



## CHAPTER 4

# Cisco Unity Maintenance Guide

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This chapter should be used in conjunction with the *Cisco Unity Maintenance Guide, Release 4.0(5)*. Information that has changed in the *Cisco Unity Maintenance Guide, Release 4.0(5)*—either because Cisco Unity functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section below.

The Domino version of the guide is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/maintenance/guide/dom/dom.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/maintenance/guide/dom/dom.html); the Exchange version of the guide is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/maintenance/guide/ex/ex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/maintenance/guide/ex/ex.html).

This chapter contains the following section:

- [Errors and Changes, page 4-1](#)

## Errors and Changes

The following sections apply to the *Cisco Unity Maintenance Guide (With IBM Lotus Domino), Release 4.0(5)* and to the *Cisco Unity Maintenance Guide (With Microsoft Exchange), Release 4.0(5)*, unless otherwise noted:

- [Changes That Affect All Cisco Unity Guides, page 4-2](#)
- [Updating the System Clock, page 4-2](#)
- [Monitoring the Message Transfer Agent, page 4-2](#)
- [Unity Messaging System Mailbox \(Cisco Unity with Exchange Only\), page 4-3](#)
- [Viewing and Printing Reports \(Cisco Unity with Domino Only\), page 4-3](#)
- [Viewing and Printing Reports \(Cisco Unity with Exchange Only\), page 4-4](#)
- [Distribution Lists Report \(Cisco Unity with Domino Only\), page 4-4](#)
- [Transfer Billing Report \(Cisco Unity with Domino Only\), page 4-4](#)
- [Transfer Billing Report \(Cisco Unity with Exchange Only\), page 4-4](#)
- [Outcall Billing Report \(Cisco Unity with Domino Only\), page 4-4](#)
- [Outcall Billing Report \(Cisco Unity with Exchange Only\), page 4-5](#)
- [Port Usage Report, page 4-5](#)
- [AMIS Out Traffic Report \(Cisco Unity with Domino Only\), page 4-5](#)
- [AMIS Out Traffic Report \(Cisco Unity with Exchange Only\), page 4-5](#)

## Changes That Affect All Cisco Unity Guides

### Cross-References to System Requirements Document

In cross-references to *Cisco Unity 4.x System Requirements, and Supported Hardware and Software*, refer instead to the following documents:

- *Cisco Unity 4.2 System Requirements* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/requirements/42cusysreq.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/requirements/42cusysreq.html).
- *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/support/42lsupp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/support/42lsupp.html).

### Exchange 5.5 No Longer Supported

Exchange 5.5 is no longer supported as the message store for Cisco Unity messages, for either new installations or upgrades. In Cisco Unity guides and Help, ignore any references to Exchange 5.5 as being supported. (Some Cisco Unity applications may contain Exchange 5.5 references as well.)

With Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to version 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

### Windows NT Domain No Longer Supported

Making a Cisco Unity server a member server in a Windows NT domain is no longer supported. In Cisco Unity guides and Help, ignore any references to a Windows NT domain as being supported. (Some Cisco Unity applications may contain Windows NT domain references as well.)

## Updating the System Clock

The “Updating the System Clock” section in the “Routine and Scheduled Maintenance on the Cisco Unity Server” chapter omitted the following information:

If you change the time on the system clock, restart the Cisco Unity server or Cisco Unity may not function properly.

(Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)



#### Note

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You do not need to restart the server when Windows automatically resets the system clock for daylight saving time.

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## Monitoring the Message Transfer Agent

The “Monitoring the Message Transfer Agent” section in the “Routine and Scheduled Maintenance on the Cisco Unity Server” chapter omits the following information about the UnityMTA\Failed directory and what to do if you find messages in the directory:

If the subscriber home server is accessible when Cisco Unity attempts to deliver a message from the MTA queue but message delivery fails for some other reason (for example, the RecipientAlias does not exist in the mail server directory), Cisco Unity moves the message to the UnityMTA\Failed directory and

does not attempt to redeliver the message. If there are messages in the Failed directory, you can look at the routing file for each message (routing files have a .txt extension) to determine the cause of the failure. If you believe that the problem has been corrected, you can manually move the message (both the TXT routing file and the corresponding WAV audio file) back to the UnityMTA folder, and Cisco Unity will attempt to redeliver it.

(Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)

## Unity Messaging System Mailbox (Cisco Unity with Exchange Only)

The “Moving the Unity Messaging System, UAmis, UVPIIM, UOmni, and USbms Exchange Mailboxes” section in the “[Cisco Unity Data and Log Files](#)” chapter contains an incorrect procedure for moving the Unity Messaging System Mailbox. Disregard the “Unity Messaging System Mailbox (Cisco Unity with Microsoft Exchange Only)” section.

The Unity Messaging System mailbox should always reside on the partner Exchange server. To move the mailbox to a different Exchange server, you must do so by changing the partner Exchange server. If you attempt to move the mailbox to another server by using the procedure in the *Cisco Unity Maintenance Guide* without following the steps to change the partner Exchange server, when you attempt to restart the Cisco Unity software, the Unity services may generate errors and fail to start.

For the procedure to change the partner Exchange server, refer to the “[Changing the Partner Exchange Server](#)” chapter of the *Cisco Unity Reconfiguration and Upgrade Guide (With Microsoft Exchange)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/upgrade/guide/ex/ru\\_060.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/upgrade/guide/ex/ru_060.html). When the partner Exchange server is changed, the Unity Messaging System mailbox is automatically moved.

## Viewing and Printing Reports (Cisco Unity with Domino Only)

The “Viewing and Printing Reports” section in the “[Reports](#)” chapter omitted the following paragraph:

When a report has completed, Cisco Unity sends an e-mail to the person who generated the report. To receive the e-mail, the person running the report must be either a Cisco Unity subscriber or associated with a Cisco Unity subscriber account. If the account that you use to log on to the Cisco Unity Administrator is not associated with a subscriber account, use the GrantUnityAccess utility to associate the account with a subscriber account that is in a class of service with system access to the Cisco Unity Administrator.

In addition, the procedure “To View a Report” is incorrect. Use the following procedure instead:

### To View a Report

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- Step 1** Click the link in the e-mail message.
  - Step 2** If the report is in Web page format, the browser will start automatically and display the information. If the report is in comma-delimited format, you may be required to choose an application in which to display the information.
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## Viewing and Printing Reports (Cisco Unity with Exchange Only)

The “Viewing and Printing Reports” section in the “[Reports](#)” chapter omitted the following information:

When a report has completed, Cisco Unity sends an e-mail to the person who generated the report. To receive the e-mail, the person running the report must be either a Cisco Unity subscriber or associated with a Cisco Unity subscriber account. If the account that you use to log on to the Cisco Unity Administrator is not associated with a subscriber account, use the GrantUnityAccess utility to associate the account with a subscriber account that is in a class of service with system access to the Cisco Unity Administrator.

## Distribution Lists Report (Cisco Unity with Domino Only)

The “Distribution Lists Report” section in the “[Reports](#)” chapter incorrectly states that you can include distribution list members in the report, and instructs you to check the List All Members for Each Distribution List check box to include the information.

You cannot include distribution list members in the report, and there is no check box for such an option in the Cisco Unity Administrator.

## Transfer Billing Report (Cisco Unity with Domino Only)

The first paragraph in the “Transfer Billing Report” section in the “[Reports](#)” chapter is incorrect and should be replaced with the following paragraph:

Use the Transfer Billing report to obtain information about calls that are transferred from subscribers or from call handlers to phones. Information about calls that are transferred to greetings or to other call handlers is not included in the report. You can use this report for billing purposes or to keep track of transfers to long-distance phone numbers. You can generate the report for all subscribers, a selected subscriber, all billing IDs, a selected billing ID, all call handlers, or a single call handler.

## Transfer Billing Report (Cisco Unity with Exchange Only)

The first paragraph in the “Transfer Billing Report” section in the “[Reports](#)” chapter should be replaced with the following paragraph:

Use the Transfer Billing report to obtain information about calls that are transferred from subscribers or from call handlers to phones. Information about calls that are transferred to greetings or to other call handlers is not included in the report. You can use this report for billing purposes or to keep track of transfers to long-distance phone numbers. You can generate the report for all subscribers, a selected subscriber, all billing IDs, a selected billing ID, a single distribution list, all call handlers, or a single call handler.

## Outcall Billing Report (Cisco Unity with Domino Only)

The “Outcall Billing Report” section in the “[Reports](#)” chapter incorrectly states that you can generate the report for subscribers, billing IDs, or for a distribution list.

You can generate the report only for subscribers or for billing IDs.

## Outcall Billing Report (Cisco Unity with Exchange Only)

In the “Outcall Billing Report” section in the “[Reports](#)” chapter, disregard the second paragraph, which is incorrect. (Subscribers with the billing ID of 0 are, in fact, included in the report when the Dial Time option is used.)

## Port Usage Report

The table in the “Port Usage Report” section in the “[Reports](#)” chapter misstates the unit of time in the Length of Calls field description as milliseconds.

The field value represents the length of time in seconds of all calls on the port per hour, day, or week for the time period specified.

(Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)

## AMIS Out Traffic Report (Cisco Unity with Domino Only)

The table in the “AMIS Out Traffic Report” section in the “[Reports](#)” chapter incorrectly describes the Submit Date and Time field.

The following description is correct:

The date and time that the message was delivered to the UAmis mail file. Note that the time may differ from actual delivery time because AMIS messages are transmitted in batches at scheduled times.

## AMIS Out Traffic Report (Cisco Unity with Exchange Only)

The table in the “AMIS Out Traffic Report” section in the “[Reports](#)” chapter incorrectly describes the Submit Date and Time field.

The following description is correct:

The date and time that the message was delivered to the UAmis mailbox. Note that the time may differ from actual delivery time because AMIS messages are transmitted in batches at scheduled times.

