cisco Unity Bridge, the *Installation Guide for Cisco Unity Bridge*, and the *Networking Guide for Cisco Unity Bridge*. Also, release notes for the applicable version of Cisco Security Agent for Cisco Unity Bridge, if applicable.

Cisco Unity documentation is available at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html).

- Two test phones.

## Downloading Software for the Installation

This section lists the software needed to install Cisco Unity. If your Cisco Unity DVDs are an earlier version than the currently shipping version, download all of the software listed in this section.

Note the following considerations:

- The downloads may total several GB. Use a computer with a high-speed Internet connection, and confirm that the computer has sufficient disk space or has access to a network drive with sufficient disk space.
- Most downloads are self-extracting executable files. When downloads are complete, extract the updates and burn DVDs that contain the extracted files. Then delete the downloaded .exe files to free disk space.

For detailed instructions on downloading software and burning DVDs, refer to the “Installation and Upgrade Information” section of the applicable release notes, available at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).



### Caution

Until you have installed all of the recommended service packs and updates, and, optionally, Cisco Security Agent for Cisco Unity and antivirus software, third-party components installed on the Cisco Unity server have significant security vulnerabilities. Do not connect the Cisco Unity server to the network to install software. Instead, burn DVDs that contain the downloaded software, and install the software from the DVDs.

- The Cisco Unity documentation instructs you when to install the software you download.



### Note

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

Download the following software for all installations. Even if you have Cisco Unity DVDs for the currently shipping version, we recommend that you download the software, some of which may have been released or updated after the discs were produced.

### Cisco Unity Software

Disc images for the currently shipping Cisco Unity version, including:

- The Cisco Unity installation disc.
- The discs for Cisco Unity languages that you want to install on the server (other than U.S. English, which is automatically installed on all systems).
- The applicable Cisco Unity Service Pack discs for the version of Cisco Unity that you are installing and for the version of Exchange that you are using. You always need Service Pack disc 1, which contains the Cisco Unity System Preparation Assistant.

Before you install Cisco Unity, you must install the Microsoft service packs that were required for that version of Cisco Unity. After you install Cisco Unity, you can install any later service packs that were qualified for use with Cisco Unity.

- The Cisco Unity Post-Install disc, which includes the Cisco Unity Server Updates Wizard that is shipped with the version of Cisco Unity that you are installing. The updates in this version of the wizard correspond with the required service packs on the Cisco Unity Service Pack discs.

Refer to the “Downloading Software for Cisco Unity <Version>” section of the applicable *Release Notes for Cisco Unity* at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

### Updated PBXLink or PIMG Firmware

If the phone system integration includes PBXLink boxes or PIMG units, updated PBXLink or PIMG firmware. For instructions on downloading updated firmware, refer to the “Setting Up the PBXLink Box” section or the “Setting up the PIMG Units” section in the applicable Cisco Unity integration guide. Integration guides are available at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html).

### Latest Microsoft Service Packs and Cisco Unity Server Updates Wizard

Download the following software:

- For the Microsoft software that you are installing on the Cisco Unity server, the latest service packs recommended for use with Cisco Unity, if later than the service packs shipped with Cisco Unity. Any service packs that are qualified for use with Cisco Unity after the most recent Cisco Unity release are available on the Microsoft Updates Software Download page at [http://www.cisco.com/cgi-bin/tablebuild.pl/unity\\_msft\\_updates](http://www.cisco.com/cgi-bin/tablebuild.pl/unity_msft_updates). Also download or print the installation instructions.

For a list of the service packs that are recommended, refer to the section “Recommended Service Packs—Cisco Unity Server” in the *System Requirements for Cisco Unity* for your version of Cisco Unity, 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).

- The latest Cisco Unity Server Updates Wizard, which automatically installs the latest Microsoft updates for Windows, Exchange, and SQL Server or MSDE that are recommended for use with Cisco Unity and, optionally, the latest version of the Cisco Security Agent for Cisco Unity. Available on the Microsoft Updates for Cisco Unity Software Download page at [http://www.cisco.com/cgi-bin/tablebuild.pl/unity\\_msft\\_updates](http://www.cisco.com/cgi-bin/tablebuild.pl/unity_msft_updates).

For information on the Microsoft updates and the version of Cisco Security Agent for Cisco Unity that are installed by the Server Updates Wizard, 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](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).

## Determining the Locations for Files on the Cisco Unity Server

The platform overlay and RAID configuration of the Cisco Unity server determines the choices you make later in the Cisco Unity installation guide, including:

- How you manually configure partitions if you are installing Windows using a retail Windows disc. (If you install Windows using the Cisco Unity Platform Configuration discs, partitions are configured automatically.)
- Where you choose to install applications, logs, and database files.

Using the applicable section, make note of the locations for files on the Cisco Unity server that you are installing:

- [Locations for Files on a Platform Overlay 1 or Overlay 2 Server, page 2-4](#)
- [Locations for Files on a Platform Overlay 3 Server, page 2-5](#)

Following these recommendations will:

- Maximize performance, data integrity, and reliability for Cisco Unity, Microsoft Exchange, and SQL Server or MSDE transaction logs.
- Maximize performance, data storage, and access capacity for Cisco Unity data.

For information on the platform overlay, RAID configuration, maximum number of Cisco Unity subscribers, and other specifications for the server on which you are installing Cisco Unity, refer to the *Cisco Unity Supported Platforms List* at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_data_sheets_list.html).

The Cisco Unity installation guide alerts you when to refer to the file locations later in the installation process.

## Locations for Files on a Platform Overlay 1 or Overlay 2 Server

[Table 2-1](#) lists the file locations for Cisco Unity Platform Overlay 1 servers.



### Note

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Except for the system partition, drive C:, different letters may be used to label the partitions.

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**Table 2-1** *Locations for Files on a Platform Overlay 1 or Overlay 2 Server*

Partitio n	Files
C	<ul style="list-style-type: none"> <li>• Operating system</li> <li>• Pagefile</li> <li>• For systems up to 32 ports: MSDE 2000 program files (The default partition for MSDE 2000 program files is drive C: and cannot be changed.)</li> </ul>
D	<ul style="list-style-type: none"> <li>• SQL Server 2000 or MSDE 2000 databases</li> <li>• SQL Server 2000 or MSDE 2000 transaction logs</li> <li>• Unity Message Repository (UMR)</li> <li>• Program files, including Cisco Unity, Exchange administration software, and, for systems over 32 ports, SQL Server 2000</li> <li>• Cisco Unity trace logs</li> </ul>

## Locations for Files on a Platform Overlay 3 Server

Table 2-2 lists the locations for Cisco Unity Platform Overlay 3 servers.



Note

Except for the system partition, drive C:, different letters may be used to label the partitions.

**Table 2-2** *Locations for Files on a Platform Overlay 3 Server*

Disk Array	Partitio n	Files
First	C	<ul style="list-style-type: none"> <li>• Operating system</li> <li>• Pagefile</li> </ul>
First	D	<ul style="list-style-type: none"> <li>• Program files, including Cisco Unity, Exchange administration software, and SQL Server 2000</li> <li>• Cisco Unity trace logs</li> <li>• SQL Server transaction logs</li> </ul>
Second	E	<ul style="list-style-type: none"> <li>• SQL Server 2000 databases</li> <li>• Unity Message Repository (UMR)</li> </ul>

