



CHAPTER 1

Configuring the Browser on a Cisco Unity Connection 9.x Administrator Workstation

To access Cisco Unity Connection Administration, Cisco Unified Serviceability, Cisco Unity Connection Serviceability, Disaster Recovery System, and other web applications on the Connection server, the browsers must be set up correctly on an administrator workstation.

See the applicable section, depending on the browsers installed on the computer:

See the applicable section, depending on the browsers installed on the computer:

- [Configuring Firefox on a Cisco Unity Connection 9.x Administrator Workstation, page 1-1](#)
- [Configuring Microsoft Internet Explorer on a Cisco Unity Connection 9.x Administrator Workstation, page 1-2](#)

Note the following:

- Make sure to run trusted sites while opening Cisco Unity Connection Administration, Cisco Personal Communications Assistant, and Web Inbox.
- We recommend that you use the hostname for accessing Cisco Unity Connection.

Configuring Firefox on a Cisco Unity Connection 9.x Administrator Workstation

Do the following tasks to set up Firefox for accessing the Cisco Unity Connection web applications.

1. Confirm that the software required for correct browser configuration is installed. See the “Software Requirements—Administrator Workstations” section of the applicable System Requirements document:
 - *System Requirements for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html
 - *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucmbesysreqs.html
2. Configure Firefox:
 - a. Enable Java.

- b. Enable Java Script > Enable Change Images in Java Script Advanced.
- c. Allow sites to set cookies. (For security purposes, we recommend that you set this to Allow Sites to Set Cookies for the Originating Web Site Only.)

Configuring Microsoft Internet Explorer on a Cisco Unity Connection 9.x Administrator Workstation

Do the following tasks to set up Internet Explorer for accessing the Cisco Unity Connection web applications.

1. Confirm that the software required for correct browser configuration is installed. See the “Software Requirements—Administrator Workstations” section of the applicable System Requirements document:
 - *System Requirements for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html
 - *System Requirements for Cisco Unity Connection in Cisco Unified CMBE Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucmbesysreqs.html
2. Configure Internet Explorer:
 - a. Enable Active scripting.
 - b. Download and run ActiveX controls.
 - c. Enable Java scripting.
 - d. Accept all cookies.
 - e. Automatically check for newer versions of temporary Internet files.
 - f. Enable Medium-High privacy.
 - g. If you are running Microsoft Windows Server 2003 and using Internet Explorer version 6.0 to access the Cisco PCA, add the Connection server to the Trusted Sites list by doing the following procedure.



Note

Microsoft Internet Explorer 7.0, 8.0, and 9.0 versions support both the IPv4 and IPv6 addresses on Windows XP, Windows Vista, and Windows 7 operating systems. However, the IPv6 address works only when Connection platform is configured in Dual (IPv4/IPv6) mode. For more information on Configuring IPv6 settings, see Adding or Changing the IPv6 Addresses of Cisco Unity Connection chapter of *Reconfiguration and Upgrade Guide for Cisco Unity Connection* guide at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html.

To Add the Cisco Unity Connection Server to the List of Trusted Sites (Windows Server 2003 with Internet Explorer 6.0 Only)

- Step 1** Open the Cisco Personal Communications Assistant Sign-in page. It is not necessary to sign in to the Cisco PCA.
- Step 2** On the Internet Explorer File menu, select **Add This Site To > Trusted Sites Zone**.

- Step 3** In the Trusted Sites dialog box, select **Add**.
 - Step 4** Select **Close** to close the Trusted Sites dialog box.
 - Step 5** Restart Internet Explorer.
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