



Uninstalling Failover on a Cisco Unity System

This appendix contains the following sections:

- [Uninstalling Failover on a Cisco Unity 3.1 System, page C-1](#)
- [Uninstalling Simple Failover on a Cisco Unity 3.0 System, page C-8](#)

Uninstalling Failover on a Cisco Unity 3.1 System

This section contains a task list and procedures for uninstalling failover on a Cisco Unity version 3.1 system. Use the task list to uninstall failover correctly.

Task List for Uninstalling Failover on a Cisco Unity 3.1 System

1. Disable automatic failover and failback on both servers. See the [“Disabling Automatic Failover and Failback on Both Servers”](#) section on page C-2.
2. Delete references to the Node Manager service from both servers. See the [“Deleting References to the Node Manager Service on Both Servers”](#) section on page C-2.
3. Disable sharing of selected folders on both servers. See the [“Disable Sharing for Selected Folders on Both Servers”](#) section on page C-4.
4. On the primary server, disable SQL replication. See the [“Disabling SQL Replication on the Primary Server”](#) section on page C-4.

5. Restart the primary server. See [Appendix A, “Exiting and Starting the Cisco Unity Software and Server.”](#)
6. Uninstall Cisco Unity on the secondary server. See the [“Uninstalling Cisco Unity on the Secondary Server”](#) section on page C-5.
7. Reconfigure phone programming and system settings.

Disabling Automatic Failover and Failback on Both Servers

To disable automatic failover and failback on both servers

- Step 1 On the primary server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.
 - Step 2 Click **Advanced**.
 - Step 3 Check the **Disable Automatic Failover and Failback** check box.
 - Step 4 Close the Failover Monitor.
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Deleting References to the Node Manager Service on Both Servers

To delete references to the Node Manager service on both servers

- Step 1 On the primary server, exit the Cisco Unity software.
- Step 2 On the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 3 In the right pane, double-click **NodeMgr**.
- Step 4 On the General tab, click **Stop**.
- Step 5 In the Startup Type list, click **Disabled**.
- Step 6 Click **OK**.
- Step 7 Close the Services MMC.

- Step 8** On the Windows Start menu, click **Run**.
- Step 9** Enter **<Drive on which Cisco Unity is installed>:\CommServer\AvCsNodeMgr /unregserver**, and press **Enter**.
- Step 10** Enter **Regedit**.

**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 TAC.

- Step 11** If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.
- Step 12** Delete the NodeMgr registry key, HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\AvCsNodeMgr.
- Step 13** Close Regedit.
- Step 14** Enter **Exit**, and press **Enter**.
- Step 15** On the Windows Start menu, click **Settings > Task Bar and Start Menu**.
- Step 16** Click the **Advanced** tab.
- Step 17** Click **Remove**.
- Step 18** Expand the **Unity** folder.
- Step 19** Select **NodeMgr Monitor**, and click **Remove**.
- Step 20** Click **Yes** to confirm.
- Step 21** Click **Close**, and click **OK**.
- Step 22** Repeat Steps 1 through 21 on the secondary server.
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Disable Sharing for Selected Folders on Both Servers

To disable sharing for selected folders on both servers

- Step 1** On the primary server, open Windows Explorer.
- Step 2** Browse to the directory where Cisco Unity is installed (the default is C:\CommServer).
- Step 3** For each of the following five folders, right-click the folder name, click **Sharing**, click **Do Not Share This Folder**, and click **OK**:
- Localize\DefaultConfiguration
 - Localize\Prompts
 - StreamFiles
 - Support
 - UnityMTA
- Step 4** Repeat Steps 1 through 3 on the secondary server.
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Disabling SQL Replication on the Primary Server

To disable SQL replication on the primary server

- Step 1** On the primary server, on the Windows Start menu, click **Programs > Microsoft SQL Server > Enterprise Manager**.
- Step 2** In the left pane, expand **Microsoft SQL Servers > SQL Server Group**.
- Step 3** In the left pane, under SQL Server Group, click **<Servername>**.
- Step 4** On the SQL Server Enterprise Manager Tools menu, click **Replication > Disable Publishing and Distribution**.
- Step 5** In the Welcome to the Disable Publishing and Distribution Wizard window, click **Next**.
- Step 6** In the Disable Publishing dialog box, click **Yes, Disable Publishing on <Servername>**, and click **Next**.

- Step 7 Follow the on-screen prompts.
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Uninstalling Cisco Unity on the Secondary Server

The uninstall process removes only enough of Cisco Unity so that it can be reinstalled. It does not completely remove all traces of Cisco Unity, so the next time you restart the Cisco Unity server, a message box may appear explaining that at least one service or driver failed during system startup. In addition, the Windows system and application event logs will contain several errors and warnings related to the uninstallation.



Note

To remove all traces of Cisco Unity, you must reinstall the operating system.

Do the following five procedures in the order listed.

To install the Cisco Unity Uninstall utility

- Step 1 On the secondary server, insert Cisco Unity Disc 1—version 3.1(3) or later—in the CD-ROM drive.
- Step 2 Browse to the directory MigrationTools\UninstallUnity.
- Step 3 Double-click **Setup.exe**, and follow the on-screen prompts to install the utility.
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To uninstall the Cisco Unity-CM TSP

Refer to the applicable Cisco CallManager integration guide: Do the procedure “To remove the existing TSP” in the “Installing, Configuring, and Testing the TSP” section of the “Cisco CallManager 3.x Integration” chapter. The integration guides are available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/integuid/index.htm.

To uninstall Cisco Unity on the secondary server

- Step 1** Log on to the secondary server by using the account that was used to install Cisco Unity.
- Step 2** Exit the Cisco Unity software.
- Step 3** On the Windows Start menu, click **Programs > Cisco Unity Uninstaller > Cisco Unity Uninstaller**.



Caution

The Cisco Unity Uninstaller utility cannot be stopped after it starts, and the uninstall cannot be reversed.

- Step 4** Uncheck the **Remove Subscriber Information From Mail Users in Directory** check box.



Caution

If you do not uncheck this check box, Cisco Unity attributes will be removed from Active Directory or the Exchange 5.5 directory for all subscribers associated with this Cisco Unity server and the related primary server. The primary server will no longer be able to take calls because it will not have any subscribers.

- Step 5** Click **Uninstall**.
- Step 6** Follow the on-screen prompts.
- Step 7** When the utility has finished, you may need to manually delete the directory in which Cisco Unity was installed (the default directory is CommServer).

If you cannot delete the CommServer directory:

- a. In the CommServer directory, delete *.exe files.
 - b. On the Windows Start menu, click **Programs > Startup**, right-click **AvCsTrayStatus**, and click **Delete**.
 - c. Restart the Cisco Unity server, and delete the CommServer directory.
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To delete objects from Active Directory and Exchange 5.5

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- Step 1** Delete the users created by Cisco Unity by using Active Directory Users and Computers, or in Exchange 5.5 by using the recipient containers (not all users may exist on your system):
- Unity Messaging System – <Secondary server display name> or Unity_<Secondary server display name>
 - Example Administrator – <Secondary server display name>
 - Example Subscriber – <Secondary server display name>
 - UAmis_<Secondary server display name>
- Step 2** Delete the distribution lists created by Cisco Unity (not all distribution lists may exist on your system):
- All Subscribers – <Secondary server display name>
 - System Event Messages – <Secondary server display name>
 - Unaddressed Messages – <Secondary server display name>
 - Unaddressed Faxes – <Secondary server display name>
- Step 3** On the Active Directory Users and Computers View menu, confirm that the **Advanced Features** option is selected.
- Step 4** Expand the Unity OU or Unity container, and expand **Location**.
- Step 5** If the location of the secondary Cisco Unity exists, delete it.
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To uninstall the Cisco Unity Uninstall utility

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- Step 1** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
- Step 2** Remove Cisco Unity Uninstall.
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Uninstalling Simple Failover on a Cisco Unity 3.0 System

This section contains a task list and procedures for uninstalling simple failover on a Cisco Unity 3.0 system, in anticipation of upgrading the system to Cisco Unity version 3.1. Use the task list to uninstall simple failover correctly.


Task List for Uninstalling Simple Failover on a Cisco Unity 3.0 System

1. Confirm that you have Cisco Unity version 3.1(2) or later installation discs.
2. Stop replication from the primary server to the secondary server. See the [“Stopping SQL Replication and File Replication from the Primary Server to the Secondary Server”](#) section on page C-8.
3. If you are using a Cisco CallManager integration, prevent calls from being forwarded to the secondary server. See the [“Preventing Calls from Being Forwarded to the Secondary Server \(Cisco CallManager Integration Only\)”](#) section on page C-11.
4. Uninstall Cisco Unity on the secondary server. See the [“Uninstalling Cisco Unity 3.0 on the Secondary Server”](#) section on page C-11.
5. Suppress uninstall-related errors and warnings, if applicable. See the [“Suppressing Uninstallation-Related Errors and Warnings \(Optional\)”](#) section on page C-14.

Stopping SQL Replication and File Replication from the Primary Server to the Secondary Server

To stop SQL replication and file replication from the primary server to the secondary server

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- Step 1 On the secondary server, exit the Cisco Unity software.

- Step 2** On the primary server, on the Windows Start menu, click **Programs > Microsoft SQL Server > Enterprise Manager**.
- Step 3** In the left pane, expand **Microsoft SQL Servers**, expand **SQL Server Group**, expand <Primary Cisco Unity server>, expand **Replication**, and expand **Publications**.
- Step 4** In the left pane, click the publication database (usually UnityDb:UnityDb).
- Step 5** In the right pane, right-click the subscription database (usually <Secondary Cisco Unity server>:UnityDb), and click **Delete**.
- Step 6** Click **Yes** to delete the subscription database.
- Step 7** In the left pane, click <**Primary Cisco Unity server**>.
- Step 8** On the SQL Server Enterprise Manager Tools menu, click **Replication > Disable Publishing**.
- Step 9** In the Disable Publishing and Distribution wizard, click **Next**.
- Step 10** Click **Yes, Disable Publishing on <Primary Cisco Unity server>**.
- Step 11** Click **Next**.
- Step 12** Click **Next** to confirm that you want to drop publications.
- Step 13** Click **Finish**.
- Step 14** Click **OK**.
- Step 15** In the left pane, under <Primary Cisco Unity server>, expand **Databases**, expand **UnityDb**, and click **Tables**.
- Step 16** In the right pane, right-click **Subscriber**, and click **Open Tables > Return All Rows**.
- Step 17** If the table does not include a row for which the value of the Alias column is Unity_<Secondary server name>, skip to [Step 19](#).
If the table includes a row for which the value of the Alias column is Unity_<Secondary server name>, click the row.
- Step 18** Delete the row.
-  **Caution** Do not delete the row that includes Alias=Unity_<Primary server name>.
- Step 19** Close the SQL Server Enterprise Manager.

- Step 20** On the primary server, on the Windows Start menu, click **Programs > Administrative Tools > Distributed File System**.
- Step 21** Expand the Dfs Root.
- Step 22** Right-click **Default Configuration**, and click **Remove Dfs Link**.
- Step 23** Click **Yes** to confirm that you want to delete the link.
- Step 24** Right-click **Prompts**, and click **Remove Dfs Link**.
- Step 25** Click **Yes** to confirm that you want to delete the link.
- Step 26** Right-click **Stream Files**, and click **Remove Dfs Link**.
- Step 27** Click **Yes** to confirm that you want to delete the link.
- Step 28** Close Distributed File System.
- Step 29** On the Windows Start menu, click **Programs > Accessories > Windows Explorer**.
- Step 30** Expand the CommServer folder on the local hard disk.
- Step 31** Right-click the **Stream Files** folder, and click **Properties**.
- Step 32** Click the **Sharing** tab.
- Step 33** Click **Do Not Share This Folder**, and click **OK**.
- Step 34** Under the CommServer folder, expand the Localize folder.
- Step 35** Right-click the **Default Configuration** folder, and click **Properties**.
- Step 36** Click the **Sharing** tab.
- Step 37** Click **Do Not Share This Folder**, and click **OK**.
- Step 38** Also under the Localize folder, right-click **Prompts**, and click **Properties**.
- Step 39** Click the **Sharing** tab.
- Step 40** Click **Do Not Share This Folder**, and click **OK**.
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Preventing Calls from Being Forwarded to the Secondary Server (Cisco CallManager Integration Only)

To prevent calls from being forwarded to the secondary Cisco Unity server

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- Step 1 On the Cisco CallManager server, on the Windows Start menu, click **Programs > Cisco CallManager 3.x > CallManager Administration**.
 - Step 2 In Cisco CallManager Administration, click **Device > Cisco uOne Port**.
 - Step 3 Click the last uOne port connected to the Cisco Unity primary server.
 - Step 4 In the Call Forwarding Information section, for Forward No Answer, change Destination to the number of the first uOne port used on the primary Cisco Unity server.
 - Step 5 Click **Update**.
 - Step 6 Click the last uOne port number connected to the secondary Cisco Unity server.
 - Step 7 In the Call Forwarding Information section, for Forward Busy and for Forward No Answer, change Destination to the number of the first uOne port used on the secondary Cisco Unity server.
 - Step 8 Click **Update**.
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Uninstalling Cisco Unity 3.0 on the Secondary Server

Do the following five procedures in the order listed.

To install the Cisco Unity 3.0 Uninstall utility

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- Step 1 Insert Cisco Unity Disc 1—version 3.1(2) or later—in the CD-ROM drive.
 - Step 2 Browse to the directory MigrationTools\UninstallUnity30.
 - Step 3 Double-click **Setup.exe**, and follow the on-screen prompts to install the utility.
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To uninstall the Cisco Unity-CM TSP (also known as the AV-Cisco TSP)

Refer to the applicable Cisco CallManager integration guide: Do the procedure “To remove the existing AV-Cisco service provider,” in the “Installing, Configuring, and Testing the AV-Cisco Service Provider” section of the “Cisco 3.x Integration” chapter. The integration guides are available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity30/integuid/index.htm.

To uninstall Cisco Unity 3.0 on the secondary server

- Step 1** Log on to the secondary server by using the account that was used to install Cisco Unity.
- Step 2** Exit the Cisco Unity software.
- Step 3** On the Windows Start menu, click **Programs > Cisco Unity 30 Uninstaller > Cisco Unity 30 Uninstaller**.



Caution The Cisco Unity 3.0 Uninstaller utility cannot be stopped after it starts, and the uninstall cannot be reversed.

- Step 4** Uncheck the **Remove Subscriber Information From Mail Users in Directory** check box.



Caution If you do not uncheck this check box, Cisco Unity attributes will be removed from Active Directory for all subscribers associated with this Cisco Unity server and the related primary server. The primary server will no longer be able to take calls because it will not have any subscribers.

- Step 5** Click **Uninstall**.
- Step 6** Follow the on-screen prompts.

- Step 7** When the utility has finished, you may need to manually delete the directory in which Cisco Unity was installed (the default directory is CommServer).
- If you cannot delete the CommServer directory:
- In the CommServer directory, delete *.exe files.
 - On the Windows Start menu, click **Programs > Startup**, right-click **AvCsTrayStatus**, and click **Delete**.
 - Restart the Cisco Unity server, and delete the CommServer directory.
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To delete objects from Active Directory and Exchange 5.5

- Step 1** Delete the users created by Cisco Unity by using Active Directory Users and Computers (not all users may exist on your system):
- Unity Messaging System – <Secondary servername> or Unity_<Secondary servername>
 - Example Administrator – <Secondary servername>
 - Example Subscriber – <Secondary servername>
 - UAmis_<Secondary servername>
- Step 2** Delete the distribution lists created by Cisco Unity (not all distribution lists may exist on your system):
- All Subscribers – <Secondary servername>
 - System Event Messages – <Secondary servername>
 - Unaddressed Messages – <Secondary servername>
 - Unaddressed Faxes – <Secondary servername>
- Step 3** On the Active Directory Users and Computers View menu, confirm that the Advanced Features option is selected.
- Step 4** Expand the Unity OU or Unity container, and expand Location.
- Step 5** If the location of the secondary Cisco Unity exists, delete it.
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To uninstall the Cisco Unity 3.0 Uninstall utility

- Step 1** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
- Step 2** Remove Cisco Unity 3.0 Uninstall.
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Suppressing Uninstallation-Related Errors and Warnings (Optional)

The next time you restart the Cisco Unity server, a message box may appear explaining that at least one service or driver failed during system startup. In addition, the Windows system and application event logs will contain several errors and warnings related to the uninstallation.

If you are reinstalling Cisco Unity on the system, you can do so now, without doing the following procedure. After you reinstall Cisco Unity, the errors and warnings will stop appearing in the event log.

If you are not reinstalling Cisco Unity on the system and you want to stop the errors and warnings, we recommend that you reinstall Windows. If you cannot reinstall Windows, do the following procedure. The procedure stops the errors and warnings.

To suppress uninstallation-related errors and warnings

- Step 1** Start Regedit.



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 TAC.

- Step 2** If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.
- Step 3** Delete the registry tree
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\AvAudio
This eliminates the error in the system event log with the description, “The following boot-start or system-start driver(s) failed to load: avaudio.”
- Step 4** Delete the registry key
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\lanmanServer\Shares\Reports
This eliminates the error in the system event log with the description, “The server service was unable to recreate the share Reports because the directory C:\CommServer\Reports no longer exists.”
- Step 5** On the Windows Start menu, click **Programs > Microsoft SQL Server > Enterprise Manager**.
- Step 6** In the left pane, click **Microsoft SQL Servers > SQL Server Group > <Servername> > Management > SQL Server Agent > Jobs**, and delete the following two jobs:
- SQLNightlyBackupJob
 - SQLWeeklyBackupJob
- This eliminates one error and one warning in the application event log. The error has the description, “3041 : BACKUP failed to complete the command BACKUP LOG UnityDb WITH TRUNCATE_ONLY.” The warning has the description: “SQL Server Scheduled Job 'SqlWeeklyBackupJob' (0xD7EC6C7A17595E47A9BAFCF836C47111) - Status: Failed - Invoked on: 2001-10-07 03:00:00 - Message: The job failed. The Job was invoked by Schedule 1 (Every Sunday at 3am). The last step to run was step 1 (TruncateLogWeekly).”
- Step 7** In the left pane, click **Microsoft SQL Servers > SQL Server Group > <Servername> > Management > Backup**, and delete the following two items in the right pane:
- UnityDbDump
 - ReportDbDump
- Step 8** Close Enterprise Manager.
- Step 9** On the Windows Start menu, click **Programs > Administrative Tools > Internet Services Manager**.

Step 10 In the left pane, click <Servername> > **Default Web Site**.

Step 11 Delete the following five folders:

- Web
- ActiveAssistant
- SAWeb
- Status
- AvXml

This eliminates five warnings in the application event log. The descriptions are:

- “The server was unable to add the virtual root ‘/Web’ for the directory ‘C:\CommServer\Web\’ due to the following error: The system cannot find the path specified. The data is the error code. For additional information specific to this message please visit the Microsoft Online Support site located at: <http://www.microsoft.com/contentredirect.asp>.”
- “The server was unable to add the virtual root ‘/ActiveAssistant’ for the directory ‘C:\CommServer\Web\AA\’ due to the following error: The system cannot find the path specified. The data is the error code. For additional information specific to this message please visit the Microsoft Online Support site located at: <http://www.microsoft.com/contentredirect.asp>.”
- “The server was unable to add the virtual root ‘/SAWeb’ for the directory ‘C:\CommServer\Web\SA\’ due to the following error: The system cannot find the path specified. The data is the error code. For additional information specific to this message please visit the Microsoft Online Support site located at: <http://www.microsoft.com/contentredirect.asp>.”
- “The server was unable to add the virtual root ‘/Status’ for the directory ‘C:\CommServer\Web\SM\’ due to the following error: The system cannot find the path specified. The data is the error code. For additional information specific to this message please visit the Microsoft Online Support site located at: <http://www.microsoft.com/contentredirect.asp>.”
- “The server was unable to add the virtual root ‘/AvXml’ for the directory ‘C:\Inetpub\wwwroot\AvXml\’ due to the following error: The system cannot find the file specified. The data is the error code. For additional information specific to this message please visit the Microsoft Online Support site located at: <http://www.microsoft.com/contentredirect.asp>.”

Step 12 Close Internet Services Manager.

■ Uninstalling Simple Failover on a Cisco Unity 3.0 System