

Recreating or Fixing Default Cisco Unity Objects with the FixDefaultObjects.sql SQL Script

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Introduction

This document discusses the capabilities of the FixDefaultObjects.sql Structured Query Language (SQL) script, and how to use it to recreate or fix many of the default Cisco Unity objects without erasing the current database. Fixing these objects may be necessary due to database corruption, accidental deletion, or upgrade or installation problems. If you are unsure of when to use this script, contact the Cisco Technical Assistance Center (TAC) before using it.

The FixDefaultObjects.sql SQL script is available with Cisco Unity 3.1(4) and later as part of the standard distribution. However, it can be run with Cisco Unity 3.0(4) through 3.1(3) by downloading the script from 3.1(4) from cisco.com.


Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Readers of this document should be knowledgeable of the following:

-  **Caution:** Users should be very comfortable with Cisco Unity and SQL administration, and they should run the scripts on a test system before trying them on a production system.

Components Used

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

- Cisco Unity 3.x and 4.x

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Capability by Cisco Unity Version

Items Covered

The table below lists what Cisco Unity objects are affected by the FixDefaultObjects.sql script for the listed version.

The following items apply to all objects listed, unless otherwise specified in the Comments column:

- They are only recreated if they are missing. However, other actions may always be performed.
- Their current settings are not altered.
- All call handlers also get their contact rules, message rules, and menu entries created or reset.
- Subscribers also get their notification devices, notification rules, and Message Waiting Indicator (MWI) settings created or reset.
- Cisco Unity objects that link to an object in the Exchange or Domino directory are either:
 - ◆ Associated with a pre-existing object of the proper type.
 - ◆ Associated with a new object if an existing one is not found.

Key:

- **X** = Affected by the script
- ***** = Not affected by the script
- **N/A** = Does not apply to this version of Cisco Unity

Cisco Unity Version:	4.0(3)	4.0(2)	4.0(1)	3.1(6)	3.1(5)	3.1(4)	Comments
Application Objects							
Default	X	X	X	X	X	X	Links to this object are always updated.
Class of Services							
Default Subscriber	X	X	X	X	X	X	Links to this object are always updated.
Default Administrator	X	X	X	X	X	X	Links to this object are always

							updated.
Directory Handlers							
Default	X	X	X	*	*	*	The object s settings are always reset to the default.
Locations							
Default	X	X	X	X	X	X	<ul style="list-style-type: none"> • The UID is always updated. • Links to this object are always updated.
Call Handlers							
Goodbye	X	X	X	X	X	X	The object s settings are always reset to the default.
Opening Greeting	X	X	X	X	X	X	The object s settings are always reset to the default.
Operator	X	X	X	X	X	X	The object s settings are always reset to the default.
Example Subscriber	N/A	X	X	X	X	X	The object s settings are always reset to the default.
Example Administrator	X	X	X	X	X	X	The object s settings are always reset to the default.
Default Administrator Template	X	X	X	X	X	X	The object s settings are always reset to the default.
Default Subscriber Template	X	X	X	X	X	X	The object s settings are always reset to the default.

the default.

Password Policies							
Default	X	X	X	X	X	*	
Public Distribution Lists							
All Subscribers	X	X	X	X	X	X	<ul style="list-style-type: none"> • The object settings are always reset to the default. • Example Administrator is added to the list if it is not a member.
Unaddressed Messages	X	X	X	X	X	X	<ul style="list-style-type: none"> • The object settings are always reset to the default. • Example Administrator is added to the list if it is not a member.
System Messages	X	X	X	X	X	X	<ul style="list-style-type: none"> • The object settings are always reset to the default. • Example Administrator is

							added to the list if it is not a member.
Restriction Tables							
Default Outdial	X	X	X	X	X	X	<ul style="list-style-type: none"> • Restriction patterns are not recreated along with the table. • Restriction pattern links to this object are always updated.
Default Fax	X	X	X	X	X	X	<ul style="list-style-type: none"> • Restriction patterns are not recreated along with the table. • Restriction pattern links to this object are always updated.
Default Transfer	X	X	X	X	X	X	<ul style="list-style-type: none"> • Restriction patterns are not recreated along with the

							table. • Class of Service (CoS) links to this object are always updated. • Restriction pattern links to this object are always updated.
Subscribers							
Example Subscriber	N/A	X	X	X	X	X	The object's settings are always reset to the default.
Example Administrator	X	X	X	X	X	X	The object's settings are always reset to the default.
Subscriber Templates							
Default Subscriber	X	X	X	X	X	X	The object's settings are always reset to the default.
Default Administrator	X	X	X	X	X	X	The object's settings are always reset to the default.

Items Not Covered

The following is a list of default Cisco Unity objects that are not addressed by the script:

- Default interview handler and questions
- Installer account
- Cisco Unity system mailbox
- Voice Messaging (VM) interoperability mailboxes
- Routing rules
- Schedules and holidays

How to Use the FixDefaultObjects.sql SQL Script

Make sure you are using the script appropriate for your version of Cisco Unity. Do not run a script from one version on an earlier version. The only exception is running the script from 3.1(4) on 3.0(4), 3.1(1), 3.1(2), or 3.1(3). Running the 3.1(4) script on any version earlier than 3.0(4) is not recommended or supported.

Note: The script will create a backup of the currently UnityDb database in case something goes wrong. For details about restoring this backup, refer to the Troubleshooting section of this document.

Cisco Unity 4.0(3) and Later

Perform the following steps on the Cisco Unity server:

1. Run *<drive where Cisco Unity is installed>:\commserver\configmgr.exe*.
2. Select **Reset All Default Configuration Settings while preserving all existing objects**.
3. Click **Run**. You will need to wait for a minute or two while the script runs and objects are created.
4. Run dbWalker to check for any outstanding problems.

Cisco Unity 4.0(2) and Earlier

Perform the following steps on the Cisco Unity server:

1. Open a command prompt window.
2. Type and execute *cd <drive where Cisco Unity is installed>:\commserver\localize\defaultconfiguration\<language>*.
3. Type and run *osql E i Fixdefaultobjects.sql o fixdb.log*.
4. From a command prompt, type and run *<drive where Cisco Unity is installed>:\commserver\configurationsetup\setup /sync*.

Note: This will synchronize all Cisco Unity objects with the directory. This may take quite a while and cause a performance hit on the Cisco Unity server.

- a. Click **Next**.
 - b. Click **Finish**.
5. Run dbWalker to check for any outstanding problems.

Troubleshooting

How to Restore the UnityDb Database From Backup Using the Microsoft SQL Enterprise Manager

Perform the following steps to restore the UnityDB database from the backup:

1. Stop all services that are accessing the UnityDb database. This includes all services starting with av and cs.
2. Run the Microsoft SQL Enterprise Manager.
3. Browse down the tree in the left pane to **Databases > UnityDb**.
4. Right click **UnityDb** and select **All Tasks > Restore Database**.
5. Verify the following information:
 - ◆ **Database** is selected.
 - ◆ The restore database s time corresponds to when the FixDefaultObjects.sql script was run.

6. Click **OK**. The backup will be restored.
7. When the restore is complete, exit the Microsoft SQL Enterprise Manager.
8. Restart Cisco Unity.
9. From a command prompt, type and run *<drive where Cisco Unity is installed>:\commserver\configurationsetup\setup /sync*.

Note: This will synchronize all Cisco Unity objects with the directory. This may take quite a while and cause a performance hit on the Cisco Unity server.

10. Run dbWalker to check for any outstanding problems.

How to Restore the UnityDb Database From Backup Using OSQL

Perform the following steps to restore the UnityDB database from the backup:

1. Stop all services that are accessing the UnityDb database. This includes all services starting with av and cs.
2. Open a command prompt window.
3. Type and run **osql E**. You should get a 1> prompt.
4. Type **RESTORE DATABASE UnityDb FROM UnityDbDump**.
5. Type and run **GO**. The database should restore with no errors.
6. Type and run **EXIT**. You should be at the normal command prompt.
7. Restart Cisco Unity.
8. Type and run *<drive where Cisco Unity is installed>:\commserver\configurationsetup\setup /sync*.

Note: This will synchronize all Cisco Unity objects with the directory. This may take quite a while and cause a performance hit on the Cisco Unity server.

9. Run dbWalker to check for any outstanding problems.

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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