Changing the Domain Controller and Global Catalog Server (Exchange 2003 and Exchange 2000 Only)

This chapter contains the following sections:

- Changing the Domain Controller That Cisco Unity Monitors (Cisco Unity 4.0(4) and Later), page 7-1
- Changing the Domain Controller That Cisco Unity Monitors (Cisco Unity 3.x Through 4.0(3)), page 7-2
- Changing the Global Catalog Server That Cisco Unity Monitors for Directory Updates (Cisco Unity 4.0(4) and Later), page 7-5
- Changing the Global Catalog Server That Cisco Unity Monitors for Directory Updates (Cisco Unity 3.x Through 4.0(3)), page 7-6
- Changing the Global Catalog Server with Which the Cisco Unity MAPI Client Communicates, page 7-8

Note that all sections apply only to Exchange 2003 and Exchange 2000.

Changing the Domain Controller That Cisco Unity Monitors (Cisco Unity 4.0(4) and Later)

Beginning with Cisco Unity 4.0(4), you no longer need to manually change the domain controller that Cisco Unity monitors for directory updates. If a domain controller (DC) stops functioning, Cisco Unity automatically finds another one and resynchronizes the MSDE 2000 or SQL Server 2000 database on the Cisco Unity server with the directory on the new DC.

However, if the current DC is being decommissioned, is malfunctioning, is being rebuilt, or will be off line for maintenance, you can use the DC/GC Reconnect Settings tool to:

- Specify the DC that Cisco Unity automatically switches to when the current DC is taken off line.
- Schedule the resynchronization of the Cisco Unity database with the Active Directory database on the new DC.
- Manually change the DC that Cisco Unity monitors before the current DC is taken off line.

Note Changing the DC that Cisco Unity monitors requires that directory data on the Cisco Unity server be fully resynchronized with the Active Directory. This process is CPU intensive, so we recommend that you make the change during off-peak hours.

If failover is configured, the DC/GC Reconnect Settings tool will run only on the active server. In addition, you do not need to change settings on both servers because all of the data for the DC/GC Reconnect feature is stored in the Cisco Unity database and is automatically replicated between the two servers.

To Change the Domain Controller That Cisco Unity Monitors (Cisco Unity 4.0(4) and Later)

Use the DC/GC Reconnect Settings tool, which appears under Administration Tools in the Cisco Unity Tools Depot. (The Tools Depot icon is on the Cisco Unity server desktop.)

Refer to Help for the DC/GC Reconnect Settings tool for information on how to use the tool, including options for manually changing the DC immediately or specifying the DC that Cisco Unity reconnects with if the current DC stops functioning.

If failover is configured, use the tool on the active server.

Changing the Domain Controller That Cisco Unity Monitors (Cisco Unity 3.x Through 4.0(3))

If the domain controller (DC) that Cisco Unity monitors for directory updates is being decommissioned, is malfunctioning, is being rebuilt, or will be off line for maintenance, you need to specify a different DC so Cisco Unity can continue to get directory updates.

If failover is configured, you must use the same DC for both the primary and secondary Cisco Unity servers.

Note Changing the DC that Cisco Unity monitors requires that directory data on the Cisco Unity server be fully resynchronized with the Active Directory. This process is CPU intensive, so we recommend that you make the change during off-peak hours.

Caution Do not use Windows Terminal Services to change the DC. For some versions of Cisco Unity, the resynchronization does not work properly when it is started by using WTS.

If you already know the DC that Cisco Unity monitors, skip to the second procedure, "To Change the Domain Controller That Cisco Unity Monitors (Cisco Unity 3.x Through 4.0(3))." If you need to determine the DC that Cisco Unity is currently monitoring, start with the first procedure.

To Determine the Domain Controller That Cisco Unity Monitors

Step 1 On the Cisco Unity server, start Regedit.

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

Step 2 Expand the key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Directory Connectors\DirSynchAD\1.00\Domains\<DomainName>.

If Cisco Unity is monitoring multiple domains, there will be one entry for each domain.

Step 3 The name of the DC that Cisco Unity monitors is displayed in the key DefaultDomainController.

Step 4 Close Regedit.

Step 5 If failover is configured, repeat Step 1 through Step 4 on the other server.

To Change the Domain Controller That Cisco Unity Monitors (Cisco Unity 3.x Through 4.0(3))

Step 1 Log on to the Cisco Unity server by using an account that has the right to change the registry.

If failover is configured and you are changing the DC for both servers, you can start with either the primary or the secondary server.

Step 2 Start Regedit.

Caution Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the "Restoring" topics in Registry Editor Help.) Note that when Cisco Unity failover is configured, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about changing registry key settings, contact Cisco TAC.

Step 3 If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.

Step 4 Expand the key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Directory Connectors\DirSynchAD\1.00\Domains\<DomainName>.

If Cisco Unity is monitoring multiple domains, there will be one entry for each domain. Choose the applicable domain.

Step 5 Change the value of the key DefaultDomainController to the name of the new DC (for example, DefaultDomainController = DCServerName.cisco.com).

Step 6 Close Regedit.

Step 7 On the Windows Start menu, click **Programs > Administrative Tools > Services**.

Step 8 In the right pane, double-click the **AvDSAD** service.

Step 9 On the General tab, click **Stop**.

Step 10 Wait for the service to stop.

Step 11 On the General tab, click **Start**.

Step 12 Wait for the service to start.

Step 13 Repeat Step 9 through Step 12 to stop and start the service a second time.

Step 14 Check the Windows application event log for any errors.

If connection errors are reported by the AvDSAD service, confirm that you entered the name of a valid DC in Step 5 and that you can ping the DC by name, by fully qualified domain name, and by IP address.

Step 15 If the Cisco Unity system is running version 3.x, skip to Step 16.

For Cisco Unity 4.x only, set the ObjectChangedId value in the Cisco Unity database to 0 for all subscribers, locations, and distribution lists to prepare for the resynchronization:

a. Exit the Cisco Unity software.

b. On the Windows Start menu, click **Run**, then run **cmd**.

c. Run the following three OSQL commands:

Caution OSQL commands are case sensitive. Enter the commands exactly as they appear.

- osql -E -d UnityDb -Q "update subscriber set objectchangedid = '0'"
- osql -E -d UnityDb -Q "update distributionlist set objectchangedid = '0'"
- osql -E -d UnityDb -Q "update location set objectchangedid = '0'"

d. Close the Command Prompt window.

e. Restart the Cisco Unity software.

Step 16 In Windows Explorer, browse to the directory where Cisco Unity is installed (the default is CommServer), and then to the **TechTools** directory.

Step 17 Double-click **DohPropTest.exe**.

Step 18 In the DohPropTest Logon dialog box, leave the Password box empty, and click **OK**.

Step 19 In the warning dialog box, click **Ignore** to start DohPropTest in read-only mode.

Step 20 Click **AD Monitor**.

Step 21 In the Directory Monitor dialog box, click **TotalResync**.

Step 22 Close DohPropTest.

Step 23 Open Task Manager.

Step 24 Click the **Processes** tab.

Step 25 When CPU usage for AvDirChangeWriter drops to 0% (when the resynchronization is complete), check the Windows application event log for any errors related to the AvDSAD service that occurred during the resynchronization.

Step 26 If failover is configured and the servers now monitor different DCs, repeat Step 1 through Step 25 on the other server to configure it to monitor the same DC.

Changing the Global Catalog Server That Cisco Unity Monitors for Directory Updates (Cisco Unity 4.0(4) and Later)

Beginning with Cisco Unity 4.0(4), you no longer need to manually change the global catalog server that Cisco Unity monitors for directory updates. If a global catalog server (GC) stops functioning, Cisco Unity automatically finds another one and resynchronizes the MSDE 2000 or SQL Server 2000 database on the Cisco Unity server with the directory on the new GC.

However, if the current GC is being decommissioned, is malfunctioning, is being rebuilt, or will be off line for maintenance, you can use the DC/GC Reconnect Settings tool to:

- Specify the GC that Cisco Unity automatically switches to when the current GC is taken off line.
- Schedule the resynchronization of the Cisco Unity database with the Active Directory database on the new GC.
- Manually change the GC that Cisco Unity monitors before the current GC is taken off line.

If the Cisco Unity MAPI client is using the same GC that Cisco Unity monitors for directory updates, you also need to change the server that the MAPI client uses. Otherwise, voice messages will not be delivered. See the "Changing the Global Catalog Server with Which the Cisco Unity MAPI Client Communicates" section on page 7-8. (You do not need to use the same GC for both purposes. You only need to change both settings if one GC is currently being used for both purposes and that GC will not be available.)

Note Changing the GC that Cisco Unity monitors for directory updates requires that global data on the Cisco Unity server be fully resynchronized with the GC database. This process is CPU intensive, so we recommend that you make the change during off-peak hours.

If failover is configured, the DC/GC Reconnect Settings tool will run only on the active server. In addition, you do not need to change settings on both servers because all of the data for the DC/GC Reconnect feature is stored in the Cisco Unity database and is automatically replicated between the two servers.

To Change the Global Catalog Server That Cisco Unity Monitors for Directory Updates (Cisco Unity 4.0(4) and Later)

Use the DC/GC Reconnect Settings tool, which appears under Administration Tools in the Cisco Unity Tools Depot. (The Tools Depot icon is on the Cisco Unity server desktop.)

Refer to Help for the DC/GC Reconnect Settings tool for information on how to use the tool, including options for manually changing the GC immediately or choosing the GC that Cisco Unity reconnects with if the current GC stops functioning.

If failover is configured, use the tool on the active server.

Changing the Global Catalog Server That Cisco Unity Monitors for Directory Updates (Cisco Unity 3.x Through 4.0(3))

If the global catalog server (GC) that Cisco Unity monitors for directory updates is being decommissioned, is malfunctioning, is being rebuilt, or will be off line for maintenance, you need to specify a different GC so Cisco Unity can continue to get directory updates.

If the Cisco Unity MAPI client is using the same GC that Cisco Unity monitors for directory updates, you also need to change the server that the MAPI client uses. Otherwise, voice messages will not be delivered. See the "Changing the Global Catalog Server with Which the Cisco Unity MAPI Client Communicates" section on page 7-8. (You do not need to use the same GC for both purposes. You only need to change both settings if one GC is currently being used for both purposes and that GC will not be available.)

If failover is configured, you must use the same GC for both the primary and secondary Cisco Unity servers.

Note Changing the GC that Cisco Unity monitors for directory updates requires that global data on the Cisco Unity server be fully resynchronized with the GC database. This process is CPU intensive, so we recommend that you make the during off-peak hours.

Caution Do not use Windows Terminal Services to change the GC. For some versions of Cisco Unity, the resynchronization does not work properly if it is started by using WTS.

If you already know the GC that Cisco Unity monitors for directory updates, skip to the second procedure, "To Change the Global Catalog Server That Cisco Unity Monitors for Directory Updates (Cisco Unity 3.x Through 4.0(3))." If you need to determine the GC that Cisco Unity is currently monitoring, start with the first procedure.

To Determine the Global Catalog Server That Cisco Unity Monitors for Directory Updates

Step 1 On the Cisco Unity server, start Regedit.

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

Step 2 Expand the key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Directory Connectors\DirSynchGlobalCatalog\1.00\Directory.

Step 3 The name of the GC that Cisco Unity monitors is displayed in the key DefaultGlobalCatalogServer.

Step 4 Close Regedit.

Step 5 If failover is configured, repeat Step 1 through Step 4 on the other server.

To Change the Global Catalog Server That Cisco Unity Monitors for Directory Updates (Cisco Unity 3.x Through 4.0(3))

Step 1 Log on to the Cisco Unity server by using an account that has the right to change the registry.

If failover is configured and you are changing the GC for both servers, you can start with either the primary or the secondary server.

Step 2 Start Regedit.

Caution Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the "Restoring" topics in Registry Editor Help.) Note that when Cisco Unity failover is configured, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about changing registry key settings, contact Cisco TAC.

Step 3 If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.

Step 4 Expand the key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Directory Connectors\DirSynchGlobalCatalog\1.00\Directory.

Step 5 Change the value of the key DefaultGlobalCatalogServer to the name of the new GC (for example, DefaultGlobalCatalogServer = GCServerName.cisco.com).

Step 6 Close Regedit.

Step 7 On the Windows Start menu, click **Programs > Administrative Tools > Services**.

Step 8 In the right pane, double-click the **AvDSGlobalCatalog** service.

Step 9 On the General tab, click **Stop**.

Step 10 Wait for the service to stop.

Step 11 On the General tab, click **Start**.

Step 12 Wait for the service to start.

Step 13 Repeat Step 9 through Step 12 to stop and start the service a second time.

Step 14 Check the Windows application event log for any errors.

If connection errors are reported by the AvDSGlobalCatalog service, confirm that you entered the name of a valid GC in Step 5 and that you can ping the GC by name, by fully qualified domain name, and by IP address.

Step 15 In Windows Explorer, browse to the directory where Cisco Unity is installed (the default is CommServer), and then to the **TechTools** directory.

Step 16 Double-click **DohPropTest.exe**.

Step 17 In the DohPropTest Logon dialog box, leave the Password box empty, and click **OK**.

Step 18 In the warning dialog box, click **Ignore** to start DohPropTest in read-only mode.

Step 19 Click **GC Monitor**.

Step 20 In the Directory Monitor dialog box, click **TotalResync**.

Step 21 Close DohPropTest.

Step 22 Open Task Manager.

Step 23 Click the **Processes** tab.

Step 24 When CPU usage for AvDirChangeWriter drops to 0% (when the resynchronization is complete), check the Windows application event log for any errors related to the AvDSGlobalCatalog service that occurred during the resynchronization.

Step 25 If failover is configured and the servers now monitor different GCs, repeat Step 1 through Step 24 on the other Cisco Unity server to configure it to monitor the same GC.

Changing the Global Catalog Server with Which the Cisco Unity MAPI Client Communicates

If the global catalog server (GC) with which the Cisco Unity MAPI client communicates with Exchange is being decommissioned, is malfunctioning, is being rebuilt, or will be off line for maintenance, you need to specify a different GC. Otherwise, voice messages will stop being delivered to Exchange mailboxes.

If Cisco Unity monitors the same GC for directory updates that the Cisco Unity MAPI client uses, you also need to change the GC that Cisco Unity monitors for directory updates. Otherwise, data in the Cisco Unity directory will not be updated when data in the Active Directory is updated. (You do not need to use the same GC for both purposes. You only need to change both settings if one GC is currently being used for both purposes and that GC will not be available.)

If you also need to change the GC that Cisco Unity monitors for directory updates, see the applicable section, depending on the Cisco Unity version:

- Changing the Global Catalog Server That Cisco Unity Monitors for Directory Updates (Cisco Unity 4.0(4) and Later), page 7-5
- Changing the Global Catalog Server That Cisco Unity Monitors for Directory Updates (Cisco Unity 3.x Through 4.0(3)), page 7-6

If failover is configured, use the same GC for both the primary and secondary Cisco Unity servers.

If you already know the GC with which the Cisco Unity MAPI client communicates, skip to the second procedure, "To Change the Global Catalog Server with Which the Cisco Unity MAPI Client Communicates." If you need to determine the GC with which the Cisco Unity MAPI client currently is communicating, start with the first procedure.

To Determine the Global Catalog Server with Which the Cisco Unity MAPI Client Communicates

Step 1 If you know which account the AvCsMgr service logs on as, skip to Step 2.

If not, determine the account that the AvCsMgr service logs on as:

a. On the Windows Start menu, click **Programs** > **Administrative Tools** > **Services**.

b. In the right pane, right-click **AvCsMgr**, and click **Properties**.

c. Click the **Log On** tab.

d. Make note of the account that the service logs on as.

e. Close the AvCsMgr Properties dialog box.

f. Close the Services MMC.

Step 2 Log on to Cisco Unity by using the account that AvCsMgr logs on as.

This is important because the value you need to change in the registry may not be visible if you log on to Windows by using another account.

Step 3 On the Cisco Unity server, start Regedit.

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

Step 4 Expand the key HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows Messaging Subsystem\Profiles\Unity System Profile\dca...

(For example: HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows Messaging Subsystem\Profiles\Unity System Profile\dca740c8c042101ab4b908002b2fe182.)

Step 5 The name of the GC with which the Cisco Unity MAPI client communicates is displayed in the key 001e6602.

Step 6 Close Regedit.

Step 7 If failover is configured, repeat Step 3 through Step 6 on the other server.

To Change the Global Catalog Server with Which the Cisco Unity MAPI Client Communicates

Step 1 Log on to the Cisco Unity server by using an account that has the right to change the registry.

If failover is configured and you need to change the GC for both servers, you can start with either the primary or the secondary server.

Step 2 Start Regedit.

Caution Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the "Restoring" topics in Registry Editor Help.) Note that when Cisco Unity failover is configured, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated. If you have any questions about changing registry key settings, contact Cisco TAC.

Step 3 If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.

Step 4 Expand the key HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows Messaging Subsystem\Profiles\Unity System Profile\dca740c8c042101ab4b908002b2fe182.

Step 5 Change the value of the key 001e6602 to the name of the new GC (for example, 001e6602 = GCServerName.cisco.com).

Step 6 Close Regedit.

Step 7 Exit the Cisco Unity software.

Step 8 Restart the Cisco Unity software.

Step 9 Confirm that the Cisco Unity MAPI client is communicating with the GC:

a. For each Exchange server on which subscribers are homed, leave a voice message as an outside caller for at least one Cisco Unity subscriber homed on the server.

b. Confirm that the message waiting indicator for each subscriber is functioning properly.

c. Confirm that the message can be retrieved by using the phone.

d. If anything does not work correctly, confirm that you entered a valid GC in Step 5 and that you can ping the GC by name, fully qualified domain name, and IP address.

Step 10 If failover is configured and the MAPI clients now communicate with different GCs, repeat Step 1 through Step 9 on the other Cisco Unity server to configure it to use the same GC.