



Upgrading and Downgrading SQL Server 2000 and MSDE 2000

This chapter contains the following sections:

- [Upgrading from MSDE 2000 to SQL Server 2000, page 11-1](#)
- [Downgrading from SQL Server 2000 to MSDE 2000, page 11-3](#)

The procedures in this chapter apply only to Cisco Unity version 3.0 through version 4.1. For Cisco Unity 4.2(1) and later, which require SQL Server 2000 Service Pack 4 or MSDE 2000 Service Pack 4, additional steps may be required.

Upgrading from MSDE 2000 to SQL Server 2000

You upgrade from MSDE 2000 to SQL Server 2000 for the following scenarios:

- You are adding ports to the Cisco Unity system, and the upgraded system will have more than 32 ports.



Caution If you upgrade the Cisco Unity server to more than 32 ports without upgrading to SQL Server 2000, Cisco Unity may not function properly.

- You are adding a pair of Cisco Unity failover servers. SQL Server 2000 must be installed on the primary and secondary servers. (MSDE 2000 is not supported on either server with Cisco Unity failover.)

If MSDE 2000 Service Pack 3 or 3a has not been installed, install it before you upgrade to SQL Server 2000, or the upgrade will fail.

Do the following three procedures in the order listed.

To Install MSDE 2000 Service Pack 3a

- Step 1** On the Windows Start menu, click **Run**.
- Step 2** Enter
`<Drive>\Commsserver\kill -f av*.*`
to manually stop all Cisco Unity services.

- Step 3** On Cisco Unity Service Packs CD 1, or from the location to which you saved the downloaded Service Packs CD 1 image files, copy the **MSDE_SP3** directory to the root directory of drive C.
- Step 4** Remove the disc from the CD-ROM drive, if applicable.
- Step 5** On the Windows Start menu, click **Run**.
- Step 6** Enter
C:\MSDE_SP3\MSDE\Setup.exe /upgradesp SQLRUN blanksapwd=1
- Step 7** Follow the on-screen prompts to complete the installation.
- Step 8** When the installation is finished, click **Yes** to restart the server.
- Step 9** Delete the directory **MSDE_SP3** to free hard-disk space.
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To Upgrade from MSDE 2000 to SQL Server 2000

- Step 1** Log on to Windows.
- Step 2** Exit the Cisco Unity software. For details, see the [“Exiting the Cisco Unity Software”](#) section on page A-1.
- Step 3** Insert the Cisco Unity Data Store 2000 disc in the CD-ROM drive.
 If the CD does not run automatically, browse to the root directory, and double-click **Autorun.exe**.
- Step 4** Click **SQL Server 2000 Components**.
- Step 5** Click **Install Database Server**.
- Step 6** In the Welcome dialog box, click **Next**.
- Step 7** In the Computer Name dialog box, click **Next** to accept the default setting **Local Computer**.
- Step 8** In the Installation Selection dialog box, click **Upgrade, Remove, or Add Components to an Existing Instance of SQL Server**, and click **Next**.
- Step 9** Follow the on-screen prompts until the Upgrade dialog box appears.
- Step 10** In the Upgrade dialog box, check the **Yes, Upgrade My Programs** check box, and click **Next**.
- Step 11** In the Choose Licensing Mode dialog box, click **Processor License For**, and enter the number of processors in the Cisco Unity server.
- Step 12** Click **Continue**.
- Step 13** Click **Yes** to install additional components.
- Step 14** In the Select Components dialog box, check the check boxes for the following components:
 - Server Components, and all subcomponents.
 - Management Tools, and all subcomponents.
 - Client Connectivity.
- Step 15** Click **Next**.
- Step 16** In the Start Copying Files dialog box, click **Next**.
- Step 17** Click **Finish**.
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To Install SQL Server 2000 Service Pack 3

- Step 1** On the Windows Start menu, click **Run**.
- Step 2** Enter
<Drive>\Commsvr\kill -f av*.*
to manually stop all Cisco Unity services.
- Step 3** On Cisco Unity Service Packs CD 1, or from the location to which you saved the downloaded Service Packs CD 1 image files, browse to the **SQL2000_SP3\x86\Setup** directory, and double-click **Setupsql.exe**.
- Step 4** On the Welcome screen, click **Next**.
- Step 5** Follow the on-screen prompts until the Connect to Server dialog box appears.
- Step 6** In the Connect to Server dialog box, choose Windows authentication, and click **Next**.
- Step 7** If the SA Password Warning dialog box appears, enter and confirm the password, and click **OK**.
- Step 8** Check the **Upgrade Microsoft Search and Apply SQL Server 2000 SP3 (Required)** check box, and click **Continue**. (Do not check the Enable Cross-Database Ownership Chaining for All Databases (Not Recommended) check box.)
- Step 9** Follow the on-screen prompts.
- Step 10** Click **Finish** to begin installing components.
- Step 11** When the Setup message appears, click **OK**.
- Step 12** Click **Finish** to restart the server.
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Downgrading from SQL Server 2000 to MSDE 2000

Before you downgrade to MSDE 2000, back up the Cisco Unity database.

Do the following six procedures in the order listed.

To Back Up the Cisco Unity Database

Back up the UnityDB database by using SQL Server Enterprise Manager. Refer to the Microsoft documentation.

To Uninstall SQL Server 2000

- Step 1** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.

- Step 2** Click **Microsoft SQL Server 2000**, and click **Change/Remove**.
- Step 3** When the uninstallation is complete, restart the Cisco Unity server. For details, see the [“Shutting Down or Restarting the Cisco Unity Server”](#) section on page A-3.
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To Install MSDE 2000

- Step 1** Insert the Cisco Unity Data Store 2000 disc in the CD-ROM drive.
- Step 2** Browse to the directory **MSDE**, and double-click **Setup.exe**.
- Step 3** When the installation is complete, click **Yes** to restart the Cisco Unity server. Leave the Cisco Unity Data Store 2000 disc in the CD-ROM drive.
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To Install Enterprise Manager

- Step 1** When the Cisco Unity server restarts, log on to Windows.
- Step 2** If the Cisco Unity Data Store 2000 disc does not run automatically, browse to the root directory, and double-click **Autorun.exe**.
- Step 3** Click **SQL Server 2000 Components**.
- Step 4** Click **Install Database Server**.
- Step 5** In the Welcome dialog box, click **Next**.
- Step 6** In the Computer Name dialog box, click **Next** to accept the default setting Local Computer.
- Step 7** In the Installation Selection dialog box, click **Next** to accept the default setting Create a New Instance of SQL Server, or Install Client Tools.
- Step 8** Follow the on-screen prompts until the CD Key dialog box appears.
- Step 9** Enter the key for Cisco Unity Data Store 2000. The key is located on a sticker on the back of the CD sleeve.
- Step 10** Click **Next**.
- Step 11** In the Installation Definition dialog box, click **Client Tools Only**.
- Step 12** Click **Next**.
- Step 13** In the Select Components dialog box, uncheck all check boxes in the Components list except **Management Tools**.
- Step 14** Select **Management Tools** (but do not uncheck the check box).
- Step 15** In the Sub-Components list, uncheck all check boxes except **Enterprise Manager**, and click **Next**.
- Step 16** In the Start Copying Files dialog box, click **Next**.
- Step 17** Click **Finish**.
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To Install the Latest MSDE 2000 Service Pack and Updates

- Step 1** Refer to *Recommended Service Packs and Updates for Use with Cisco Unity and the Cisco Unity Bridge* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/cmptblty/msupdate.htm to determine the latest MSDE 2000 service pack and updates recommended for use with Cisco Unity.
- Step 2** Download the service pack and updates, if any, from the Microsoft website. Also download or print the installation instructions.
- You can also download the service pack CD that includes the necessary service pack and updates from Cisco.com, <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>. See the release notes for your version of Cisco Unity to determine which CD the MSDE 2000 service pack and updates appear on. Release notes are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.
- Step 3** Install the software.
- Step 4** If you are prompted to restart the server to complete the installation, do so.
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To Complete the Downgrade to MSDE 2000

- Step 1** Restart the Cisco Unity server.
- Step 2** Using SQL Server Enterprise Manager, restore the database that you backed up in the “[To Back Up the Cisco Unity Database](#)” procedure on page 11-3.
- Step 3** Restart the Cisco Unity server. For details, see “[Shutting Down or Restarting the Cisco Unity Server](#)” section on page A-3.
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