



Downgrades

This appendix contains the following sections:

- [Downgrading from SQL Server 2000 to MSDE 2000 on an Existing Cisco Unity 3.1 System, page C-1](#)
- [Downgrading from Cisco Unity Version 3.1 to 2.4\(6\), page C-2](#)

Downgrading from SQL Server 2000 to MSDE 2000 on an Existing Cisco Unity 3.1 System

Licensing for Cisco Unity version 3.1 requires that you install Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) on systems with 32 ports or fewer. If you installed Microsoft SQL Server 2000 Standard Edition on a system with 32 ports or fewer, you need to downgrade to MSDE 2000 before Cisco TAC will provide support for the system. Note that this does not apply to a Cisco Unity system set up for failover, for which you always install SQL Server 2000, regardless of the number of ports.

To Downgrade from SQL Server 2000 to MSDE 2000

- Step 1** Back up the UnityDB database by using Microsoft SQL Server Enterprise Manager.
 - Step 2** Uninstall SQL Server 2000 by using the Add/Remove Programs control panel.
 - Step 3** Restart the Cisco Unity server.
 - Step 4** Install MSDE 2000 and Enterprise Manager by doing the three MSDE 2000 procedures in the [“Installing SQL Server 2000 or MSDE 2000”](#) section on page 2-25.
 - Step 5** Restart the Cisco Unity server.
 - Step 6** Using Enterprise Manager, restore the database that you backed up in [Step 1](#).
 - Step 7** Restart the Cisco Unity server.
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Downgrading from Cisco Unity Version 3.1 to 2.4(6)

Requirements

- Exchange 5.5 is the message store.
- The Cisco Unity 2.x database that was exported when you upgraded to Cisco Unity 3.1.
- Cisco Unity 2.4(6) software.
- If Cisco Unity is integrated with Cisco CallManager, a version of the Cisco Unity-CM TSP that is qualified for your version of Cisco CallManager and your version of Cisco Unity 2.4(6). (Refer to *Compatibility Matrix: Cisco Unity, the Cisco Unity-CM TSP, and Cisco CallManager*, available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html.)
- An Internet connection, so you can download utilities and, if necessary, documentation from the Cisco.com website.
- Cisco Unity 2.x was successfully uninstalled prior to upgrading to Cisco Unity 3.1.
- The following documentation:
 - *Cisco Unity Installation Guide* for Cisco Unity 2.4.
 - Release notes for your version of Cisco Unity 2.4(6).
 - *Cisco Unity Installation Guide* for Cisco Unity 3.1.
 - The applicable Cisco Unity 2.4 integration guide for your phone system.

Cisco Unity documentation is available on Cisco.com at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_technical_documentation.html.

To Downgrade from Cisco Unity 3.1 to 2.4(6)

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- Step 1** Download the following files from the Cisco Unity Tools web page at <http://ciscounitytools.com>:
- CiscoUnity3.0.UninstallUtil.exe
 - CiscoUnity3.0.UninstallUtil.Readme.pdf
 - CiscoUnity2.4.6.DbImportUtil.exe
 - CiscoUnity2.4.6.DbImportUtil.Readme.pdf
- Step 2** Install the Cisco Unity 3.0 Uninstall utility. Refer to the Uninstall utility readme file for instructions.
- Step 3** Uninstall Cisco Unity 3.1 by using the Cisco Unity 3.0 Uninstall utility. Refer to the Uninstall utility readme file: Do all the procedures in the “Uninstalling Cisco Unity Version 3.0” section, which includes several manual steps that cannot be performed by the utility.
- Step 4** Install Cisco Unity 2.4(6). Refer to the *Cisco Unity Installation Guide* for Cisco Unity 2.4 and the release notes for your version of Cisco Unity 2.4(6).
- Step 5** Install the Cisco Unity 2.4(6) DbImport utility. Refer to the DbImport utility readme file for instructions.
- Step 6** Import data by using the Cisco Unity 2.4(6) DbImport utility. See the “[Importing Data Back into Cisco Unity](#)” section on page 4-15 and the “[Re-entering Custom Data](#)” section on page 4-17 of this *Cisco Unity Installation Guide*.

- Step 7** Set up the integration between Cisco Unity and the phone system. Refer to the *Cisco Unity Installation Guide* for Cisco Unity 2.4 and the applicable Cisco Unity 2.4 integration guide for your phone system.
- Step 8** After you downgrade from Cisco Unity 3.1 to 2.4(6), only the L&H TTS3000 text-to-speech engine will be available, regardless of which TTS engine you were using before the downgrade.
- If you want to use the L&H RealSpeak TTS engine on the 2.4(6) system, contact Cisco TAC for an activation code. Keep the activation code to use if you choose to upgrade again.
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