

Cisco Unity Upgrade 3.1 (5) Asks for Message Store Monitor Service Account Password at Setup

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Introduction

A new service, AvMsgStoreMonitorSvr, was added to Cisco Unity 3.1(5) to help improve performance and stability. The new service requires that a version of the Cisco Unity Server Configuration Wizard run after an upgrade, to register the new service. If your Cisco Unity services are configured to log on as an account other than LocalSystem, you are prompted to enter the password for that account by the Cisco Unity Server Configuration Wizard.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

- Cisco Unity Upgrade 3.1 (5)

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

For more information on document conventions, refer to Cisco Technical Tips Conventions.

Problem

In most cases, if the Cisco Unity services are configured to log on as an account other than LocalSystem. The

services are configured to log on as the **Unity_<Servername>** account. This can cause some confusion, as the installer may no longer know the password to this account. The procedure described here addresses this issue.

As the Cisco Unity Server Configuration Wizard progresses, you may be prompted for the password of the account that logs into Cisco Unity services. If you do not know this password, follow these steps:

1. Cancel the Cisco Unity Server Configuration Wizard.
2. Reset the password for the Cisco Unity services account.
3. Reconfigure Cisco Unity services with the new password.
4. Run the configuration wizard again.

This document is designed to help you identify the steps to accomplish these tasks and to get the new AvMsgStoreMonitorSvr service configured correctly.

Solutions

Perform these procedures in order to reset the password for the service account which runs the AvCsGateway, AvCsMgr, AvGaenSvr, and AvUMRSyncSvr services, reset the Cisco Unity services, and run the Cisco Unity Configuration Wizard again.

Canceling the Cisco Unity Configuration Wizard

Perform this step to cancel the Cisco Unity Configuration Wizard:

When you are prompted to enter the Message Store Monitor Service Account Password, click **Cancel**.



Resetting the Password for the Service Account

The steps here shows how to reset the password for the service account:

1. Open the services applet to determine the service account.
2. Double-click the **AvCsMgr** service.
3. Click the **Log On** tab. The account listed in the **This account** field is the service account.

4. If Cisco Unity is installed in an Active Directory domain, go to Step 5. If Cisco Unity is installed in an NT4 domain, go to Step 8.
5. In the Active Directory Users and Computers window, right-click the **Service** account.
6. Click **Reset Password**.
7. Enter a new password for the account and click **OK**. Continue with the next procedure, Resetting the Cisco Unity Services to Use the New Password.
8. In the User Manager for Domains window, highlight the **Service** account.
9. Go to **User > Properties**.
10. Enter a new password for the account and click **OK**. Continue with the next procedure, Resetting the Cisco Unity Services to Use the New Password.

Resetting the Cisco Unity Services to Use the New Password

Follow these steps to use the newly-created password:

1. In the services applet, double-click the **AvCsGateway** service.
2. Click the **Log On** tab.
3. Enter the new password in the **Password** and **Confirm Password** fields.
4. Click **OK**.
5. Repeat Steps 1 through 4 for the AvCsMgr, AvGaenSvr, and AvUMRSyncSvr services.
6. Stop and start each service from the services applet.

Running the Cisco Unity Configuration Wizard

Follow these steps in order to run the configuration wizard:

1. Double-click the **Configuration Setup** shortcut on the desktop.
2. When prompted for the Message Store Monitor Service Account Password, enter the new password assigned in the previous steps, then follow the on-screen prompts to complete the Cisco Unity Configuration Wizard.

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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