



Changing the Partner Exchange Server

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Choosing a Different Partner Exchange Server

When you installed Cisco Unity, you chose an Exchange server with which Cisco Unity communicates—the partner Exchange server. If the current partner server is being decommissioned, is malfunctioning, is being rebuilt, or will be off line for maintenance for an extended period, you must specify a different partner server. (If the partner server will be off line only briefly, you do not need to change the partner server. The Unity Message Repository will save messages on the hard disk on the Cisco Unity server and then send them to Exchange when the partner server comes back on line.)

Use the information in this section to decide which server you will specify as the new partner Exchange server.

When all Cisco Unity subscriber mailboxes will be homed on the same Exchange server, use that server as the partner server. For the Voice Messaging configuration with Exchange 2000 installed on the Cisco Unity server, the Cisco Unity server is the partner Exchange server.

When Cisco Unity subscriber mailboxes will be homed on more than one Exchange server, consider the following general guidelines for deciding which server to use as the partner server:

- All voice messages from outside callers pass through the partner server on their way to user mailboxes. Use an Exchange server based on its ability to handle the additional traffic.
- When Exchange is configured for active/active or active/passive clustering, use either an Exchange server outside the cluster or the Exchange virtual server in the cluster.

When Cisco Unity subscriber mailboxes will be homed in both Exchange 2003 and Exchange 2000—regardless of whether they will also be homed in Exchange 5.5—we recommend, for most topologies, that you use an Exchange 2003 server as the partner server. Otherwise, when you upgrade the partner server to Exchange 2003, Cisco Unity subscriber mailboxes will not have access to messages during the upgrade. In addition, you will need to upgrade the Exchange administration software installed on the Cisco Unity server.

**Caution**

When Windows Server 2003 is installed on the Cisco Unity server, you must use an Exchange 2003 server as the partner server.

However, in some cases, an Exchange 2003 server may not be the best choice. Because of the amount of data that passes between the Cisco Unity server and the partner Exchange server, the partner server should be in the same site as the Cisco Unity server. When Cisco Unity subscriber mailboxes will be homed in Exchange on multiple sites and the only Exchange 2003 servers are on remote sites, do one of the following:

- Upgrade a local Exchange 2000 server to Exchange 2003 before you install Cisco Unity.
- Use an Exchange 2000 server in the same site as the Cisco Unity server.

When Cisco Unity subscriber mailboxes will be homed in Exchange 2003 and/or Exchange 2000 and will also be homed in Exchange 5.5, you must use an Exchange 2003 or Exchange 2000 server as the partner server.

Changing the Partner Exchange 2003 or Exchange 2000 Server for Cisco Unity 4.x

**Note**

The procedures in this section were written for and tested with Cisco Unity 4.0(3). If you are using another Cisco Unity 4.x version, the procedures may differ slightly.

This section assumes that the existing and new partner servers are running the same version of Exchange. If you are changing the version of Exchange at the same time that you are changing the partner server, see the [“Upgrading Exchange on the Cisco Unity System”](#) chapter instead.

If the Cisco Unity Voice Connector for Exchange 2000 is installed on any Exchange 2003 or Exchange 2000 server in the forest, then the partner Exchange server, all Exchange servers on which mailboxes for Cisco Unity subscribers are homed, and the Exchange server on which the Cisco Unity Voice Connector is installed must be either in the same Exchange routing group or in routing groups that are connected to one another with Exchange routing-group connectors. Otherwise, subscribers may not be able to successfully send or receive messages using supported Cisco Unity networking options, such as AMIS and SMTP Networking.

As a result, if you are changing the partner Exchange server to a server in a routing group that is not connected as described, you must first install routing-group connectors to ensure that the partner Exchange server can successfully send and receive messages to mailboxes in any other Exchange routing group.

This section contains three procedures. If you already know which Exchange server is the current partner server, start with the second procedure, [“To Prepare to Change the Partner Exchange 2003 or Exchange 2000 Server for Cisco Unity 4.x.”](#) If you need to determine the current partner server, start with the first procedure. Do the procedures in the order listed.

To Determine the Current Partner Exchange Server

- Step 1** On the Cisco Unity server, start Regedit.
- Step 2** Expand the key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Doh.

- Step 3** The name of the current partner Exchange server appears in the key Mail Server Name.
- Step 4** Close Regedit.
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To Prepare to Change the Partner Exchange 2003 or Exchange 2000 Server for Cisco Unity 4.x

- Step 1** Choose the new partner Exchange 2003 or Exchange 2000 server. For information to help you decide on a partner server, see the “[Choosing a Different Partner Exchange Server](#)” section on page 6-1.
- Step 2** Determine and write down which Active Directory accounts are being used as the Cisco Unity installation, directory services, and administration accounts.
- Step 3** Confirm that Exchange is running on the new partner Exchange server. If Exchange is not running, changing the partner server will fail.
- Step 4** Confirm that the new partner Exchange server is running the same service pack as the current partner server. Microsoft recommends applying the same service pack to all mail servers within the organization.
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To Change the Partner Exchange 2003 or Exchange 2000 Server for Cisco Unity 4.x

- Step 1** On the Cisco Unity server, log on to Windows by using the Cisco Unity installation account. If failover is configured, log on to both servers.
- Step 2** Exit the Cisco Unity software. If failover is configured, exit the Cisco Unity software on both servers.



Caution When failover is configured, you must change the partner Exchange server on both servers while Cisco Unity is stopped on both servers, or Cisco Unity data may be corrupted.

- Step 3** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**. If failover is configured, you can start with either the primary or the secondary server.
- Step 4** In the list of currently installed programs, click **Cisco Unity Message Store Configuration Wizard**, and click **Change/Remove**.
- Step 5** On the Cisco Unity Message Store Configuration Wizard Welcome screen, click **Next**.
- Step 6** Enter the password for the installation account, and click **Next**.
- Step 7** If an account does not exist for the Cisco Unity Administrator (Cisco Unity administration account), skip to [Step 8](#). If an account exists for the Cisco Unity Administrator, click **Change**, then in the Select User dialog box, double-click the name of the Cisco Unity administration account.
- Step 8** Click **Next**.
- Step 9** In the Select Partner Message Store dialog box, click **Microsoft Exchange 2003** or **Microsoft Exchange 2000**, depending on the version of Exchange installed on the new partner Exchange server.
- Step 10** Click **Next**.

- Step 11** In the Select Mailbox Location dialog box, specify the new partner Exchange server and the mailbox store in which to create new mailboxes.
- If failover is configured, you must specify the same Exchange server and mailbox store for both Cisco Unity servers.
- Step 12** Click **Next**.
- Step 13** In the Select Active Directory Containers for New Objects dialog box, specify the domain in which you want Cisco Unity to create users and distribution lists.
- If failover is configured, you must specify the same domain for both Cisco Unity servers.
- Step 14** If custom organizational units were created for users or distribution lists, click the corresponding **Change** button to specify them.
- If failover is configured, you must specify the same custom organizational units for both Cisco Unity servers.
- Step 15** Click **Next**.
- Step 16** Follow the on-screen prompts until message store configuration is complete.
- Step 17** If failover is configured, repeat [Step 3](#) through [Step 16](#) on the other Cisco Unity server.

Changing the Partner Exchange 5.5 Server for Cisco Unity 4.x



Note

The procedures in this section were written for and tested with Cisco Unity 4.0(3). If you are using another Cisco Unity 4.x version, the procedures may differ slightly.

This section assumes that the existing and new partner servers are running the same version of Exchange. If you are changing the version of Exchange at the same time that you are changing the partner server, see the [“Upgrading Exchange on the Cisco Unity System”](#) chapter instead.

If the Cisco Unity Voice Connector for Exchange 5.5 is installed on any Exchange 5.5 server in the organization, then the partner Exchange server, all Exchange servers on which mailboxes for Cisco Unity subscribers are homed, and the Exchange server on which the Cisco Unity Voice Connector is installed must be either in the same Exchange site or in sites that are connected to one another with Exchange site connectors. Otherwise, subscribers may not be able to successfully send or receive messages using supported Cisco Unity networking options, such as AMIS and SMTP Networking.

As a result, if you are changing the partner Exchange server to a server in a site that is not connected as described, you must first install site connectors to ensure that the partner Exchange server can successfully send and receive messages to mailboxes in any other Exchange site.

This section contains five procedures. If you already know which Exchange server is the current partner server, start with the second procedure, [“To Prepare to Change the Partner Exchange 5.5 Server for Cisco Unity 4.x.”](#) If you need to determine the current partner server, start with the first procedure. Do the procedures in the order listed.

To Determine the Current Partner Exchange Server

- Step 1** On the Cisco Unity server, start Regedit.
- Step 2** Expand the key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Doh.

- Step 3** The name of the current partner Exchange server appears in the key Mail Server Name.
- Step 4** Close Regedit.

To Prepare to Change the Partner Exchange 5.5 Server for Cisco Unity 4.x

- Step 1** Choose the new partner Exchange 5.5 server. For information to help you decide on a partner server, see the “[Choosing a Different Partner Exchange Server](#)” section on page 6-1.
- Step 2** Determine and write down which Active Directory accounts are being used for installation, for administration (if any), and for directory and message store services.
- Step 3** Confirm that Exchange is running on the new partner Exchange server. If Exchange is not running, changing the partner server will fail.
- Step 4** Confirm that the new partner Exchange server is running the same service pack as the current partner server. Microsoft recommends applying the same service pack to all mail servers within the organization.



Caution

If Active Directory is installed on the new partner Exchange 5.5 server, you must change the LDAP port number on the Exchange 5.5 server and ensure that the Cisco Unity server is using the same LDAP port number. If Active Directory is not installed on the new partner Exchange 5.5 server, changing the LDAP port number is optional.

To Change the LDAP Port Number

- Step 1** On the Cisco Unity server, on the Windows Start menu, click **Programs > Microsoft Exchange > Microsoft Exchange Administrator**.
- If failover is configured, you can start with either the primary or the secondary server.
- Step 2** In the site container, open the **Configuration** container.
- Step 3** Under Configuration, click **Protocols**.
- Step 4** In the right pane, double-click **LDAP (Directory) Site Defaults**.
- Step 5** On the General tab, check the value of Port Number:

If the value is 389	Change the value to 379 or another available port number, then write down the value. You will change the LDAP port number on the new partner Exchange 5.5 server to the same value later in this procedure.
If the value is a number other than 389	Write down the value. You will change the LDAP port number on the new partner Exchange 5.5 server to the same value later in this procedure.

- Step 6** Click **OK**, and close the Exchange Administrator.
- Step 7** If failover is not configured, skip to [Step 8](#).
- If failover is configured, repeat [Step 1](#) through [Step 6](#) on the other Cisco Unity server. Use the same port number for both servers.

- Step 8** On the new partner Exchange 5.5 server, on the Windows Start menu, click **Programs > Microsoft Exchange > Microsoft Exchange Administrator**.
 - Step 9** In the site container, open the **Configuration** container.
 - Step 10** Under Configuration, click **Protocols**.
 - Step 11** In the right pane, double-click **LDAP (Directory) Site Defaults**.
 - Step 12** On the General tab, confirm that the value of Port Number is the same as the value of Port Number on the Cisco Unity server, which you either verified or changed in [Step 5](#). If the values are different, change the value here to match the value on the Cisco Unity server.
 - Step 13** Click **OK**, and close the Exchange Administrator.
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To Remove the Current Message Store Configuration

- Step 1** On the Cisco Unity server, log on to Windows by using the Cisco Unity installation account.
If failover is configured, log on to both Cisco Unity servers.
- Step 2** Exit the Cisco Unity software.
If failover is configured, exit the Cisco Unity software on both servers.



Caution When failover is configured, you must change the partner Exchange server on both servers while Cisco Unity is stopped on both servers, or Cisco Unity data may be corrupted.

- Step 3** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
If failover is configured, you can start with either the primary or the secondary server.
 - Step 4** In the list of currently installed programs, click **Cisco Unity Message Store Configuration Wizard**, and click **Change/Remove**.
 - Step 5** Follow the on-screen prompts to remove the Cisco Unity Message Store Configuration wizard and the data about the configuration.
 - Step 6** If failover is configured, repeat [Step 3](#) through [Step 5](#) on the other Cisco Unity server.
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To Change the Partner Exchange 5.5 Server for Cisco Unity 4.x

- Step 1** On the Cisco Unity server, in Windows Explorer, browse to the drive and directory where Cisco Unity is installed (the default directory is CommServer).
If failover is configured, you can start with either the primary or the secondary server.
- Step 2** Browse to the directory **ConfigurationSetup**, and double-click **Setup.exe**.
- Step 3** On the Welcome screen, click **Next**.
- Step 4** Enter the password for the installation account, and click **Next**.
- Step 5** In the Select Partner Message Store dialog box, click **Microsoft Exchange 5.5**, and click **Next**.

- Step 6** In the Server Name field, specify the new partner Exchange 5.5 server.
If failover is configured, you must specify the same Exchange server for both Cisco Unity servers.
- Step 7** Enter the LDAP port number that you made note of in the “[To Change the LDAP Port Number](#)” procedure on page 6-5.
- Step 8** Click Next.
- Step 9** Follow the on-screen prompts until message store configuration is complete.
- Step 10** If failover is configured, repeat [Step 1](#) through [Step 9](#) on the other Cisco Unity server.
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Changing the Partner Exchange 2000 Server for Cisco Unity 3.1(6)



Caution

The procedures in this section apply only to Cisco Unity version 3.1(6). To change the partner Exchange 2000 server for an earlier Cisco Unity 3.1(x) version, you must upgrade to 3.1(6) first. The tools related to message store configuration were significantly improved for Cisco Unity 3.1(6). Refer to the “Upgrading a Cisco Unity 3.0 or 3.1 System” chapter of the *Cisco Unity Installation Guide, Release 3.1* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/inst/inst31/index.htm.

This section assumes that the existing and new partner servers are running the same version of Exchange. If you are changing the version of Exchange at the same time that you are changing the partner server, see the “[Upgrading Exchange on the Cisco Unity System](#)” chapter instead.

If the Cisco Unity Voice Connector for Exchange 2000 is installed on any Exchange 2003 or Exchange 2000 server in the forest, then the partner Exchange server, all Exchange servers on which mailboxes for Cisco Unity subscribers are homed, and the Exchange server on which the Cisco Unity Voice Connector is installed must be either in the same Exchange routing group or in routing groups that are connected to one another with Exchange routing-group connectors. Otherwise, subscribers may not be able to successfully send or receive messages using supported Cisco Unity networking options, such as AMIS and SMTP Networking.

As a result, if you are changing the partner Exchange server to a server in a routing group that is not connected as described, you must first install routing-group connectors to ensure that the partner Exchange server can successfully send and receive messages to mailboxes in any other Exchange routing group.

This section contains three procedures. If you already know which Exchange server is the current partner server, start with the second procedure, “[To Prepare to Change the Partner Exchange 2000 Server for Cisco Unity 3.1\(6\)](#).” If you need to determine the current partner server, start with the first procedure. Do the procedures in the order listed.

To Determine the Current Partner Exchange Server

- Step 1** On the Cisco Unity server, start Regedit.
- Step 2** Expand the key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Doh.

- Step 3** The name of the current partner Exchange server appears in the key Mail Server Name.
- Step 4** Close Regedit.

To Prepare to Change the Partner Exchange 2000 Server for Cisco Unity 3.1(6)

- Step 1** If the Cisco Unity system is running version 3.1(5) or earlier, upgrade to Cisco Unity 3.1(6) before you change the partner Exchange 2000 server. Refer to the “Upgrading a Cisco Unity 3.0 or 3.1 System” chapter of the *Cisco Unity Installation Guide, Release 3.1* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/inst/inst31/index.htm.
- If failover is configured, upgrade both Cisco Unity servers.
- Step 2** If the Cisco Unity system was upgraded to version 3.1(6) instead of installed as a new 3.1(6) system, create accounts and assign permissions as described in the “Installing the Cisco Unity System” chapter of the *Cisco Unity Installation Guide, Release 3.1*. Refer to the following sections:
- “About the Accounts Required for the Cisco Unity Installation”
 - “Creating the Accounts”
 - “Adding the Cisco Unity Administration Account to an Admins Group”
 - “Setting Rights and Permissions with the Cisco Unity Permissions Wizard.” If failover is configured, run the Permissions wizard on both the primary and secondary servers.
 - “Setting Exchange Permissions”
- The guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/inst/inst31/index.htm.
- Step 3** Choose the new partner Exchange 2000 server. For information to help you decide on a partner server, see the “Choosing a Different Partner Exchange Server” section on page 6-1.
- Step 4** Confirm that Exchange is running on the new partner Exchange server. If Exchange is not running, changing the partner server will fail.
- Step 5** Confirm that the new partner Exchange server is running the same service pack as the current partner server. Microsoft recommends applying the same service pack to all mail servers within the organization.

To Change the Partner Exchange 2000 Server for Cisco Unity 3.1(6)

- Step 1** On the Cisco Unity server, log on to Windows by using the Cisco Unity installation account.
- If failover is configured, log on to both servers.
- Step 2** Exit the Cisco Unity software.
- If failover is configured, exit the Cisco Unity software on both servers.



Caution When failover is configured, you must change the partner Exchange server on both servers while Cisco Unity is stopped on both servers, or Cisco Unity data may be corrupted.

- Step 3** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
If failover is configured, you can start with either the primary or the secondary server.
- Step 4** In the list of currently installed programs, click **Cisco Unity Message Store Configuration Wizard**, and click **Change/Remove**.
- Step 5** On the Cisco Unity Message Store Configuration Wizard Welcome screen, click **Next**.
- Step 6** Enter the password for the installation account, and click **Next**.
- Step 7** In the Select Partner Message Store dialog box, click **Microsoft Exchange 2000**, and click **Next**.
- Step 8** In the Select Mailbox Location dialog box, specify the new partner Exchange 2000 server and the mailbox store in which to create new mailboxes.
If failover is configured, you must specify the same Exchange server and mailbox store for both Cisco Unity servers.
- Step 9** Click **Next**.
- Step 10** In the Select Active Directory Containers for New Objects dialog box, specify the domain in which you want Cisco Unity to create users and distribution lists.
If failover is configured, you must specify the same domain for both Cisco Unity servers.
- Step 11** If custom organizational units were created for users or distribution lists, click the corresponding **Modify** button to specify them.
If failover is configured, you must specify the same custom organizational units for both Cisco Unity servers.
- Step 12** Click **Next**.
- Step 13** Follow the on-screen prompts until message store configuration is complete.
- Step 14** If failover is configured, repeat [Step 3](#) through [Step 13](#) on the other Cisco Unity server.

Changing the Partner Exchange 5.5 Server for Cisco Unity 3.1(6)



Caution

Some of the procedures in this section apply only to Cisco Unity version 3.1(6). To change the partner Exchange 5.5 server for an earlier Cisco Unity 3.1(x) version, you must upgrade to 3.1(6) first. The tools related to message store configuration were significantly improved for Cisco Unity 3.1(6). Refer to the “Upgrading a Cisco Unity 3.0 or 3.1 System” chapter of the *Cisco Unity Installation Guide, Release 3.1* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/inst/inst31/index.htm.

This section assumes that the existing and new partner servers are running the same version of Exchange. If you are changing the version of Exchange at the same time that you are changing the partner server, see the “[Upgrading Exchange on the Cisco Unity System](#)” chapter instead.

If the Cisco Unity Voice Connector for Exchange 5.5 is installed on any Exchange 5.5 server in the organization, then the partner Exchange server, all Exchange servers on which mailboxes for Cisco Unity subscribers are homed, and the Exchange server on which the Cisco Unity Voice Connector is installed must be either in the same Exchange site or in sites that are connected to one another with Exchange site connectors. Otherwise, subscribers may not be able to successfully send or receive messages using supported Cisco Unity networking options, such as AMIS and SMTP Networking.

As a result, if you are changing the partner Exchange server to a server in a site that is not connected as described, you must first install site connectors to ensure that the partner Exchange server can successfully send and receive messages to mailboxes in any other Exchange site.

This section contains five procedures. If you already know which Exchange server is the current partner server, start with the second procedure, “[To Prepare to Change the Partner Exchange 5.5 Server for Cisco Unity 3.1\(6\)](#).” If you need to determine the current partner server, start with the first procedure. Do the procedures in the order listed.

To Determine the Current Partner Exchange Server

- Step 1** On the Cisco Unity server, start Regedit.
- Step 2** Expand the key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Doh.
- Step 3** The name of the current partner Exchange server appears in the key Mail Server Name.
- Step 4** Close Regedit.
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To Prepare to Change the Partner Exchange 5.5 Server for Cisco Unity 3.1(6)

- Step 1** If the Cisco Unity system is running version 3.1(5) or earlier, upgrade to Cisco Unity 3.1(6) before you change the partner Exchange 5.5 server. Refer to the “Upgrading a Cisco Unity 3.0 or 3.1 System” chapter of the *Cisco Unity Installation Guide, Release 3.1* at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/inst/inst31/index.htm.
- If failover is configured, upgrade both Cisco Unity servers.
- Step 2** If the Cisco Unity system was upgraded to version 3.1(6) instead of installed as a new 3.1(6) system, create accounts and assign permissions as described in the “Installing the Cisco Unity System” chapter of the *Cisco Unity Installation Guide, Release 3.1*. Refer to the following sections:
- “About the Accounts Required for the Cisco Unity Installation”
 - “Creating the Accounts”
 - “Adding the Cisco Unity Administration Account to an Admins Group”
 - “Setting Rights and Permissions with the Cisco Unity Permissions Wizard.” If failover is configured, run the Permissions wizard on both the primary and secondary servers.
 - “Setting Exchange Permissions”
- The guide is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/inst/inst31/index.htm.
- Step 3** Choose the new partner Exchange 5.5 server. For information to help you decide on a partner server, see the “[Choosing a Different Partner Exchange Server](#)” section on page 6-1.
- Step 4** Confirm that Exchange is running on the new partner Exchange server. If Exchange is not running, changing the partner server will fail.
- Step 5** Confirm that the new partner Exchange server is running the same service pack as the current partner server. Microsoft recommends applying the same service pack to all mail servers within the organization.
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**Caution**

If Active Directory is installed on the new partner Exchange 5.5 server, you must change the LDAP port number on the Exchange 5.5 server and ensure that the Cisco Unity server is using the same LDAP port number. If Active Directory is not installed on the new partner Exchange 5.5 server, changing the LDAP port number is optional.

To Change the LDAP Port Number

Step 1 On the Cisco Unity server, on the Windows Start menu, click **Programs > Microsoft Exchange > Microsoft Exchange Administrator**.

If failover is configured, you can start with either the primary or the secondary server.

Step 2 In the site container, open the **Configuration** container.

Step 3 Under Configuration, click **Protocols**.

Step 4 In the right pane, double-click **LDAP (Directory) Site Defaults**.

Step 5 On the General tab, check the value of Port Number:

If the value is 389	Change the value to 379 or another available port number, then write down the value. You will change the LDAP port number on the new partner Exchange 5.5 server to the same value later in this procedure.
If the value is a number other than 389	Write down the value. You will change the LDAP port number on the new partner Exchange 5.5 server to the same value later in this procedure.

Step 6 Click **OK**, and close the Exchange Administrator.

Step 7 If failover is not configured, skip to [Step 8](#).

If failover is configured, repeat [Step 1](#) through [Step 6](#) on the other Cisco Unity server. Use the same port number for both servers.

Step 8 On the new partner Exchange 5.5 server, on the Windows Start menu, click **Programs > Microsoft Exchange > Microsoft Exchange Administrator**.

Step 9 In the site container, open the **Configuration** container.

Step 10 Under Configuration, click **Protocols**.

Step 11 In the right pane, double-click **LDAP (Directory) Site Defaults**.

Step 12 On the General tab, confirm that the value of Port Number is the same as the value of Port Number on the Cisco Unity server, which you either verified or changed in [Step 5](#). If the values are different, change the value here to match the value on the Cisco Unity server.

Step 13 Click **OK**, and close the Exchange Administrator.

To Remove the Current Message Store Configuration

Step 1 On the Cisco Unity server, log on to Windows by using the Cisco Unity installation account.

If failover is configured, log on to both Cisco Unity servers.

- Step 2** Exit the Cisco Unity software.
If failover is configured, exit the Cisco Unity software on both servers.



Caution When failover is configured, you must change the partner Exchange server on both servers while Cisco Unity is stopped on both servers, or Cisco Unity data may be corrupted.

- Step 3** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
If failover is configured, you can start with either the primary or the secondary server.
- Step 4** In the list of currently installed programs, click **Cisco Unity Message Store Configuration Wizard**, and click **Change/Remove**.
- Step 5** Follow the on-screen prompts to remove the Cisco Unity Message Store Configuration wizard and the data about the configuration.
- Step 6** If failover is configured, repeat [Step 3](#) through [Step 5](#) on the other Cisco Unity server.
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To Change the Partner Exchange 5.5 Server for Cisco Unity 3.1(6)

- Step 1** On the Cisco Unity server, in Windows Explorer, browse to the drive and directory where Cisco Unity is installed (the default directory is CommServer).
If failover is configured, you can start with either the primary or the secondary server.
- Step 2** Browse to the directory **ConfigurationSetup**, and double-click **Setup.exe**.
- Step 3** On the Welcome screen, click **Next**.
- Step 4** Enter the password for the installation account, and click **Next**.
- Step 5** In the Select Partner Message Store dialog box, click **Microsoft Exchange 5.5**, and click **Next**.
- Step 6** In the Server Name field, specify the new partner Exchange 5.5 server.
If failover is configured, you must specify the same Exchange server for both Cisco Unity servers.
- Step 7** If Active Directory is installed on the new partner Exchange 5.5 server, enter the LDAP port number that you made note of in the [“To Change the LDAP Port Number”](#) procedure on page 6-11.
- Step 8** Click **Next**.
- Step 9** Follow the on-screen prompts until message store configuration is complete.
- Step 10** If failover is configured, repeat [Step 1](#) through [Step 9](#) on the other server.
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