



## CHAPTER 6

# Setting Up Exchange

---

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

1. Determine the Exchange server that Cisco Unity will connect with, known as the partner Exchange server. See the [“Determining the Partner Exchange Server”](#) section on page 6-1.
2. Install Exchange administration software on the Cisco Unity server. See the [“Installing Exchange Administration Software on the Cisco Unity Server”](#) section on page 6-2.
3. *If you chose an Exchange 2007 server as the partner Exchange server:* Configure Exchange 2007. See the [“Configuring Exchange 2007 for Cisco Unity”](#) section on page 6-4.
4. Extend the Active Directory schema for Cisco Unity. See the [“Extending the Active Directory Schema for Cisco Unity”](#) section on page 6-5.
5. Create Active Directory organizational units for users and distribution lists, and a mailbox store, if applicable. See the [“Creating Organizational Units and a Mailbox Store”](#) section on page 6-5.

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.



### Note

---

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.

---

## Determining the Partner Exchange Server

During configuration of the Cisco Unity software, you will be prompted to select an Exchange server for Cisco Unity to connect with. The server is known as the partner Exchange server, or the partner server. You determine now which server you will use as the partner server, based on the following information:

- When all Cisco Unity subscriber mailboxes will be homed on the same Exchange server, use that server as the partner server.
- When Cisco Unity subscriber mailboxes will be homed on more than one Exchange server, consider the following general guidelines for deciding which server to use as the partner server:
  - All voice messages from outside callers pass through the partner server on their way to user mailboxes. Use an Exchange server based on its ability to handle the additional traffic.
  - When Exchange 2003 or Exchange 2000 is configured for active/active or active/passive clustering, use either an Exchange server outside the cluster or the Exchange virtual server in the cluster.

- When Cisco Unity subscriber mailboxes will be homed in Exchange 2003 and/or Exchange 2000, we recommend, for most topologies, that you use a server running Exchange 2003 as the partner server. Otherwise, when you upgrade the partner server to a later version of Exchange, Cisco Unity subscriber mailboxes will not have access to messages during the upgrade. In addition, you will need to upgrade the Exchange administration software installed on the Cisco Unity server.

However, in some cases, a server running Exchange 2003 may not be the best choice. Because of the amount of data that passes between the Cisco Unity server and the partner Exchange server, the partner server should be in the same site as the Cisco Unity server. When Cisco Unity subscriber mailboxes will be homed in Exchange on multiple sites and the only servers running Exchange 2003 are on remote sites, do one of the following:

- Upgrade a local server to Exchange 2003 before you install Cisco Unity.
  - Use an Exchange server that is running Exchange 2000 and that is in the same site as the Cisco Unity server.
- When Cisco Unity subscriber mailboxes will be homed in Exchange 2007 as well as in Exchange 2003 and/or Exchange 2000, choose a partner server based on the considerations already mentioned as well as the roles installed on the server and ease of access to Exchange 2007 servers:
    - To be used as the partner Exchange server, an Exchange 2007 server must have the Mailbox server role installed.
    - If you choose an Exchange 2007 server, when you run the Cisco Unity Message Store Configuration wizard later in the installation process, the wizard creates scripts that must be run either on the partner Exchange 2007 server or on another Exchange 2007 server on which Exchange Management Shell is installed. (The scripts create Exchange mailboxes that Cisco Unity cannot create directly in Exchange 2007.) By default, scripts cannot be run remotely, so you may need to be at an Exchange 2007 server to run them. If physical access to the Exchange servers is restricted, you can choose an Exchange 2003 or Exchange 2000 server as the partner Exchange server, and Cisco Unity can create the accounts automatically.

**Caution**


---

When Windows Server 2003 is installed on the Cisco Unity server, you must use an Exchange 2007 or Exchange 2003 server as the partner server.

---

You specify the partner server later in the installation process.

## Installing Exchange Administration Software on the Cisco Unity Server

**Note**


---

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

---

Regardless of the version of Exchange installed on the partner Exchange server, you always install Exchange 2003 System Manager on the Cisco Unity server. See the [“Installing Exchange 2003 Administration Software on the Cisco Unity Server”](#) section on page 6-3.

## Installing Exchange 2003 Administration Software on the Cisco Unity Server

You install Exchange 2003 administration software on the Cisco Unity server because it includes the Microsoft messaging API (MAPI). MAPI is the application programming interface that Cisco Unity uses to communicate with Exchange for addressing, sending, and retrieving messages.



### Caution

Do not install Exchange Messaging and Collaboration Services on the Cisco Unity server.

Later in the installation process, you specify the partner Exchange server.

Do the following three procedures in the order listed.

### To Install Exchange 2003 Administration Software on the Cisco Unity Server

- Step 1** On the Cisco Unity server, insert the Cisco Unity Message Store 2003 disc or the Exchange Server 2003 disc in the DVD drive.
- If the disc does not run automatically, browse to the root directory, and double-click **Setup.exe**.
- Step 2** Click **Exchange Deployment Tools**.
- Step 3** Click **Install Exchange System Management Tools Only**.
- Step 4** On the Install Exchange System Management Tools Only page, scroll down to Step 4 and click **Run Setup Now**.



### Note

In early editions of Exchange 2003, Step 3 on the Install Exchange System Management Tools Only page incorrectly listed Windows Server 2003 Administration Tools Pack as required when the operating system is Windows 2000 Server. In later editions of Exchange 2003, this requirement was removed from Help, as explained in Microsoft Knowledge Base article 826966.

- Step 5** In the Welcome to Microsoft Exchange Installation wizard, click **Next**.
- Step 6** In the License Agreement dialog box, click **I Agree**, and click **Next**.
- Step 7** In the Component Selection dialog box, in the Action column, set the actions for the following three components:

<b>Microsoft Exchange 2003</b>	Change the action to <b>Custom</b> .
<b>Microsoft Exchange Messaging and Collaboration Services</b>	Change the action to <b>None</b> .
<b>Microsoft Exchange System Management Tools</b>	Leave the action as <b>Install</b> .

- Step 8** Click **Next**.
- Step 9** Follow the on-screen prompts to complete the installation.
- If your Exchange environment includes only Exchange 2007 servers, at the end of the installation a message appears and prompts you to run Exchange 2003 Setup with the /forestprep switch. Do not run forestprep; it would fail anyway because there are no Exchange 2003 servers in the forest, and Cisco Unity will function properly.
- Step 10** Restart the server.

Do the following procedure to install the Exchange Server 2003 service pack that you downloaded when you did the “[Downloading Software for the Installation](#)” section on page 2-2.

#### To Install the Latest Exchange Server 2003 Service Pack

- 
- Step 1** If an Exchange Server 2003 service pack was qualified for use after the current version of Cisco Unity was released, install it by following the instructions that you printed or downloaded when you downloaded the service pack. Then skip to [Step 5](#).
- If you are installing the Exchange Server 2003 service pack from the applicable Cisco Unity Service Packs CD, skip to [Step 2](#).
- Step 2** On the applicable Cisco Unity service packs CD, browse to the directory Exchange\_2003\_SP<n>\Setup\I386, and double-click **Update.exe**.
- Step 3** Follow the on-screen prompts to complete the installation.
- Step 4** Restart the server.
- Step 5** If you have not already done so, repeat this procedure on the partner Exchange server and on every Exchange 2003 server on which Cisco Unity subscriber mailboxes are homed.
- 

#### To Install the Latest Microsoft Updates for Exchange

- 
- Step 1** Insert in the DVD drive the disc that you burned with the latest version of the Cisco Unity Server Updates Wizard.
- Step 2** Run **ServerUpdatesWizard.exe**.
- Step 3** Follow the on-screen prompts to complete the installation of Exchange updates.
- Step 4** Restart the Cisco Unity server.
- 

## Configuring Exchange 2007 for Cisco Unity

If you chose an Exchange 2007 server as the partner Exchange server, configure offline address books for Outlook 2003 and earlier regardless of which version(s) of Outlook you are using, or Cisco Unity will not function properly.

#### To Configure Exchange 2007 for Cisco Unity

- 
- Step 1** Log on to an Exchange 2007 server, and start Exchange Management Console.
- Step 2** In the console tree, click Microsoft Exchange.
- Step 3** In the result pane, click the Finalize Deployment tab.
- Step 4** In the Mailbox section, click Configure Offline Address Book (OAB) Distribution for Outlook 2003 and Earlier Clients.

- Step 5** Follow the procedures to create a public folder database and to configure the default offline address book.
- 

## Extending the Active Directory Schema for Cisco Unity

Several changes need to be made to the Active Directory schema for Cisco Unity to work properly. To see the changes that the schema update program makes, browse to the directory Schema\LdifScripts on Cisco Unity DVD 1, and view the file Avdirmonex2k.ldf.

Changes to the Active Directory schema may take 15 minutes or more to replicate throughout the forest. The changes must finish replicating before you can install Cisco Unity.

### To Extend the Active Directory Schema for Cisco Unity

---

- Step 1** Confirm that all domain controllers are on line. (The Active Directory schema extensions replicate only when all domain controllers are on line.)
- Step 2** On the computer that has the schema master role (typically the first DC/GC in the forest), log on to Windows as a user who is a member of the Schema Admins group.
- Step 3** On Cisco Unity DVD 1, browse to the directory **ADSchemaSetup**, and double-click **ADSchemaSetup.exe**.
- Step 4** In the Active Directory Schema Setup dialog box, check the **Exchange Directory Monitor** check box.
- Step 5** If you plan to use VPIM Networking or Cisco Unity Bridge Networking, check the applicable check boxes.
- Step 6** Click **OK**.
- Step 7** When the schema extension has finished, Ldif.log and Ldif.err files are saved to the desktop. View the contents of the files to confirm that the extension completed successfully.
- 

## Creating Organizational Units and a Mailbox Store

Users and distribution lists are created in locations that you specify. If you want users and distribution lists to be created in custom organizational units (OUs), create the OUs now. Both OUs need to be in the same domain, but they do not need to be in the same domain as the Cisco Unity server. For information on creating OUs, refer to Active Directory Users and Computers Help.

You also have the option to create a custom mailbox store as the default for subscribers that are added through the Cisco Unity Administrator or that are imported from a CSV file. For information on creating a custom mailbox store, refer to Exchange System Manager Help. (Later in the installation process, you configure Cisco Unity to use the mailbox store.)

You must use the same custom OUs and mailbox stores for the primary and secondary Cisco Unity servers.

