



Routine and Scheduled Maintenance on the Cisco Unity Server

Forwarding Unaddressed Messages to the Correct Recipients

In some situations, messages left in Cisco Unity are not associated with a specific recipient, and therefore they must be screened and routed to the applicable subscriber or call handler. At least one subscriber should be assigned the responsibility of reviewing these messages frequently and forwarding them to the applicable recipients. The following sections provide information on managing these messages:

- [Unaddressed Messages Distribution List](#), page 5-1
- [Messages Left in the Operator, Opening Greeting, and Goodbye Call Handlers](#), page 5-2
- [Messages Left in the Example Interview](#), page 5-2

Unaddressed Messages Distribution List

Messages that cannot be delivered because the network or a server assigned to a subscriber has gone off-line or is otherwise unavailable to the Cisco Unity server, or because the subscriber mailbox has exceeded the Prohibit Send and Receive limit specified for the mailbox in Exchange, are forwarded to the Unaddressed Messages distribution list. By default, this distribution list contains the Example Administrator as its only member.

To route these messages properly, verify that the Unaddressed Messages distribution list has at least one member (such as the operator) who will monitor the mailbox and handle messages that cannot be delivered. To add subscribers to the distribution list, do the [“To Add Subscribers to the Unaddressed Messages Distribution List”](#) procedure. (For information about public distribution lists, refer to the “Public Distribution List Settings” chapter in the *Cisco Unity System Administration Guide*. The *Cisco Unity System Administration Guide* is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/ex/index.htm.)

Note that if the mailbox(es) of the subscriber(s) who are assigned to check the Unaddressed Messages list exceed the Prohibit Send and Receive storage limit that is specified in Exchange, any messages sent to the Unaddressed Messages distribution list are lost. To avoid this problem, specify a generous value for the Prohibit Send and Receive storage limit for the mailbox of at least one subscriber who is a member of the Unaddressed Messages list, and encourage the subscriber to distribute messages promptly so that the Exchange mailbox does not fill up. (To learn more about how Cisco Unity handles subscribers with full mailboxes, refer to the “How Cisco Unity Handles Full Mailboxes” section in the “Default Accounts and Message Handling” chapter of the *Cisco Unity System Administration Guide*.)

To Add Subscribers to the Unaddressed Messages Distribution List

- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Public Distribution Lists** page.
 - Step 2** Click the **Find** icon.
 - Step 3** Double-click the **Unaddressed Messages** distribution list.
 - Step 4** Change settings as applicable, and then click the **Save** icon.
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Messages Left in the Operator, Opening Greeting, and Goodbye Call Handlers

When a caller to Cisco Unity dials the operator and no operator is available, the caller can leave a message, depending on the call transfer settings for the Operator call handler. Call transfer settings in the Opening Greeting and Goodbye call handlers can also allow callers to leave a message. By default, messages left in any of these call handlers are sent to the Unaddressed Messages distribution list. For more information on call handler message recipient settings, refer to the “Call Handler Settings” chapter in the *Cisco Unity System Administration Guide*. The *Cisco Unity System Administration Guide* is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/ex/index.htm.

Messages Left in the Example Interview

When callers are routed to the Example Interview, which gathers basic information about who they are and who they are trying to reach, the answers to the questions are routed to the indicated recipient. Choose a subscriber (such as the operator) or a distribution list as the recipient. For information on choosing an interview response recipient, refer to the “Interview Handler Settings” chapter in the *Cisco Unity System Administration Guide*. The *Cisco Unity System Administration Guide* is available at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/sag/sag404/ex/index.htm.

Checking for Mailboxes That Are Over Their Size Limit

If you set limits on the maximum size of subscriber mailboxes as recommended in the “[Setting a Maximum Size for Exchange Mailboxes](#)” section on page 3-1, we recommend that you also monitor subscriber mailbox size, taking note if “mailbox full” warnings have been generated, to determine whether mailboxes are sized correctly to meet subscriber needs. To monitor mailbox size, schedule the Subscriber Message Store Status report in the Message Store Manager Utility, available in Tools Depot. For more information, see the “[Message Store Manager Utility](#)” section on page 2-3.

Scanning for Viruses

Selecting Virus-Scanning Software

For a list of the virus-scanning software that has been qualified for use with Cisco Unity, refer to *Cisco Unity System Requirements, and Supported Hardware and Software*, available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/sysreq/40_sysrq.htm.

Excluding Cisco Unity Directories from Scanning

To significantly improve Cisco Unity performance, exclude from virus scanning the directory in which Cisco Unity is installed (the default directory is CommServer), and all subdirectories under that directory. Refer to the virus-scanning software Help for information on excluding directories from scanning.

Scheduling Virus Scanning

Schedule virus scanning to occur daily. Ideally, virus scanning should occur when the server is least busy so that it does not interfere with Cisco Unity voice messaging functions.

Updating Virus-Scanning Definitions

Your virus-scanning software should be configured to alert you every week or two to check the manufacturer website for new virus-scanning definitions. If you already have a policy for updating these definitions on the other computers on your network, follow the same policy for the Cisco Unity server. If you do not already have a policy, we recommend that you download and install the new definitions on the Cisco Unity server when the software prompts you to do so.

Running the DbWalker Utility

The Database Walker (DbWalker) utility checks each call handler, subscriber, subscriber template, interview handler, location object, and directory object in the Cisco Unity database for missing values, broken links, and other problems. DbWalker must be run on the Cisco Unity server. It can not be run off-box.

The utility runs in two modes: scheduled and manual. Scheduled mode provides a read-only review of the database. When the utility is run in manual mode, you can make automatic database repairs by using site-specific information.

Both scheduled and manual modes create an output log file. The log file lists any errors found, shows any automatic repairs that have been made to missing values and broken links, and also gives advisory warning messages for any items that require investigation and that may require a manual repair. The log file can be sent to a system manager or designated subscriber via e-mail, provided that the site security configuration allows this. The DbWalker utility also offers a choice for log file output content. We recommend that you set the utility to report only errors and warnings rather than a complete list of the entire database, because the output file may otherwise be unmanageably large.

Schedule the DbWalker utility to run monthly, in read-only mode. Following each monthly scheduled run, the following two database maintenance tasks must be done:

- Review the output log file.
- Promptly resolve any errors. Run the DbWalker utility a second time in manual mode; the utility will correct the errors it is able to resolve, by making use of the site-specific information you provide. If any errors remain that the utility cannot resolve, you can fix them by making corrections in the Cisco Unity Administrator.

To Schedule the DbWalker Utility to Run Monthly (Read-Only)

- Step 1** On the Cisco Unity desktop, confirm that Cisco Unity is running, then double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, under Diagnostic Tools, double-click **DbWalker**.
- Step 3** On the Directory Walker page, in the Options list, confirm that no check boxes are checked.
- Step 4** In the Logging section, enter the location of your choice for the output log files.
- Step 5** Choose a Logging Detail method. We recommend you choose **Log Only Information About Objects with One or More Errors**.
- Step 6** To send the monthly output log file to the system manager or to a designated subscriber, click **Schedule > E-Mail Notification**.
- Step 7** Enter a valid subscriber e-mail address, then click **Send Test Message**.
- Step 8** Verify that the test e-mail message is received.
Note that firewalls and other site security measures may prevent e-mail message receipt.
- Step 9** Click **Save**.
- Step 10** On the Directory Walker page, click **Schedule > Schedule DbWalker to Run**.
- Step 11** In the DbWalker Scheduler window, click **Schedule Walk**.
- Step 12** Click **OK** to accept the default task name, or enter the task name of your choice.
- Step 13** In the DbWalker window, on the Tasks tab, check the **Enabled** check box, and complete the remaining fields as needed for your site.
- Step 14** Click the Schedule tab, choose **Schedule Tasks Monthly**, and complete the remaining fields as needed for your site.
- Step 15** Click the Settings tab, and complete the fields as needed for your site.
- Step 16** Click **Apply**, click **OK**, and then click **Close**.
The DbWalker utility will run as scheduled.
- Step 17** When the DbWalker utility has run, review the DbWalker output log file. Investigate all errors and warning messages. Resolve any missing or incorrect information in the database by doing the following [“To Run the DbWalker Utility Manually \(With Database Repairs\)”](#) procedure, and by using the Cisco Unity Administrator.
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To Run the DbWalker Utility Manually (With Database Repairs)

- Step 1** On the Cisco Unity desktop, confirm that Cisco Unity is running, then double-click the **Cisco Unity Tools Depot** icon.

- Step 2** In the left pane, under Diagnostic Tools, double-click **DbWalker**.
- Step 3** In the Options list, select the automatic repairs that you want the utility to perform.
- Step 4** In the Logging section, confirm the location and the Logging Detail method for the output log file. We recommend you choose **Log Only Information About Objects with One or More Errors**.
- Step 5** Click **Walk Database**.
- The DbWalker utility will run and any automatic repairs that were selected will be performed.
- Step 6** When the DbWalker utility has run, review the output log file. Investigate all errors and warning messages. Resolve any missing or incorrect information in the database by using the Cisco Unity Administrator.
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Updating the System Clock

When the Cisco Unity server is connected to the network, we recommend that you configure an authoritative time server to ensure that all computers in the organization use a common time. Refer to Article ID 216734 (“How to Configure an Authoritative Time Server in Windows 2000”) on the Microsoft support website.

When the system clock on the Cisco Unity server is slow by a significant amount, subscribers may believe that Cisco Unity is delaying message delivery.

If the Cisco Unity server is not connected to the network, check the system clock monthly to ensure that the time is accurate to within a minute. To change the time, use the Date/Time Control Panel (on the Windows Start menu, click Settings > Control Panel > Date/Time).

Do not change the time on the system clock while you are using the Cisco Unity Administrator, or you may encounter inconsistencies in the data. This is due to an IIS caching problem. In this circumstance, new values will have been written to the SQL Server database, but old values will still appear in the IIS cache. This causes the Cisco Unity Administrator to appear to show that you have not changed values that you did in fact change.

Restarting the Cisco Unity Server

Depending on how your network is configured, Cisco Unity services may rely on the availability of a number of other servers on the network, as follows:

- The server that homes the Unity System mailbox
- The server(s) that home Cisco Unity subscriber mailboxes
- Exchange partner servers
- The domain controller for the domain in which the Cisco Unity server belongs
- The Active Directory global catalog server
- The Cisco CallManager server (if Cisco Unity is integrated with Cisco CallManager)
- The Cisco Unity secondary server, when Cisco Unity is configured for failover
- The Exchange Voice Connector server

The availability of each of these servers, the network connection to these servers, and the corresponding components on the Cisco Unity server may each affect Cisco Unity services.

When you restart servers or network devices on a regular schedule, include Cisco Unity servers in this schedule.

The Unity Schedule Restart tool, available in Tools Depot, allows you schedule an automatic restart of the Cisco Unity server, or just the Cisco Unity services. We recommend that you use the Unity Schedule Restart tool to schedule automatic restarts of the Cisco Unity server. Note that you can also use the tool to view Application Event log entries related to restarting Cisco Unity.

To Schedule Cisco Unity Restarts

Note that if you want to change an existing schedule rather than create a new one, delete the task and schedule a new task, as shown in the following steps.

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- Step 1** On the Cisco Unity desktop, double-click the **Cisco Unity Tools Depot** icon.
 - Step 2** In the left pane, under Administrative Tools, double-click **Schedule Unity Restart**.
 - Step 3** In the Configure Scheduled Restart Options window, choose to restart the Cisco Unity server or to restart Cisco Unity services only.

We recommend that you restart the Cisco Unity server rather than restarting individual services.
 - Step 4** Click **Schedule Restart**, and complete the fields as needed for your site.
 - Step 5** Click **Save and Exit**.
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Monitoring the Message Transfer Agent

Monitor the MTA (UnityMTA and UnityMTA\Failed directories) periodically to confirm that messages are going to the applicable subscriber home servers. The MTA queue can contain messages that did not go to subscriber home servers for the following reasons: there has been a loss of network connectivity; the Exchange server has gone off-line; or, there is a DNS issue (if the name of either the sending server or the home server cannot be resolved, the messages cannot be sent to the home server.)

For Exchange 5.5 systems, refer to Microsoft Knowledge Base article 247133, available on the Microsoft support website, for additional information.