



Using Microsoft Remote Desktop to Administer the Cisco Unity Connection Server

Limitations

Microsoft Remote Desktop is an application that can be used to remotely access the Cisco Unity Connection server. Remote Desktop is automatically installed but not enabled by the Cisco Platform Configuration disk. Note the following limitations with using Remote Desktop:

- You cannot access the Cisco Unity Connection Server Status utility.
- You cannot see any Cisco Security Agent for Cisco Unity pop-up notifications. This can cause problems when you are installing applications or doing file modifications.
- Do not remotely access the Connection server by using a remote desktop “console” session. Running Remote Desktop in console mode remaps the WAV driver to the connecting client, which will cause the telephony integration with your phone system to fail. This will manifest as dropped calls on the server.
- Remote Desktop allows multiple remote sessions logged on to the system at one time. This should be avoided by always logging off when using Remote Desktop or forcing users to log off when a session ends. See the [“To Log Off When Using Microsoft Remote Desktop” procedure on page A-1](#).

In general, VNC is a better application to use for remotely maintaining Connection. It does not have any limitations. However there is a slight increase in CPU utilization during a VNC session with a remote client running.

To avoid potential service performance problems, avoid using any remote access program while the Connection server is under a medium to heavy load.

To Log Off When Using Microsoft Remote Desktop

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| Step 1 | On the Cisco Unity Connection server, on the Windows Start menu, click Administrative Tools > Terminal Services Configuration . |
| Step 2 | In the left tree control, click Connections . |
| Step 3 | In the right window, double-click RDP-Tcp . |
| Step 4 | In the RDP-Tcp Properties dialog box, on the Session tab, set the When Session Limit Is Reached or Connection Is Broken field to End Session . |
| Step 5 | On the Network Adaptor tab, set the Maximum Connections field to 1 . |
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