

Cisco Unity Administrator Cannot be Viewed on the Secondary Server in a System with Failover

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Introduction

This document addresses a problem that occurs when the Cisco Unity Administrator (System Administration) cannot be viewed on the secondary server in a Unity system with failover.

Prerequisites

Requirements

Cisco advises readers of this document are knowledgeable of:

- Cisco Unity failover
- Upgrading Cisco Unity
- Cisco Unity Administration

Components Used

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

- Cisco Unity versions 3.1(1) through 3.1(6), and versions 4.0(1) through 4.0(3)

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.

Problem

This section provides information about the problem discussed in this document.

Symptoms

Under certain circumstances on a Cisco Unity failover system, the Cisco Unity Administrator (System Administration) can be viewed on the primary server but cannot be viewed on the secondary server.

When you try to view the System Administration on the secondary server, this error results:

```
'80004005' Unspecified error /Web/Common/include/ SaConstInc.asp, line 107
```

Conditions

If you add failover to a system that exists, these conditions are present when this problem occurs:

- A new server is added as the secondary server, and the failover configuration wizard is run on both servers.
- The current server is upgraded to a more recent version of Cisco Unity. When a new server is added as the secondary server, the failover configuration wizard is run on both servers.

If you upgrade a failover system in existence, these conditions are present when this problem occurs:

- The upgrade process successfully completes on the primary server, but fails on the secondary server. The customer reinstalls the secondary server and runs the failover configuration wizard on both servers.
- The upgrade process fails on the primary server, but successfully completes on the secondary server. The customer reinstalls the primary server and runs the failover configuration wizard on both servers.

This problem results from an inconsistent view of the Structured Query Language (SQL) table caused by these actions in the failover upgrade and configuration processes:

1. The primary server, for example, is upgraded successfully. As a result, all upgrade scripts are run, and the UnityDbEx.sql script is run. The upgrade scripts contain schema additions that affect the Subscriber table. The columns are added to the Subscriber table while you run the scripts as shown in this section here:

```
A | B | C | msRep
```

The previous table becomes this:

```
A | B | C | msRep | D | E
```

Note: In this example, msRep represents a column added by SQL for replication information.

2. The secondary server fails to upgrade successfully. As a result, the setup runs in the new install mode, which causes the UnityDb.sql script to run, followed by the UnityDbEx.sql script. The UnityDb.sql script removes all tables and schema information from the database, rebuilds the database from scratch, and creates a new Subscriber table as shown here:

```
A | B | C | D | E
```

When the UnityDbEx.sql script is run, the vw_Subscriber is based on the previous layout.

3. The failover configuration wizard deletes the database on the secondary server and replaces this database with a replication of the primary database. This process replaces the schema and data, but does not affect the stored procedures or views. As a result, vw_Subscriber on the secondary server expects column D to be the fourth column, but in fact it is now the fifth column, as shown here:

Subscriber table:

A | B | C | msRep | D | E

vw_Subscriber:

A | B | C | D | E

Any data accessed through the view beyond column msRep is off by one, which causes invalid results.

Solution

To solve this problem, follow the instructions provided in this here:

1. Confirm that the primary server is active and that the secondary server is inactive.
2. On the secondary server, exit the Cisco Unity software.
3. On the secondary server, from the **OSQL** command, SQL Query Analyzer, or the Configuration Manager, run UnityDbEx.sql, which is in the
CommServer\Localize\DefaultConfiguration*<language>* directory.
4. On the secondary server, restart Cisco Unity.

Related Information

- **Cisco Unity Failover Configuration and Administration Guide, Release 3.1**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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