

Completely Remove Cisco Unity from the Active Directory and Cisco Unity Database

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Introduction

Unity is typically uninstalled from the server using the Uninstall Utility available at Cisco Unity Tools. However, even after you run the Uninstall utility on Cisco Unity, the Uninstalled server might still appear in the Server Chooser option in the Web Admin GUI of the other Unity server(s).

This can be due to the presence of the uninstalled server information on Active Directory (AD) and on the Cisco Unity database.

Prerequisites

Requirements

Ensure that you meet these requirements before you attempt this configuration:

- Uninstall Cisco Unity
- Uninstall Utility

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

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

Step-by-Step Instructions

In order to completely remove the uninstalled Cisco Unity server information, complete these steps:

1. Delete the uninstalled Unity server from the Active Directory (AD).
2. Delete the entries from the Cisco Unity database.

Delete the Uninstalled Unity Server from the Active Directory (AD)

Complete these steps in order to completely remove the uninstalled Cisco Unity server information:

1. Go to ADSIEDIT, which is located in the **CommServer > TechTools** folder.
2. When you open ADSIEDIT, you are prompted to log in twice. Enter a domain administrator account.
3. Once you are in ADSIEDIT, open the second Domain NC:
 - a. Open the folder which has the domain name.
 - b. Open the Cisco Unity folder and then choose **Locations**.
 - c. On the right pane, you see several locations. One of these should be deleted. In order to make sure which one it is, right-click on each location and choose **Properties**. Choose a property to view, open the menu and click **ciscoEcsbuUMServer**.
4. On the Value(s) field, you are able to see the name of the server. Delete the Location entry that corresponds for the old one.

Delete the Entries from the Cisco Unity Database

Complete these steps in order to delete the entry from the Cisco Unity database:

1. Open the **SQL Server Enterprise Manager** and choose **Start > Programs > Microsoft SQL Server**.
2. Open the **Microsoft SQL Servers**.
3. Open the **SQL Server Group**.
4. Open the Local server or the server with which it corresponds.
5. Open these databases:
 - ◆ Cisco Unity Database
 - ◆ Tables
6. Right-click **GlobalLocation**, open the table, and return all rows.

You see some entries for the Cisco Unity servers.

7. Choose the row that corresponds to the uninstalled server and delete it.

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Related Information

- **Voice Technology Support**
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