

Forcing Cisco Unity to Start When Exchange is Unavailable

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solution

Related Information

Introduction

The Unity_<servername> mailbox is used as the primary connection between Exchange and Cisco Unity. At startup, Cisco Unity logs into the Unity_<servername> mailbox using the Messaging Application Programming Interface (MAPI) protocol and fails to start if it cannot log into the mailbox.

This document describes how to change registry values on the Cisco Unity server to allow Cisco Unity to start if the Exchange server on which the Unity_<servername> mailbox is homed is unavailable.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on this software version:

- Cisco Unity versions 3.0(1) and later that are integrated with Microsoft Exchange version 5.5 Service Pack 4 or Microsoft Exchange 2000.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Problem

When the Exchange server on which the Unity_<servername> mailbox is homed is unavailable, Cisco Unity does not start. This problem occurs in Cisco Unity versions 3.0(1) and later that are integrated with Microsoft Exchange version 5.5 Service Pack 4 or Microsoft Exchange 2000. However, when this problem occurs, a Cisco Unity administrator may want to start Cisco Unity in Unity Message Repository (UMR) mode.

When Cisco Unity in UMR mode runs, it allows the application to start, take messages. It also allows the retrieval of messages left during the Exchange outage by subscribers. These messages are kept by Cisco Unity in the \CommServer\unityMta directory. Once the Exchange outage is resolved, the system must be restored to the original registry settings and the messages kept in this directory are moved by Cisco Unity into the proper mailboxes on Exchange.

Solution

This procedure defines how to change the registries in Cisco Unity to allow it to start when the Exchange server on which the Unity_<servername> mailbox is homed is unavailable.

Note: For information about how to edit the registry, view the "Changing Keys and Values" Help topic in the Registry Editor (Regedit.exe) or the "Add and Delete Information in the Registry" and "Edit Registry Data" Help topics in Regedt32.exe.



Caution: Incorrect use of Registry Editor can cause serious problems that can require you to re-install your operating system. Cisco cannot guarantee that problems which result from the incorrect use of Registry Editor can be solved. For information about how to use Registry Editor, view the "Restoring the Registry" Help topic in Regedit.exe or the "Restoring a Registry Key" Help topic in Regedt32.exe.

1. (*Recommended*) Before you edit the registry, it is highly encouraged that you backup the registry keys and that you update the emergency repair disk.
2. Make these registry key changes:

- ◆ Add a new DWORD key called **All Servers Down** and set its value to **1**.

HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\AvWm\1.00

- ◆ Edit the DWORD key called **LogonDefault** to set the value to **3** instead of 7, which is the default.

HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Doh\1.00

- ◆ Add a new DWORD key called **EmulateExDown** and set its value to **1**.

HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\UMR\1.00

3. Restart Cisco Unity.

Cisco Unity now starts even though the Exchange server on which the Unity_<servername> mailbox is homed is unavailable.

Note: You must restore the original values of the registry keys and restart Cisco Unity when the Exchange server becomes available.

Make these changes and then restart Cisco Unity in order to restore the original values:

- Remove the DWORD key called **All Servers Down**.

HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\AvWm\1.00

- Edit the DWORD key called **LogonDefault** in order to set the value to **7**, which is the default.

HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Doh\1.00

- Remove the DWORD key called **EmulateExDown**.

HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\UMR\1.00

Related Information

- [Voice Technology Support](#)
 - [Voice and IP Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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