

# Cisco Unity Bridge: Aborting a Unity-to-Bridge Full Directory Synchronization

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## Introduction

The Cisco Unity Bridge maintains a permanent directory of Cisco Unity subscribers. Cisco Unity keeps its subscriber directory synchronized with the subscriber directory on the bridge. The bridge connector (a Cisco Unity component that runs as a Windows 2000 service called CsBridgeConnector) watches for changes in subscriber data by monitoring the SQL database on the Cisco Unity server that communicates with the bridge. If a change is detected, the bridge connector sends the updated data to the bridge.

Directory synchronization does not impact messaging. Subscribers can still send and receive messages when the directories are not synchronized. If Cisco Unity subscriber information is missing from the bridge directory, then the Octel system cannot retrieve the voice name when an Octel subscriber addresses a message, but the message is still delivered. When Cisco Unity and the bridge are initially configured, a full synchronization occurs. Subsequently, if there is a change to Cisco Unity subscriber data, then only the changed data is sent to the bridge.

The bridge synchronization options in the Cisco Unity Administrator allow you to control the scope when synchronizing the subscriber directory on the bridge with the subscriber directory on Cisco Unity. Additionally, it provides an option for forcing a full synchronization.

The amount of time necessary for a full synchronization depends on many factors, such as the network connection to the bridge, the size of the directory, whether subscribers have recorded voice names, and the codec used to record the voice names. (Voice name data is large in comparison with the other subscriber information that is sent to the bridge.)

To get an idea of how long a full synchronization from Cisco Unity to the bridge may take, here are a few examples:

- 1000 subscribers with 5-second voice names recorded with the G.711 codec approximately five hours.
- 1000 subscribers with no recorded voice names approximately 3 minutes.
- 1000 subscribers with 2.5-second voice names recorded with the G.711 codec approximately 2.5 hours.
- 1000 subscribers with 2.5-second voice names recorded with the G.729a codec approximately one hour.



**Warning:** Once a full synchronization of Cisco Unity subscriber data to the bridge has been initiated, either manually using the Synchronize button in the Cisco Unity Administrator or automatically when the

Unity Node is configured on the bridge server, *no subsequent synchronization requests will be processed until the current synchronization is complete*. As you can see from the examples above, in a situation where thousands of Cisco Unity subscribers are within the scope being synchronized to the bridge, this process could last days.

There may be situations where an abort of the in-process full synchronization is desired; for example, if the scope was set incorrectly when the synchronization was initiated.

## Prerequisites

### Requirements

Readers of this document should have knowledge of these topics:

- Deployment and configuration of Cisco Unity and the Cisco Unity Bridge.
- How directory synchronization between Cisco Unity and the Cisco Unity Bridge works.

### Components Used

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

- Cisco Unity Bridge version 2.0(1) or later
- Cisco Unity version 3.1(3) or later

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 the Cisco Technical Tips Conventions.

## How It Works



**Caution:** Changing the wrong registry key or entering an incorrect value can cause the server to

malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the "Restoring" topics in Registry Editor Help.) Note that a typical backup of the Cisco Unity server does not back up the registry. Also note that for Cisco Unity failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about changing registry key settings, contact Cisco Technical Support.

To abort an in-process full synchronization of Cisco Unity subscriber data to the bridge server, perform the following steps:

1. On the Cisco Unity server configured to communicate with the bridge server (that is, the "bridgehead") open the Services Control Panel and stop the **CsBridgeConnector** service.
2. Using Regedit, go to **HKLM > Software > Active Voice > Directory Connectors > CsBridgeConnector > 1.0 > Settings** in the registry and set the ReSyncAll value to **0** (zero).
3. Start the CsBridgeConnector service.

Once these steps are completed and the synchronization scope is set as desired, manually initiate a new full

synchronization using the Cisco Unity Administrator. This is necessary to ensure that the subscriber directories in the Cisco Unity and bridge databases are synchronized.



**Warning:** Stopping and restarting the CsBridgeConnector service while a full synchronization is in process, without changing the registry setting described above, result in a restart of the entire full synchronization that was in process when the service was stopped.



**Caution:** Do not make changes to any other values in this registry key. Doing so could prevent directory synchronization between the Cisco Unity bridgehead server and the bridge from operating effectively.

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## Related Information

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

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