



Preface

Audience

The *Cisco Unity Failover Guide* is intended for installers, system administrators, and technicians who are installing, customizing, or administering Cisco Unity™ failover.

Organization and Use

The *Cisco Unity Failover Guide* contains instructions for configuring and using failover on a Cisco Unity system, as well as information on how failover works. You configure Cisco Unity failover after both the primary and secondary servers have been installed according to instructions in the *Cisco Unity Installation Guide*.

[Chapter 1, “Configuring Cisco Unity Failover,”](#) contains information and procedures for configuring failover.

[Chapter 2, “Maintaining Cisco Unity Failover,”](#) contains information for customizing and maintaining the primary and secondary servers.

[Chapter 3, “About Cisco Unity Failover,”](#) contains definitions of terms used in describing failover, details about how Cisco Unity failover works, and requirements for Cisco Unity failover.

Chapter 4, “Behavior of Cisco Unity Failover During Outages of Networked Components,” contains scenarios that describe how the primary and secondary servers behave when the components that Cisco Unity uses over the network are disconnected (for example, due to a partial or complete network outage).

Documentation Conventions

Table 1 *Cisco Unity Failover Guide Conventions*

Convention	Description
boldfaced text	Boldfaced text is used for: <ul style="list-style-type: none"> • Key and button names. (Example: Click OK.) • Information that you enter. (Example: Enter Administrator in the User Name box.)
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter ping <IP address> .)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press Ctrl-Alt-Delete .)

Table 1 Cisco Unity Failover Guide Conventions (continued)

Convention	Description
> (right angle bracket)	<p>A right angle bracket is used to separate selections that you make:</p> <ul style="list-style-type: none"> On menus. (Example: On the Windows Start menu, click Settings > Control Panel > Phone and Modem Options.) In the navigation bar of the Cisco Unity Administrator. (Example: Go to System > Configuration > Settings.)
software version numbers	<p>In general, version numbers are not included in references to third-party software products, unless the information concerns a specific software version. For currently supported versions of third-party software products, refer to the “Supported Optional Microsoft Service Packs,” “Supported Optional Third-Party Software,” and “Supported Third-Party Fax Server Software” sections in <i>Cisco Unity System Requirements, and Supported Hardware and Software</i> on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/index.htm.</p>

The *Cisco Unity Failover Guide* also uses the following conventions:

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the document.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Cisco Unity Documentation

Table 2 Cisco Unity Documentation Set

Document	Location
<i>Cisco Unity System Requirements, and Supported Hardware and Software</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Customization Worksheets</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm .
<i>Cisco Unity Release Notes</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm and on the Cisco Documentation CD-ROM. Also available on the Cisco Software Center website at http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml .
<i>Cisco Unity-CM TSP Release Notes</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/tsp/index.htm and on the Cisco Documentation CD-ROM. Also available on the Cisco Software Center website at http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml .
<i>Cisco Unity Installation Guide</i>	Available in print, on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm , and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Bridge Installation Guide</i>	Available in print, on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm , and on the Cisco Documentation CD-ROM.

Table 2 *Cisco Unity Documentation Set (continued)*

Document	Location
Cisco Unity integration guides for various phone systems	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity System Administration Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Failover Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Networking in Cisco Unity</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity Troubleshooting Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm and on the Cisco Documentation CD-ROM.
<i>Cisco Unity User Guide</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm .
<i>Cisco Unity at a Glance for Standard Conversation card</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm .
<i>Cisco Unity at a Glance for Optional Conversation 1 card</i>	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm .

Table 2 Cisco Unity Documentation Set (continued)

Document	Location
Online Help	Available in: <ul style="list-style-type: none"> • The Cisco Unity ActiveAssistant • The Cisco Unity Administrator • The Cisco Unity Visual Messaging Interface • Cisco Unity ViewMail for Microsoft Outlook
<i>Regulatory Compliance and Safety Information for Cisco Unity</i>	Available in print, on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/index.htm , and on the Cisco Documentation CD-ROM.
Cisco Unity white papers and application notes	Available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/whitpapr/index.htm and on the Cisco Documentation CD-ROM.
Translated Cisco Unity documentation	Pieces of the Cisco Unity documentation set are available in French and German on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_unity/trans/index.htm .

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click the **Fax** or **Email** option under the “Leave Feedback” at the bottom of the Cisco Documentation home page.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.