



## Renaming a Cisco Unity Server or Moving a Cisco Unity Server to Another Domain

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This chapter contains the following sections:

- [Renaming a Cisco Unity Server or Moving a Cisco Unity Server to Another Domain \(Without Failover\)](#), page 9-1
- [Renaming Both Cisco Unity Servers or Moving the Servers to Another Domain \(With Failover Configured\)](#), page 9-3

Renaming a server and moving a server to another domain are not related, but the procedures are nearly identical.

### Renaming a Cisco Unity Server or Moving a Cisco Unity Server to Another Domain (Without Failover)

Do the procedure in this section to change the Windows name of a Cisco Unity server or to move a Cisco Unity server that is a member server in one domain to a different domain (for example, to move the server from a Windows NT domain to a Windows Server 2003 domain).

The procedure in this section requires that you use the Cisco Unity Disaster Recovery tools (DiRT), which are available only for Cisco Unity 3.1(1) and later. To rename a Cisco Unity server or move the server to another domain when it is running version 3.0(x) or earlier, first upgrade the existing server to the shipping version, then rename the server by using the procedure in this section.



**Caution**

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When you reinstall software, you must install the exact version of Cisco Unity that was installed when you backed up the server. The Disaster Recovery Restore tool can restore data only to the exact version of Cisco Unity that was backed up.

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**Caution**

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Do the procedure only if the Cisco Unity server is the only server in the domain or if it is a member server. If the Cisco Unity server is the domain controller and it is not the only server in the domain, refer to Microsoft documentation for information on installing Active Directory on another server in the domain, transferring roles from the Cisco Unity server to the new domain controller, and other applicable tasks before you rename the Cisco Unity server or move it to another domain.

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### To Rename a Cisco Unity Server or Move a Cisco Unity to Another Domain (Without Failover)

- Step 1** Confirm that you have all of the disks necessary to reinstall the version of Cisco Unity currently installed on the Cisco Unity server. When you use DiRT to back up and restore Cisco Unity data, you must restore to the same version of Cisco Unity that you backed up.
- Step 2** Download the latest versions of the following applications to a network drive:
- The Cisco Unity Directory Walker (DbWalker) utility. The version for Cisco Unity 4.x is available at [http://ciscounitytools.com/App\\_DirectoryWalker4.htm](http://ciscounitytools.com/App_DirectoryWalker4.htm). The version for Cisco Unity 3.1(x) is available at [http://ciscounitytools.com/App\\_DirectoryWalker3.htm](http://ciscounitytools.com/App_DirectoryWalker3.htm).
  - The Cisco Unity Disaster Recovery Backup tool and Disaster Recovery Restore tool, available at [http://ciscounitytools.com/App\\_DisasterRecoveryTools.htm](http://ciscounitytools.com/App_DisasterRecoveryTools.htm).
- Step 3** On the Cisco Unity server, install the versions of DbWalker and the Disaster Recovery Backup tool that you downloaded in [Step 2](#).



**Note** Do not install the Disaster Recovery Restore tool now. When you reinstall the operating system, you delete all partitions, which deletes all data and applications.

- Step 4** Run DbWalker, and correct all errors that the utility finds. Refer to DbWalker Help for detailed instructions on running the utility and on correcting errors in the database. (The Help file, DbWalker.htm, is in the same directory as DbWalker.exe.)
- Step 5** Back up Cisco Unity data by using the Disaster Recovery Backup tool. Refer to DiRT Help for detailed instructions. (The Help file, UnityDisasterRecovery.htm, is in the same directory as UnityDisasterRecoveryBackup.exe.)



**Caution** Follow Help carefully. DiRT includes a variety of options that you must understand to use the tools successfully. In addition, the account you are logged on as when you back up Cisco Unity data must have sufficient permissions or the backup will fail.

- Step 6** If subscriber messages are stored on the Cisco Unity server and you chose not to back them up by using the Disaster Recovery Backup tool, back them up by using Backup Exec or another Exchange-aware backup utility. For more information, refer to the manufacturer documentation.

We recommend that you use an Exchange-aware backup utility. The Disaster Recovery Backup tool backs up messages using the Microsoft Exchange ExMerge utility, and ExMerge does not retain single-instance messaging. (In single-instance messaging, when you send a message to a distribution list, only one copy is saved in the Exchange database, not one copy per recipient.) When you back up using ExMerge, for every message sent to a distribution list, ExMerge saves one copy of that message for every recipient. As a result, the backup of the messages database may be so large that you cannot restore the entire database to the Cisco Unity server.

- Step 7** Reinstall all software on the Cisco Unity server, including the operating system, by following the instructions in the applicable Cisco Unity installation guide for your configuration at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).



**Caution** You must install the same version of Cisco Unity that was previously installed. Otherwise, the Disaster Recovery Restore tool cannot restore the data that you backed up earlier in this procedure.

Note the following:

- If you use a retail Windows disk to install Windows, delete and recreate all partitions to ensure that old applications and data are deleted.
  - When you configure Windows, if there is more than one Cisco Unity server in the Active Directory forest, give each Cisco Unity server a name that is unique in the first 14 characters, or Cisco Unity will have problems communicating with the Active Directory accounts created by Cisco Unity. For example, the following names would cause communication problems: CiscoUnitySrvr1 and CiscoUnitySrvr2.
  - If you are not replacing the phone system, you can skip the task on setting up or programming the phone system.
  - Install the same version of Cisco Unity that was running when you backed up Cisco Unity data. DiRT Restore can only restore data to the same version of Cisco Unity that you backed up.
  - If you are installing Cisco Unity 4.2(1) or later, and if you are making the Cisco Unity server a member server in an existing domain, add the server to a Windows 2000 Server domain or Windows Server 2003 domain. Beginning with Cisco Unity 4.2(1), adding the Cisco Unity server to a Windows NT domain is not supported.
- Step 8** On the Cisco Unity server, install the version of the Disaster Recovery Restore tool that you downloaded in [Step 2](#).
- Step 9** Restore Cisco Unity data by using the Disaster Recovery Restore tool and the backup that you made earlier. Refer to DiRT Help for detailed instructions. (The Help file, UnityDisasterRecovery.htm, is in the same directory as UnityDisasterRecoveryRestore.exe.)



**Caution** Follow Help carefully. DiRT includes a variety of options that you must understand to use the tools successfully.

- Step 10** Reapply any non-Cisco Unity custom registry settings. (DiRT backs up and restores Cisco Unity registry settings.)
- Step 11** If you backed up subscriber messages by using a backup utility other than the Disaster Recovery Backup tool, restore the messages.

## Renaming Both Cisco Unity Servers or Moving the Servers to Another Domain (With Failover Configured)

This section describes how to rename both the primary server and the secondary server, or how to move both servers to another domain Active Directory domain. (Both servers must be in the same domain.)

The following items are required:

- The latest versions of the following applications:
  - The Cisco Unity Directory Walker (DbWalker) utility. The version for Cisco Unity 4.x is available at [http://ciscounitytools.com/App\\_DirectoryWalker4.htm](http://ciscounitytools.com/App_DirectoryWalker4.htm). The version for Cisco Unity 3.1(x) is available at [http://ciscounitytools.com/App\\_DirectoryWalker3.htm](http://ciscounitytools.com/App_DirectoryWalker3.htm).
  - The Disaster Recovery Backup tool and the Disaster Recovery Restore tool, available at [http://ciscounitytools.com/App\\_DisasterRecoveryTools.htm](http://ciscounitytools.com/App_DisasterRecoveryTools.htm).
- Software for reinstalling the primary and secondary servers (must be the same versions installed on both servers).
- The applicable Cisco Unity installation guide for your configuration, available at [http://www.cisco.com/en/US/products/sw/voicew/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicew/ps2237/prod_installation_guides_list.html).



#### Note

The voice messaging service does not function while the servers are being renamed or moved to another domain. During this time, callers and subscribers will not be able to record or listen to voice messages. We recommend that you replace the servers when phone traffic is light (for example, after business hours).

Do the following procedures in the order listed. Note that when you configure failover, there are two procedures: one for a server running Cisco Unity version 4.x and one for a server running version 3.1(x). Do the applicable procedure for your version.

#### To Manually Initiate Failover to the Secondary Server and Disable Automatic Failback

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- Step 1** If the primary server is not active, skip to [Step 4](#).  
If the primary server is active, on the primary server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.
- Step 2** Click **Failover**.
- Step 3** Click **OK** to confirm that you want to fail over to the secondary server. The primary server becomes inactive, and the secondary server becomes active.
- Step 4** On the secondary server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.
- Step 5** Click **Configure**.
- Step 6** In the **Failback Type** field of the Failover Configuration dialog box, click **Manual**.
- Step 7** Click **OK** to close the Failover Configuration dialog box.
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#### To Stop File Replication on the Secondary and Primary Servers

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- Step 1** On the secondary server, on the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 2** In the right pane, double-click **AvCsNodeMgr**.
- Step 3** On the General tab, click **Stop**.

- Step 4 In the Startup Type list, click **Disabled**.
- Step 5 Click **OK**.
- Step 6 Close the Services window.



**Caution** Because the Node Manager service is disabled, file replication stops. Replication is re-enabled when normal failover operation resumes.

- Step 7 On the primary server, on the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 8 In the right pane, double-click **AvCsNodeMgr**.
- Step 9 On the General tab, click **Stop**.
- Step 10 In the Startup Type list, click **Disabled**.
- Step 11 Click **OK**.
- Step 12 Close the Services window.

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#### To Stop SQL Replication on the Primary Server

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- Step 1 On the primary server, on the Windows Start menu, click **Programs > Microsoft SQL Server > Enterprise Manager**.
- Step 2 In the left pane of the Console Root window, browse to the **Replication** node for the primary server. Typically, the node is three levels under the Microsoft SQL Servers node.
- Step 3 Right-click the **Replication** node, and click **Disable Publishing**. The Disable Publishing and Distribution wizard appears.
- Step 4 On the Welcome page, click **Next**.
- Step 5 On the Disable Publishing page, click **Yes**, then click **Next**.
- Step 6 On the Confirm Dropping of Publications page, click **Next**.
- Step 7 On the Completing page, click **Finish**.
- Step 8 When the process is completed, click **OK**.
- Step 9 Close the Console Root window.
- Step 10 Exit Enterprise Manager.

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#### To Check the Consistency of the Cisco Unity Database on the Secondary Server

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- Step 1 On the secondary server, install the latest version of DbWalker, if it is not already installed.

- Step 2** Run DbWalker, and correct all errors that the utility finds. Refer to DbWalker Help for detailed instructions on running the utility and on correcting errors in the database. (The Help file, DbWalker.htm, is in the same directory as DbWalker.exe.)

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### To Back Up Cisco Unity Data on the Secondary Server to a Network Storage Location

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- Step 1** On the secondary server, install the latest version of the Disaster Recovery Backup tool, if the tool is not already installed.
- Step 2** Back up Cisco Unity data by using the Disaster Recovery Backup tool. Refer to DiRT Help for detailed instructions. (The Help file, UnityDisasterRecovery.htm, is in the same directory as UnityDisasterRecoveryBackup.exe.)



**Caution** Follow Help carefully. DiRT includes a variety of options that you must understand to use the tools successfully. In addition, the account you are logged on as when you back up Cisco Unity data must have sufficient permissions or the backup will fail.

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- Step 3** Save the Cisco Unity data to a network storage location.
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### To Remove the Primary and Secondary Servers from the Environment

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- Step 1** On the primary server, log on to Windows as a Cisco Unity administrator.
- Step 2** Right-click the **Cisco Unity** icon in the status area of the taskbar.  
(If the Cisco Unity icon is not in the taskbar, browse to the **CommServer** directory and double-click **AvCsTrayStatus.exe**.)
- Step 3** Click **Stop Cisco Unity**. Cisco Unity stops running when all calls are finished, and an “X” appears in the Cisco Unity icon.
- Step 4** Right-click the **SQL Server** icon in the status area of the taskbar.
- Step 5** Click **MSSQLServer - Stop**.
- Step 6** Disconnect the network cable from the primary server.
- Step 7** On the secondary server, repeat [Step 1](#) through [Step 6](#).
- Step 8** Remove the computer accounts from the domain, depending on the operating system:

<b>Windows 2003</b>	Remove the primary and secondary servers from Active Directory Users and Computers.
<b>Windows 2000</b>	Remove the primary and secondary servers from Active Directory Users and Computers.
<b>Windows NT</b>	Remove the primary and secondary servers from the primary domain controller.

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### To Reinstall All Software on the Primary and Secondary Servers

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- Step 1** For Cisco Unity 4.x, skip to [Step 2](#).
- For Cisco Unity 3.1(x), remove the system keys from the old primary and secondary servers and install the keys on the respective replacement servers.
- Step 2** Follow the instructions in the applicable Cisco Unity installation guide for your configuration to reinstall all software on the primary and secondary servers:
- For Cisco Unity 4.x, refer to “Part 1: Installing and Configuring the Cisco Unity Server” and “Part 2: Installing the Secondary Server for Cisco Unity Failover” in the “Overview of Mandatory Tasks for Installing Cisco Unity” chapter. Note that you must install the updated license files on the replacement primary server.
  - For Cisco Unity 3.1(x), refer to “Part 1: Installing and Configuring the Cisco Unity Server” in the “Overview of Mandatory Tasks for Installing Cisco Unity” chapter.

Note the following:

- If you use a retail Windows disk to install Windows, delete and recreate all partitions to ensure that old applications and data are deleted.
  - When you configure Windows, if there is more than one Cisco Unity server in the Active Directory forest, give each Cisco Unity server a name that is unique in the first 14 characters, or Cisco Unity will have problems communicating with the Active Directory accounts created by Cisco Unity. For example, the following names would cause communication problems: CiscoUnitySrvr1 and CiscoUnitySrvr2.
  - If you are not replacing the phone system, you can skip the task on setting up or programming the phone system.
  - Install the same version of Cisco Unity that was running when you backed up Cisco Unity data. DiRT Restore can only restore data to the same version of Cisco Unity that you backed up.
  - If you are installing Cisco Unity 4.2(1) or later, and if you are making the Cisco Unity server a member server in an existing domain, add the server to a Windows 2000 Server domain or Windows Server 2003 domain. Beginning with Cisco Unity 4.2(1), adding the Cisco Unity server to a Windows NT domain is not supported.
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### To Restore Cisco Unity Data on the Primary Server from the Network Storage Location

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- Step 1** On the primary server, install the latest version of the Disaster Recovery Restore tool, if it is not already installed.
- Step 2** Restore Cisco Unity data by using the Disaster Recovery Restore tool and the backup that you made earlier. Refer to DiRT Help for detailed instructions. (The Help file, UnityDisasterRecovery.htm, is in the same directory as UnityDisasterRecoveryRestore.exe.)



**Caution** Follow Help carefully. DiRT includes a variety of options that you must understand to use the tools successfully.

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- Step 3** Reapply any non-Cisco Unity custom registry settings. (DiRT backs up and restores Cisco Unity registry settings.)

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The next procedure applies to a Cisco Unity version 4.x primary server. (If the server is running 3.1(x), see the [“To Configure Failover on the Primary Server—Version 3.1\(x\)” procedure on page 9-8](#) instead.) Note that after the procedure is finished, the primary server is active and handles calls.

#### To Configure Failover on the Primary Server—Version 4.x

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- Step 1** In Windows Explorer, browse to the **CommServer** directory.
- Step 2** Double-click **FailoverConfig.exe** to start the Configure Cisco Unity Failover wizard.
- Step 3** On the Welcome page, click **Next**.
- Step 4** On the Specify Server Role page, click **Primary Server**, and click **Next**.
- Step 5** On the Enter the Name of Your Server page, click **Browse**, select the name of the secondary server, and click **OK**. The IP address for the secondary server is filled in automatically.
- Step 6** Click **Next**.
- Step 7** On the Enter Failover Account Information page, click **Browse**, and double-click the name of the message store services account. This is the account that the failover service will log on as.  
The account you select must have the right to act as part of the operating system and to log on as a service, and must be a member of the Local Administrators group.




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**Caution** You must specify the same account on both the primary and secondary servers.

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- Step 8** In the Password field, enter the password for the account that the failover service will log on as, and click **Next**.
  - Step 9** On the Begin Configuring Your Server page, click **Configure**. The wizard verifies settings and configures failover on the primary server.  
If the wizard does not finish the configuration successfully, an error message explains why the wizard failed. Exit the wizard, correct the problem, and click **Configure** again.
  - Step 10** On the Completing page, click **Finish**.
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The next procedure applies to a Cisco Unity version 3.1(x) primary server. (If the server is running 4.x, see the [“To Configure Failover on the Primary Server—Version 4.x” procedure on page 9-8](#) instead.) Note that after the procedure is finished, the primary server is active and handles calls.

#### To Configure Failover on the Primary Server—Version 3.1(x)

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- Step 1** In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is CommServer).
- Step 2** Double-click **FailoverConfig.exe** to start the Configure Cisco Unity Failover wizard.
- Step 3** Click **Next**.
- Step 4** Click **Browse**, select the name of the secondary server, and click **OK**. The IP address for the secondary server is filled in automatically.

- Step 5** If the system is running Cisco Unity 3.1(2), skip to [Step 6](#).  
If the system is running Cisco Unity 3.1(3) or later and you want the switch file for the selected phone system to replicate during the wizard, check the **Copy Switch Files from Primary Server to Secondary Server** check box.



**Note** The switch file is replicated only during the failover configuration wizard. If you select a different phone system after you run the wizard, the new switch file is not replicated to the secondary server. In addition, changes to phone system settings are not replicated between the primary and secondary servers. If you change phone system settings after you run the failover configuration wizard, you must manually change values on both servers.

- Step 6** Click **Next**.  
**Step 7** If you did not create a Cisco Unity failover account, skip to [Step 8](#).  
If you created a Cisco Unity failover account, click **Browse**, and double-click the name of the account.



**Caution** You must specify the same account on both the primary and secondary servers.

- Step 8** Enter the password for the account that the failover service will log on as.  
**Step 9** Click **Next**.  
**Step 10** Click **Configure**. The wizard verifies settings and configures failover on the primary server.  
If the wizard does not finish the configuration successfully, an error message explains why the wizard failed. Exit the wizard, correct the problem, and click **Configure** again.  
**Step 11** On the Completing page, click **Finish**.  
**Step 12** Exit and restart the Cisco Unity software.

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The next procedure applies to a Cisco Unity version 4.x secondary server. (If the server is running 3.1(x), see the [“To Configure Failover on the Secondary Server—Version 3.1\(x\)”](#) procedure on page 9-10 instead.)

#### To Configure Failover on the Secondary Server—Version 4.x

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- Step 1** On the Windows taskbar, double-click the system clock. The Date/Time Properties dialog box appears.  
**Step 2** Set the time to the same hour and minute as shown on the primary server, and click **OK**.  
**Step 3** In Windows Explorer, browse to the **CommServer** directory.  
**Step 4** Double-click **FailoverConfig.exe** to start the Configure Cisco Unity Failover wizard.  
**Step 5** On the Welcome page, click **Next**.  
**Step 6** On the Specify Server Role page, click **Secondary Server**, and click **Next**.  
**Step 7** On the Enter the Name of Your Server page, click **Browse**, select the name of the primary server, and click **OK**. The IP address for the primary server is filled in automatically.  
**Step 8** Click **Next**.

- Step 9** On the Enter Failover Account Information page, click **Browse**, and double-click the name of the message store services account. This is the account that the failover service will log on as.
- The account you select must have the right to act as part of the operating system and to log on as a service, and must be a member of the Local Administrators group.




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**Caution** You must specify the same account on both the primary and secondary servers.

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- Step 10** In the Password field, enter the password for the account that the failover service will log on as, and click **Next**.
- Step 11** On the Begin Configuring Your Server page, click **Configure**. The wizard verifies settings and configures failover on the secondary server.
- If the wizard does not finish the configuration successfully, an error message explains why the wizard failed. Exit the wizard, correct the problem, and click **Configure** again.
- Step 12** On the Completing page, click **Finish**.

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The next procedure applies to a Cisco Unity version 3.1(x) secondary server. (If the server is running 4.x, see the [“To Configure Failover on the Secondary Server—Version 4.x”](#) procedure on page 9-9 instead.)

#### To Configure Failover on the Secondary Server—Version 3.1(x)

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- Step 1** In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is CommServer).
- Step 2** Double-click **FailoverConfig.exe** to start the Configure Cisco Unity Failover wizard.
- Step 3** Click **Next**.
- Step 4** Click **Browse**, select the name of the primary server, and click **OK**. The IP address for the primary server is filled in automatically.
- Step 5** If the system is running Cisco Unity 3.1(2), skip to [Step 6](#).
- If the system is running Cisco Unity 3.1(3) or later, and you want the switch file for the selected phone system to replicate during the wizard, check the **Copy Switch Files from Primary Server to Secondary Server** check box.




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**Note** The switch file is replicated only during the failover configuration wizard. If you select a different phone system after you run the wizard, the new switch file is not replicated to the secondary server. In addition, changes to phone system settings are not replicated between the primary and secondary servers. If you change phone system settings after you run the failover configuration wizard, you must manually change values on both servers.

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- Step 6** Click **Next**.
- Step 7** If you did not create a Cisco Unity failover account, skip to [Step 8](#).

If you created a Cisco Unity failover account, click **Browse**, and double-click the name of the account.



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**Caution** You must specify the same account on both the primary and secondary servers.

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**Step 8** Enter the password for the account that the failover service will log on as.

**Step 9** Click **Next**.

**Step 10** Click **Configure**. The wizard verifies settings and configures failover on the secondary server.

If the wizard does not finish the configuration successfully, an error message explains why the wizard failed. Exit the wizard, correct the problem, and click **Configure** again.

**Step 11** On the Completing page, click **Finish**.

**Step 12** Exit and restart the Cisco Unity software.

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