



CHAPTER 7

Creating Accounts for the Installation and Granting Permissions

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

1. Familiarize yourself with the domain accounts you will create in Task 2. See the [“About the Accounts Required for the Cisco Unity Installation”](#) section on page 7-1.
2. Create the applicable domain accounts that are needed to install Cisco Unity. See the [“Creating the Accounts Required for the Cisco Unity Installation”](#) section on page 7-2.
3. *If you created a Cisco Unity administration account in Task 2.:* Add the account either to the local Administrators group—when the Cisco Unity server is a member server—or to the Domain Admins group—when the Cisco Unity server is a domain controller. See the [“Adding the Cisco Unity Administration Account to an Admins Group”](#) section on page 7-3.
4. Grant permissions for the accounts that you created in Task 2. See the [“Granting Permissions with the Cisco Unity Permissions Wizard”](#) section on page 7-4.
5. Delegate Exchange administrative control. See the [“Delegating Exchange Administrative Control”](#) section on page 7-5.

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.

About the Accounts Required for the Cisco Unity Installation

This section describes the following domain accounts that are needed for the Cisco Unity installation:

- [The Account Used to Install Cisco Unity, page 7-2](#)
- [The Account Used to Access the Cisco Unity Administrator, page 7-2](#)
- [The Accounts That Cisco Unity Services Log On As, page 7-2](#)



Note

The same accounts are required for installing a new Cisco Unity 5.0(x) system and for upgrading from previous versions of Cisco Unity.

The Account Used to Install Cisco Unity

During installation, Cisco Unity creates a number of Cisco Unity objects in Active Directory and in Exchange, so the account with which you log on to Windows to install Cisco Unity must have proper user rights and permissions to perform the necessary operations.

If you are installing more than one Cisco Unity server in a site, you can use the same account to install Cisco Unity software on all of the servers.

The Account Used to Access the Cisco Unity Administrator

When you install Cisco Unity, you are prompted to choose the Active Directory domain account that you want to use to access the Cisco Unity Administrator (the website used to perform most administration tasks). During installation, the account is automatically associated with a Cisco Unity subscriber whose class of service allows Cisco Unity Administrator access. (Later you can create additional Cisco Unity subscribers who also can access the Cisco Unity Administrator.)

By default, the Cisco Unity administration account is the installation account. If you prefer to use an account other than the installation account to be the first Cisco Unity administration account, create an additional domain account for that purpose.

When the Cisco Unity server is a domain controller, the Cisco Unity administration account must be a member of the Domain Admins group. When the Cisco Unity server is a member server, the Cisco Unity administration account must be a member of the local Administrators group. Procedures later in this chapter explain how to add the account to the applicable group.

The Accounts That Cisco Unity Services Log On As

During Cisco Unity installation, you are prompted to choose three domain accounts that Cisco Unity services log on as:

- The account that Cisco Unity directory services log on as. These services keep subscriber data in the directory synchronized with subscriber data in the Cisco Unity SQL Server database.
- The account that Cisco Unity message store services log on as. These services allow subscribers to send and receive voice messages by using the telephone user interface.
- The account that local services log on as. By default, local Cisco Unity services log on as the Local System account. We recommend that you not change this.

The permissions required by the directory services account conflict with the permissions required by the message store services account, so you must create separate accounts for the two types of services.

Creating the Accounts Required for the Cisco Unity Installation

To Create Domain Accounts for Cisco Unity Installation, Administration, and Services

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- Step 1** On the Cisco Unity server, log on to Windows by using an account that is a member of the Domain Admins group.
- Step 2** On the Windows Start menu, click **Programs > Microsoft Exchange > Active Directory Users and Computers** or click **Programs > Administrative Tools > Active Directory Users and Computers**.

- Step 3** In the left pane, expand the domain, right-click **Users** or the organizational unit where you want to create the installation account, and click **New > User**.
- Step 4** Follow the on-screen prompts to create the installation account. Creating an Exchange mailbox is optional.

We suggest that you use the following names for the accounts:

Installation	UnityInstall
Administration	UnityAdmin
Account that Cisco Unity directory services log on as (directory services account)	UnityDirSvc
Account that Cisco Unity message store services log on as (message store services account)	UnityMsgStoreSvc

- Step 5** Repeat [Step 3](#) and [Step 4](#) to create the Cisco Unity administration account, the directory services account, and the message store services account.
- Ensure that for the accounts that Cisco Unity services log on as, the password will never expire. If the password expires, Cisco Unity will stop working the next time the server is restarted.
- Step 6** Close Active Directory Users and Computers.

Adding the Cisco Unity Administration Account to an Admins Group



Note

If you did not create a Cisco Unity administration account in the [“Creating the Accounts Required for the Cisco Unity Installation”](#) section on page 7-2, skip this section.

You must add the Cisco Unity administration account either to the local Administrators group—when the Cisco Unity server is a member server—or to the Domain Admins group—when the Cisco Unity server is a domain controller.

This section contains two procedures. Do the one that applies to your installation.

To Add the Cisco Unity Administration Account to the Local Administrators Group (Only When the Cisco Unity Server Is a Member Server)

- Step 1** On the Cisco Unity server, on the Windows Start menu, click **Programs > Administrative Tools > Computer Management**.
- Step 2** In the left pane of the Computer Management MMC, expand **System Tools > Local Users and Groups**.
- Step 3** In the left pane, click **Groups**.
- Step 4** In the right pane, double-click **Administrators**.
- Step 5** In the Administrators Properties dialog box, click **Add**.

- Step 6** In the Select Users or Groups dialog box, in the Look In list, click the name of the domain to which the Cisco Unity server belongs.
 - Step 7** In the top list, double-click the name of the Cisco Unity administration account. The name appears in the bottom list.
 - Step 8** Click **OK** to close the Select Users or Groups dialog box.
 - Step 9** Click **OK** to close the Administrators Properties dialog box.
 - Step 10** Close the Computer Management MMC.
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To Add the Cisco Unity Administration Account to the Domain Admins Group (Only When the Cisco Unity Server Is a Domain Controller)

- Step 1** On the Cisco Unity server, log on to Windows by using an account that is a member of the Domain Admins group.
 - Step 2** On the Windows Start menu, click **Programs > Microsoft Exchange > Active Directory Users and Computers** or click **Programs > Administrative Tools > Active Directory Users and Computers**.
 - Step 3** In the left pane, expand the domain, and click **Users**.
 - Step 4** In the right pane, double-click the name of the Cisco Unity administration account.
 - Step 5** Click the **Member Of** tab.
 - Step 6** Click **Add**.
 - Step 7** In the Select Groups dialog box, in the top list, double-click **Domain Admins**. The name appears in the bottom list.
 - Step 8** Click **OK** to close the Select Groups dialog box.
 - Step 9** Click **OK** to close the Properties dialog box.
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Granting Permissions with the Cisco Unity Permissions Wizard

The Cisco Unity Permissions wizard is frequently updated between Cisco Unity releases. We recommend that you download and run the latest version of the Permissions wizard that is applicable to your version of Cisco Unity. The Permissions wizard is available at http://www.ciscounitytools.com/4_x_tools.htm.

For information on granting permissions with the Permissions wizard, refer to the Permissions wizard Help file PWHelp_<language>.htm that is included with the version of the Permissions wizard that you are using.



Caution

If you are running the Permissions Wizard by using Windows Terminal Services (WTS), the PWDiag.Log file will be deleted at the end of the WTS session. To save it, you must copy it to another location before you end the session.

For a complete list of the permissions set by the Permissions wizard, refer to the Permissions wizard Help file PWHelpPermissionsSet_<language>.htm.

Delegating Exchange Administrative Control

The Cisco Unity Permissions wizard cannot delegate Exchange administrative control, so you must delegate control manually. For information on delegating control, refer to the Permissions wizard help file PWHelpExchange_<language>.htm.

