



Using Microsoft Exchange 2010 with Cisco Unity Versions 8.0, 7.0, and 5.0

Revised August 9, 2010

Contents

- [Support, page 1](#)
- [Adding One or More Exchange 2010 Servers to an Existing Cisco Unity 8.0, 7.0, and/or 5.0 Installation, page 1](#)
- [Changing the Partner Server for a Cisco Unity 8.0, 7.0, and/or 5.0 Server to an Exchange 2010 Server, page 4](#)
- [Installing a New Cisco Unity 8.0, 7.0, and/or 5.0 Server Into a Mixed Exchange Environment and Choosing a Partner Server Other Than Exchange 2010, page 5](#)
- [Installing a New Cisco Unity 8.0, 7.0, and/or 5.0 Server and Choosing an Exchange 2010 Server as the Partner Server, page 5](#)
- [Determining the Partner Exchange Server for Cisco Unity 8.0, 7.0, and/or 5.0, page 9](#)

Support

Revised July 2, 2010

Using Microsoft Exchange 2010 with Cisco Unity is supported only with versions 8.0, 7.0 and 5.0, and only in a Unified Messaging configuration.

Adding One or More Exchange 2010 Servers to an Existing Cisco Unity 8.0, 7.0, and/or 5.0 Installation

Revised August 9, 2010



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Do the procedure in this section to add one or more Exchange 2010 servers to an existing Cisco Unity 8.0, 7.0, and/or 5.0 installation so you can have mailboxes for Cisco Unity subscribers in an Exchange 2010 message store.



Note

After you do the procedure in this section once for each Cisco Unity server that is using Exchange 2010 for the message store, you can add more Exchange 2010 servers without rerunning the entire procedure. Instead, just rerun the Permissions wizard, and grant to the Cisco Unity message store services account permission to access the message stores on the new Exchange 2010 server.

To Add One or More Exchange 2010 Servers to an Existing Cisco Unity 8.0, 7.0, and/or 5.0 Installation

- Step 1** Download the applicable Cisco Unity engineering specials:
- a. Go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.
 - b. In the tree control on the Downloads page, expand **Unified Communications Applications > Voice Mail and Unified Messaging > Cisco Unity**, and click **Cisco Unity Version <version>**.
 - c. Click **Cisco Unity System Software**, and follow the on-screen prompts to download the latest ES.
 - d. Click the **Readme for <version>ESxx link** and save a copy of the file. You need it later in the process.
 - e. If you are using more than one version of Cisco Unity, repeat Step a through Step d to download the engineering specials for the applicable versions.

- Step 2** Download the latest version of the **Cisco Unity Permissions wizard 5.01+** from <http://ciscounitytools.com/Applications/Unity/PermissionsWizard/Unity50/PW50.html>.

- Step 3** Download the latest version of the **Cisco Unity Server Updates wizard**. For information on downloading the Server Updates Wizard, see *Software Installed by the Cisco Unity Server Updates Wizard in 2010* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/updates/wizard/2010cuupwz.html. Do not run the wizard now; you do so later.

- Step 4** Download the following software from the Microsoft website:
- Update Rollup 3 or later for Exchange Server 2010.
 - **ExchangeMapiCdo.exe**, available on the “Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1” page.



Caution Do not use the version of ExchangeMapiCdo.exe on the Cisco Unity 8.0 Prerequisites DVD, or Cisco Unity will not function with Exchange 2010.

- Step 5** *If Exchange 2003 System Management Tools is installed on the Cisco Unity server:* Locate an Exchange Server 2003 disc. You will need the disc later in the process.



Caution You must do the remaining steps in the process in the exact sequence listed, or Cisco Unity may not function correctly with Exchange 2010.

- Step 6** Install Update Rollup 3 or later for Exchange Server 2010 on every Exchange 2010 server in the Exchange organization.

Step 7 *If you downloaded Cisco Unity 7.0(2) ES 35 in Step 1:* Run the ES to extract the contents of the self-extracting executable file to a hard disk on the Cisco Unity server.

If you downloaded a different ES: Copy the ES to a hard disk on the Cisco Unity server.

Step 8 Install the ES and additional patches. See the instructions in the readme file you saved in Step 1d.



Caution You must complete the entire procedure in the readme file, including the installation of the additional patches, or Cisco Unity will not function correctly.

Step 9 Restart the Cisco Unity server when prompted.

Step 10 Run the latest Server Updates wizard to install the patches that are described in the following Microsoft Knowledge Base articles:

- KB957593, “Error message if you use the NON_CONTENT_INDEXED_SEARCH flag in an MAPI-based application: ‘Error :0x80040106 MAPI_E_UNKNOWN_FLAGS’ ”
- KB948496, “An update to turn off default SNP features is available for Windows Server 2003-based and Small Business Server 2003-based computers”

For information on running the Server Updates Wizard, see *Software Installed by the Cisco Unity Server Updates Wizard in 2010* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/updates/wizard/2010cuupwz.html.

(As with all patches installed by the Server Updates wizard, the patches are installed only when applicable.)

Step 11 Right-click the **Cisco Unity icon** in the Windows taskbar, and click **Stop Cisco Unity**.

Step 12 In the Services MMC, stop the **CuMDBStoreMonitorStore service**.

Step 13 On the Cisco Unity server, uninstall the applicable Exchange software:

Exchange Server 2003 System Management Tools	Uninstall by using the Windows Add/Remove Software Control Panel. Requires the Exchange 2003 installation disc.
Exchange Server 2007 MAPI	Uninstall by using the Windows Add/Remove Software Control Panel.

Step 14 On the Cisco Unity server, install **ExchangeMapiCdo.exe**, which you downloaded in Step 4.

Step 15 On the Cisco Unity server, install the version of the Permissions wizard that you downloaded in Step 2.

Step 16 Run the Permissions wizard, and select the Exchange 2010 message stores in which mailboxes for Cisco Unity subscribers will be homed.

Step 17 At the end of the Permissions wizard, on the You Have Completed the Cisco Unity Permissions Wizard page, click **Granting Microsoft Exchange Administrator Rights**, and do the procedure in the Help file to add the installation and directory services accounts to the Exchange 2010 Organization Management role group.

Step 18 Restart the Cisco Unity server.

Step 19 Move or create a mailbox for the Cisco Unity message store services account (typically UnityMsgStoreSvc), as applicable:

Exchange 2003 or Exchange 2007 mailbox already exists	Move the mailbox for the account to Exchange 2010.
No mailbox	Create a mailbox for the account in Exchange 2010.

- Step 20** Remove the Exchange 2010 RPC limit for the message store services account by creating and applying a new mailbox policy to the message store services account:
- a. Open an Exchange 2010 Management Shell window.
 - b. Create a new policy with unlimited RPC connections, for example:
`new-throttlingpolicy -name "Unity Exchange 2010 Policy" -RCAMaxConcurrency $null`
 - c. Apply the new policy to the message store services account, for example:
`set-mailbox -identity "UnityMsgStoreSvc" -throttlingpolicy "Unity Exchange 2010 Policy"`
 - d. Confirm that the mailbox is using the new policy, for example:
`get-mailbox -identity "UnityMsgStoreSvc" | fl | findstr "Throttling Policy"`
 - e. *If you have more than one Cisco Unity server:* Repeat Step c and Step d for every message store services account in the forest.

 We recommend that you apply the policy to all message store service accounts, even the accounts for Cisco Unity servers for which you do not currently intend to home subscriber mailboxes in Exchange 2010 message stores. Applying the policy does not affect Cisco Unity performance, and it ensures that you will not encounter problems if you later move mailboxes to an Exchange 2010 server.
 - f. On each Exchange 2010 server with the CAS role, restart the Microsoft Exchange RPC Client Access service.
- Step 21** *If you want to use the Exchange 2010 server as the partner Exchange server:* Do the procedure in the [“Changing the Partner Server for a Cisco Unity 8.0, 7.0, and/or 5.0 Server to an Exchange 2010 Server”](#) section on page 4.
- Step 22** Repeat [Step 7](#) through [Step 19](#) and [Step 21](#) on every Cisco Unity 8.0, 7.0, and/or 5.0 server for which subscriber mailboxes will be homed in Exchange 2010 message stores.

Changing the Partner Server for a Cisco Unity 8.0, 7.0, and/or 5.0 Server to an Exchange 2010 Server

Revised July 2, 2010

Do the procedure in this section to change the partner Exchange server for a Cisco Unity 8.0, 7.0, and/or 5.0 server to an Exchange 2010 server.

To Change the Partner Server for a Cisco Unity 8.0, 7.0, and/or 5.0 Server to an Exchange 2010 Server

- Step 1** *If you have not already configured Cisco Unity for Exchange 2010:* Do the procedure in the [“Adding One or More Exchange 2010 Servers to an Existing Cisco Unity 8.0, 7.0, and/or 5.0 Installation”](#) section on page 1.
- Step 2** *If there are two or more Exchange 2010 servers in the environment:* Determine which of the Exchange servers to use as the partner Exchange server. See the [“Determining the Partner Exchange Server for Cisco Unity 8.0, 7.0, and/or 5.0”](#) section on page 9.
- Step 3** In the Add/Remove Programs Control Panel, run the Cisco Unity Message Store Configuration wizard, and select the following options:

For the message store version	Select Microsoft Exchange 2007/2010 .
For the server	Select the Exchange 2010 server that you want to use as the partner Exchange server.

Installing a New Cisco Unity 8.0, 7.0, and/or 5.0 Server Into a Mixed Exchange Environment and Choosing a Partner Server Other Than Exchange 2010

Revised July 2, 2010

Do the procedure in this section to install a new Cisco Unity 8.0, 7.0, and/or 5.0 server that uses a mixed Exchange environment—including Exchange 2010 servers—and to configure Cisco Unity to use Exchange 2010 as a message store but without using Exchange 2010 as the partner Exchange server.

To Install a New Cisco Unity 8.0, 7.0, and/or 5.0 Server Into a Mixed Exchange Environment and to Choose a Partner Server Other Than Exchange 2010

- Step 1** Install the Cisco Unity server by following the applicable version of the *Installation Guide for Cisco Unity Release <x>* in a *Unified Messaging Configuration with Microsoft Exchange* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.



Note For a 7.0 server, use a 5.x *Installation Guide*—content and instructions in the 5.x guides apply to installing version 7.0 as well. See also the “New Functionality” and “Changed Functionality” sections of *Release Notes for Cisco Unity Release 7.0(2)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/7x/release/notes/702curelnotes.html.

- Step 2** Update Cisco Unity to function correctly with Exchange 2010. See the “[Adding One or More Exchange 2010 Servers to an Existing Cisco Unity 8.0, 7.0, and/or 5.0 Installation](#)” section on page 1.

Installing a New Cisco Unity 8.0, 7.0, and/or 5.0 Server and Choosing an Exchange 2010 Server as the Partner Server

Revised August 9, 2010

Do the procedure in this section to install a new Cisco Unity server and to use an Exchange 2010 server as the partner Exchange server.



Caution

To use an Exchange 2010 server as the partner Exchange server, you must follow the procedure in this section, which contains exceptions to the instructions in the *Installation Guide for Cisco Unity*. If you follow the *Installation Guide* instructions alone—ignoring this procedure—the installation will fail.

To Install a New Cisco Unity 8.0, 7.0, and/or 5.0 Server and to Choose an Exchange 2010 Server as the Partner Server

- Step 1** Ensure that you have access to the applicable version of the *Installation Guide for Cisco Unity Release <x>* in a *Unified Messaging Configuration with Microsoft Exchange* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.



Note For a 7.0 server, use a 5.x *Installation Guide*—content and instructions in the 5.x guides apply to installing version 7.0 as well. See also the “New Functionality” and “Changed Functionality” sections of *Release Notes for Cisco Unity Release 7.0(2)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/7x/release/notes/702curelnotes.html.

- Step 2** Download the applicable Cisco Unity engineering special:
- Go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.
 - In the tree control on the Downloads page, expand **Unified Communications Applications > Voice Mail and Unified Messaging > Cisco Unity**, and click **Cisco Unity Version <version>**.
 - Click **Cisco Unity System Software**, and follow the on-screen prompts to download the latest ES.
 - Click the **Readme for <version>ESxx** link and save a copy of the file. You need it later in the process.
- Step 3** Download the latest version of the **Cisco Unity Permissions wizard 5.01+** from <http://ciscounitytools.com/Applications/Unity/PermissionsWizard/Unity50/PW50.html>.
- Step 4** Download the latest version of the **Cisco Unity Server Updates wizard**. For information on downloading the Server Updates wizard, see *Software Installed by the Cisco Unity Server Updates Wizard in 2010* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/updates/wizard/2010cuupwz.html. Do not run the wizard now; you do so later.
- Step 5** Download the following software from the Microsoft website:
- Update Rollup 3 or later for Exchange Server 2010.
 - ExchangeMapiCdo.exe**, available on the “Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1” page.



Caution Do not use the version of ExchangeMapiCdo.exe on the Cisco Unity 8.0 Prerequisites DVD, or Cisco Unity will not function with Exchange 2010.

- Step 6** Install Update Rollup 3 or later for Exchange Server 2010 on every Exchange 2010 server in the Exchange organization.
- Step 7** *If you are installing a new Cisco Unity 8.0 server:* In the applicable *Installation Guide for Cisco Unity*, do the tasks in the “Overview of Mandatory Tasks for Installing Cisco Unity 8.x” chapter plus some additional Exchange 2010 tasks as noted here:
- Do the installation tasks until you reach the “Determining the Partner Exchange Server for Cisco Unity 8.x” section in the “Customizing the Cisco Unity 8.x Platform” chapter.
 - Do the procedure in the “[Determining the Partner Exchange Server for Cisco Unity 8.0, 7.0, and/or 5.0](#)” section on page 9 of this document.

- c. Install **ExchangeMapiCdo.exe**. This is the application that you downloaded in [Step 5](#) of this procedure.
- d. Continue with the installation tasks until you reach the “Granting Permissions for Cisco Unity 8.x with the Permissions Wizard” section in the “Creating Accounts for the Cisco Unity 8.x Installation and Granting Permissions” chapter.
- e. Install and run the version of the Permissions wizard that you downloaded in [Step 3](#) of this procedure.
- f. At the end of the Permissions wizard, on the You Have Completed the Cisco Unity Permissions Wizard page, click **Granting Microsoft Exchange Administrator Rights**, and follow the procedure in the Help file to add the installation and directory services accounts to the Exchange 2010 Organization Management role group. If you will be homing mailboxes for Cisco Unity subscribers in Exchange 2003 and/or Exchange 2007, do the applicable procedures for those versions of Exchange, too.
- g. Continue with the installation tasks until you reach the “Installing and Configuring Cisco Unity Software” section in the “Installing and Configuring Cisco Unity Software” chapter.
- h. Skip to [Step 8](#).

If you are installing a new Cisco Unity 7.0 or 5.0 server: In the applicable *Installation Guide for Cisco Unity*, do the tasks in the “Overview of Mandatory Tasks for Installing Cisco Unity” chapter plus some additional Exchange 2010 tasks as noted here:

- a. Do the installation tasks until you reach the “Determining the Partner Exchange Server” section in the “Setting Up Exchange” chapter.
- b. Do the procedure in the “[Determining the Partner Exchange Server for Cisco Unity 8.0, 7.0, and/or 5.0](#)” section on [page 9](#) of this document.
- c. Install **ExchangeMapiCdo.exe**. This is the application that you downloaded in [Step 5](#) of this procedure.
- d. Skip the next section in the *Installation Guide for Cisco Unity*, “Installing Exchange Administration Software on the Cisco Unity Server.” ExchangeMapiCdo.exe replaces the MAPI functionality that Cisco Unity gets from Exchange 2003 System Management Tools.



Caution

Do not install Exchange 2003 System Management Tools on the Cisco Unity server, or Cisco Unity will not function properly with Exchange 2010.

- e. Continue with the installation tasks until you reach the “Granting Permissions with the Cisco Unity Permissions Wizard” section in the “Creating Accounts for the Installation and Granting Permissions” chapter.
- f. Install and run the version of the Permissions wizard that you downloaded in [Step 3](#) of this procedure.
- g. At the end of the Permissions wizard, on the You Have Completed the Cisco Unity Permissions Wizard page, click **Granting Microsoft Exchange Administrator Rights**, and follow the procedure in the Help file to add the installation and directory services accounts to the Exchange 2010 Organization Management role group. If you will be homing mailboxes for Cisco Unity subscribers in Exchange 2003 and/or Exchange 2007, do the applicable procedures for those versions of Exchange, too.
- h. Continue with the installation tasks until you reach the “Installing and Configuring Cisco Unity Software” section in the “Installing and Configuring Cisco Unity Software” chapter.
- i. Continue with [Step 8](#).

Step 8 *If you downloaded Cisco Unity 7.0(2) ES 35 in Step 2:* Run the ES to extract the contents of the self-extracting executable file to a hard disk on the Cisco Unity server.

If you downloaded a different ES: Copy the ES to a hard disk on the Cisco Unity server.

Step 9 In the *Installation Guide*, in the “Installing and Configuring Cisco Unity Software” section in the chapter of the same name, do the applicable procedure:

- *Cisco Unity 8.0:* “Starting the Cisco Unity System Setup Assistant and Installing Cisco Unity 8.x Software”
- *Cisco Unity 7.0 and 5.0:* “Starting the Cisco Unity Installation and Configuration Assistant and Installing Cisco Unity Software”

Restart the Cisco Unity server when prompted.

After the server restarts, the installation application restarts.

Step 10 Minimize the Assistant.

Step 11 Install the ES and additional patches. See the instructions in the readme file you saved in Step 2d of this procedure.



Caution You must complete the entire procedure in the readme file, including the installation of the additional patches, or Cisco Unity will not function correctly.

Step 12 Restart the Cisco Unity server when prompted. After the server restarts, the Assistant restarts.

Step 13 Continue the installation. In the *Installation Guide*, pick up at the procedure “Installing License Files” in the “Installing and Configuring Cisco Unity Software” section in the chapter of the same name, noting the following exceptions:

- As for an installation with an Exchange 2007 partner server, the Cisco Unity Message Store Configuration wizard creates scripts that must be run either on the partner Exchange 2010 server or on another Exchange 2010 server on which Exchange Management Shell is installed. Follow the instructions for Exchange 2007 to run the scripts on an Exchange 2010 server.
- When you run the Cisco Unity Server Updates wizard to install Microsoft security updates, run the version that you downloaded in Step 4 of this procedure. One of the updates (KB948496, “An update to turn off default SNP features is available for Windows Server 2003-based and Small Business Server 2003-based computers”) is required for Cisco Unity to function correctly with Exchange 2010. For information on running the Server Updates wizard, see *Software Installed by the Cisco Unity Server Updates Wizard in 2010* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/updates/wizard/2010cuupwz.html.

Step 14 Move or create a mailbox for the Cisco Unity message store services account (typically UnityMsgStoreSvc), as applicable:

Exchange 2003 or Exchange 2007 mailbox already exists	Move the mailbox for the account to Exchange 2010.
No mailbox	Create a mailbox for the account in Exchange 2010.

Step 15 Remove the Exchange 2010 RPC limit for the message store services account by creating and applying a new mailbox policy to the message store services account:

- a. Open an Exchange 2010 Management Shell window.
- b. Create a new policy with unlimited RPC connections, for example:

- new-throttlingpolicy -name "Unity Exchange 2010 Policy" -RCAMaxConcurrency \$null**
- c. Apply the new policy to the message store services account, for example:
set-mailbox -identity "UnityMsgStoreSvc" -throttlingpolicy "Unity Exchange 2010 Policy"
 - d. Confirm that the mailbox is using the new policy, for example:
get-mailbox -identity "UnityMsgStoreSvc" | fl | findstr "Throttling Policy"
 - e. On each Exchange 2010 server with the CAS role, restart the Microsoft Exchange RPC Client Access service.

Step 16 Restart the Cisco Unity server.

Determining the Partner Exchange Server for Cisco Unity 8.0, 7.0, and/or 5.0

Revised July 2, 2010

During Cisco Unity installation, you will be prompted to select an Exchange server for Cisco Unity 8.0, 7.0, or 5.0 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 an Exchange 2007 cluster is configured, use either an Exchange server outside the cluster or a cluster mailserver. When an Exchange 2010 DAG (Database Availability Group) is configured, use either an Exchange server outside the DAG, or a mailbox database within the DAG. (When you run the Message Store Configuration wizard later in the installation, the wizard lists only these Exchange servers.)
 - When Cisco Unity subscriber mailboxes will be homed in Exchange 2010 as well as in Exchange 2007 and/or Exchange 2003, 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 2010 servers, based on the following considerations:
 - To be used as the partner Exchange server, an Exchange 2010 server must have the Mailbox server role installed.
 - If you choose an Exchange 2010 server, when you run the Cisco Unity Message Store Configuration wizard during the installation process, the wizard creates scripts that must be run either on the partner Exchange 2010 server or on another Exchange 2010 server on which Exchange Management Shell is installed. (The scripts create Exchange mailboxes that Cisco Unity cannot create directly in Exchange 2010.) By default, scripts cannot be run remotely, so you may need to be at an Exchange 2010 server to run them. If physical access to the Exchange servers is restricted, you can choose an Exchange 2003 server as the partner Exchange server, and Cisco Unity can create the accounts automatically.
-

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2010 Cisco Systems, Inc. All rights reserved.