

# How to Start Cisco Unity in UMR Mode

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## Introduction

The Cisco Unity Message Repository (UMR), built into Cisco Unity 3.x, allows outside callers to leave messages for users when their primary exchange server is offline. Messages are temporarily stored in SQL and can be accessed via a special UMR conversation from within SQL. When the primary exchange server comes back online, Cisco Unity passes the messages onto the correct message store. For additional information, refer to *Cisco Unity: Defining the Unity Message Repository*.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Familiarity with *Cisco Unity: Defining the Unity Message Repository*

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unity for Exchange versions 3.1x and later

**Note:** In Cisco Unity 4.x, Cisco Unity will automatically boot in UMR Mode if Exchange is unavailable. There are no configuration changes needed in Cisco Unity 4.x.

### Conventions

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

## Problem

When the primary exchange server is offline, you may need to start Cisco Unity in UMR mode, bypassing a connection to the Exchange private information store on startup. This document explains how to do this.

**Note:** Please note that this solution is intended as a temporary solution only. Cisco Unity upgrades should *never* be performed when Cisco Unity is running in UMR mode and is not attached to the primary Exchange server.

# Solution

The following solution provides information on how to start Cisco Unity in UMR mode if the primary exchange server is unavailable. The following registry keys must be edited/added in order. Depending on the version of Cisco Unity, some keys will not exist and will need to be created.



**Caution:** Incorrect use of Registry Editor can cause serious problems that may require you to re-install your operating system. Cisco cannot guarantee that problems resulting 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.

Follow the steps below:

1. Open the registry on the Cisco Unity Server.
2. Go to **HKLM > Software > Active Voice > AvWm > 1.00** and add a new DWORD key called "**All Servers Down**" and set its value to **1**.
3. Go to **HKLM > Software > Active Voice > Doh > 1.00** and edit the LogonDefault value to be **3** instead of the default of 7.

This forces Cisco Unity to not try to connect to the messaging service.

4. Go to **HKLM > Software > Active Voice > UnityUMR > 1.00** and add a new DWORD key called "**EmulateExDown**" and set its value to **1**.
5. Reboot the Cisco Unity Server.

Cisco Unity will now come up in UMR mode. When the Exchange server is once again available, you will need to undo the changes made in steps 2–4 and reboot the Cisco Unity server.

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## Related Information

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

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