



Installation and Licensing

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Installation or Upgrade from Downloaded Software Fails

If you downloaded Cisco Unity Connection from the Cisco website and burned a disc without having the disc-burning application verify the burned disc, a Connection installation or upgrade may fail with any of a variety of errors because of errors on the burned disc. We recommend the following:

- When you download the software, make note of the MD5 value, and use a checksum generator to verify that the MD5 checksum of the downloaded .iso file matches the checksum that is listed on Cisco.com. Free checksum tools are available on the Internet.
- When you burn a disc of the downloaded software, choose the option to verify the contents of the burned disc, which compares the contents of the disc with the contents of the downloaded .iso file.

A Drive Is Filling Up

A drive may fill up for two different reasons. See the applicable section:

- [Connection Was Uninstalled and Reinstalled, page 5-1](#)
- [G: Drive Is Missing, page 5-2](#)

Connection Was Uninstalled and Reinstalled

When you uninstall Cisco Unity Connection, the Connection uninstaller does not remove Connection database and log directories on the E: and F: drives. If you then reinstall Connection without reinstalling the operating system by using the Cisco Platform Configuration disc, Connection Setup cannot move databases and logs from the installation drive to drives E: and F: because the directories in the target location already exist.

A Drive Is Filling Up

Because the database on the installation drive is in use, moving it is a complex and error-prone process. If you encounter this problem, we recommend that you resolve it by doing the following tasks:

1. Back up the Cisco Unity Connection data by using the Connection Disaster Recovery Backup tool (DiRT). The latest version of the Disaster Recovery Backup tool (and the Disaster Recovery Restore tool, which you will need in task 3.) is available at http://ciscounitytools.com/App_CUC_DisasterRecoveryTool.htm. (Both tools are also in Cisco Unity Tools Depot.) For information on using Disaster Recovery tools, see the DiRT Help.
2. Reinstall and reconfigure all software on the Connection server. In the *Cisco Unity Connection Installation Guide, Release 1.x*, in the “Overview of Mandatory Tasks for Installing a Cisco Unity Connection 1.x System” chapter, do Task 2, and Task 4 through Task 7.



Caution When you reinstall and reconfigure Windows, you must give the server the same name that it had before the reinstall, or any SSL certificates that you installed on the Connection server will be invalid.

You can skip the following sections in the “Setting Up and Configuring the Server, and Obtaining License Files” chapter:

- “Installing a Memory Upgrade (Selected Servers Only)”
- “Setting Up the Server”
- “Configuring a Dual NIC”
- “Obtaining Cisco Unity Connection License Files (Connection Server Only)”

The *Cisco Unity Connection Installation Guide, Release 1.x* is available at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

3. Restore the data that you backed up in Task 1. by using the Connection Disaster Recovery Restore tool.

G: Drive Is Missing

If you installed Windows while a device was plugged in to a USB port on the Cisco Unity Connection server, the device may have been interpreted as a storage device and may have been assigned drive letter G. (The device need not be a removable storage device for this problem to occur.) As a result, data that would have been moved from the installation drive during Connection setup (including the directory for message files, and Connection languages) remains on that drive, and the drive quickly fills up.

To Determine Whether Drive G: Was Assigned to a USB Device

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| Step 1 | On the Cisco Unity Connection server, open Windows Explorer. |
| Step 2 | On the View menu, click Details . |
| Step 3 | In the left frame, click My Computer . |
| Step 4 | In the right frame, confirm that the device type for drives C:, D:, E:, F:, and G: is Local Disk. |
| Step 5 | If the device type for any of the drives is not Local Disk, do the following “ To Resolve a Problem with a Missing Drive G: ” procedure. |
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To Resolve a Problem with a Missing Drive G:

- Step 1** Back up the Cisco Unity Connection data by using the Connection Disaster Recovery Backup tool (DiRT).



Note The latest version of the Disaster Recovery Backup tool (and the Disaster Recovery Restore tool) is available at http://ciscounitytools.com/App_CUC_DisasterRecoveryTool.htm. (Both tools are also in Cisco Unity Tools Depot.) For information on using the Disaster Recovery tools, see the DiRT Help.

- Step 2** Delete the existing RAID configuration by doing the applicable sub-steps, depending on your server.



Caution Deleting the RAID configuration deletes all applications and all data on the Connection server.

If the Connection server was manufactured by Hewlett Packard:

- a. Start the server, and, when prompted to press Ctrl-A to start the Adaptec RAID Configuration Utility, press **Ctrl-A**.
- b. Select Array Configuration Utility, and press **Enter**.
- c. Select Manage Arrays, and press **Enter**.
- d. In the list of RAID arrays, select the first RAID array, and press **Del** to delete it.
- e. Repeat Step d. until you have deleted all RAID arrays.
- f. Exit the utility.
- g. If you are prompted to save changes, choose the option to save.

If the Connection server was manufactured by IBM:

- a. Start the server and, at system POST, press the applicable keys to start IBM ServeRAID Mini Configuration. On most IBM servers, this is **Ctrl-I**.
- b. On the IBM ServeRAID Mini Configuration Main Menu, select **Advanced Functions**, and press **Enter**.
- c. On the IBM ServeRAID Mini Configuration Advanced Functions Menu, select **Restore to Factory-Default Settings**, and press **Enter**.
- d. Follow the on-screen prompts.

- Step 3** Reinstall and reconfigure all software on the Connection server. In the *Cisco Unity Connection Installation Guide, Release 1.x*, in the “Overview of Mandatory Tasks for Installing a Cisco Unity Connection 1.x System” chapter, do Task 2, and Task 4 through Task 7.



Caution When you reinstall and reconfigure Windows, you must give the server the same name that it had before the reinstall, or any SSL certificates that you installed on the Connection server will be invalid.

You can skip the following sections in the “Setting Up and Configuring the Server, and Obtaining License Files” chapter:

- “Installing a Memory Upgrade (Selected Servers Only)”

■ Removing a License File

- “Setting Up the Server”
- “Configuring a Dual NIC”
- “Obtaining Cisco Unity Connection License Files (Connection Server Only)”

**Note**

The *Cisco Unity Connection Installation Guide, Release 1.x* is available at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

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- Step 4** Restore the data that you backed up in [Step 1](#) by using the Connection Disaster Recovery Restore tool.
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Removing a License File

Although you can add multiple license files by using the Cisco Unity Connection Configuration Assistant, you cannot use it to remove license files.

To remove license files, in Cisco Unity Connection Administration, expand System Settings > Licenses. On the Licenses page, uncheck the check box(es) for the license file(s) that you want to remove and click Delete Selected.

License files are not physically removed from the system, but they are no longer installed. To remove a license file from the list of files on the Licenses page, delete the file from the Program Files\Cisco Systems\Cisco Unity Connection\Licenses directory.

Determining Licensing Status

To determine the licensing status of Cisco Unity Connection, in Cisco Unity Connection Administration, expand System Settings > Licenses. On the Licenses page, click the applicable report link in the upper right corner under Related Links, to either Run License Report or View License Usage. The first report lists any license violations. The second report lists all license counts.