



## Changing the Accounts That Cisco Unity Services Log On As

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This chapter contains the following section:

- [Changing the Accounts That Cisco Unity Services Log On As with Failover Configured, page 12-1](#)

### Changing the Accounts That Cisco Unity Services Log On As with Failover Configured

When Cisco Unity is configured for failover and you are changing the accounts that Cisco Unity services log on as, you must do the following procedure to ensure that both the primary and secondary Cisco Unity servers are configured correctly.

#### To Change the Accounts That Cisco Unity Services Log On As (With Failover Configured)

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**Step 1** Create the new accounts, and run the Cisco Unity Permissions wizard. If Exchange is the message store, set Exchange permissions.

For more information, refer to the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter of the applicable *Release 4.0(5) and Later Cisco Unity* installation guide 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).

**Step 2** If the primary server is active skip to [Step 3](#).

If the secondary server is active, fail back to the primary server:

- a. On the secondary server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.
- b. Click **Failback**.
- c. Click **OK** to confirm that you want to fail back to the primary server. The primary server becomes active, and the secondary server becomes inactive.
- d. Close the Failover Monitor.

- Step 3** See the “[Cisco Unity 4.x Services](#)” appendix and make a list of the services that log on as the applicable account(s), depending on the Exchange version of the partner Exchange server:

Exchange 2003 or Exchange 2000	<ul style="list-style-type: none"> <li>• Directory services account (UnityDirSvc)</li> <li>• Message store services account (UnityMsgStoreSvc)</li> </ul>
Exchange 5.5	Directory and message store services account (UnitySvc)

- Step 4** On the primary server, on the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 5** Right-click the first of the services that you identified in [Step 3](#), and click **Properties**.
- Step 6** Click the **Log On** tab.
- Step 7** Enter the applicable account for the service, and enter and confirm the password for that account.
- Step 8** Repeat [Step 5](#) through [Step 7](#) until you have changed the logon account for all of the services that you identified in [Step 3](#).
- Step 9** On the secondary server, on the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 10** Right-click the first of the services that you identified in [Step 3](#), and click **Properties**.
- Step 11** Click the Log On tab.
- Step 12** Enter the applicable account for the service, and enter and confirm the password for that account.
- Step 13** Repeat [Step 10](#) through [Step 12](#) until you have changed the logon account for all of the services that you identified in [Step 3](#).
- Step 14** On the secondary server, browse to the **CommServer** directory.
- Step 15** Right-click the **CommServer\Snapshot** directory and click **Sharing**.
- Step 16** On the Sharing tab, click **Permissions**.
- Step 17** In the Permissions for <directory> dialog box, click **Add**.
- Step 18** In the Select Users, Computer, or Groups dialog box, click the account that owns failover, click **Add**, and click **OK** to close the dialog box.
- Step 19** In the Permissions for <directory>, click the name of the account that owns failover.
- Step 20** In the Permissions list, check **Full Control** and **Change**.
- Step 21** In the Permissions for <directory> dialog box, click **OK** to close the dialog box.
- Step 22** In the <directory> Properties dialog box, click **OK**.
- Step 23** Repeat [Step 15](#) through [Step 22](#) for the following four directories:
- CommServer\Support
  - CommServer\UnityMTA
  - CommServer\Localize\DefaultConfiguration
  - CommServer\Localize\Prompts
- Step 24** Run the failover configuration wizard on the primary server:
- a. In Windows Explorer, browse to the **CommServer** directory.
  - b. Double-click **FailoverConfig.exe** to start the Configure Cisco Unity Failover wizard.
  - c. On the Welcome page, click **Next**.

- d. On the Specify Server Role page, click **Primary Server**, if available, and click **Next**.
- e. 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.
- f. Click **Next**.
- g. On the Enter Failover Account Information page, click **Browse**, and double-click the name of the messaging account. This account will own the failover service.

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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- h. In the Password field, enter the password for the account that owns the failover service, and click **Next**.
- i. 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.
- j. On the Completing page, click **Finish**.

**Step 25** Run the failover configuration wizard on the secondary server:

- a. On the Windows taskbar, double-click the system clock. The Date/Time Properties dialog box appears.
- b. Set the time to the same hour and minute as shown on the primary server, and click **OK**.
- c. In Windows Explorer, browse to the **CommServer** directory.
- d. Double-click **FailoverConfig.exe** to start the Configure Cisco Unity Failover wizard.
- e. On the Welcome page, click **Next**.
- f. On the Specify Server Role page, click **Secondary Server**, and click **Next**.
- g. 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.
- h. Click **Next**.
- i. On the Enter Failover Account Information page, click **Browse**, and double-click the name of the messaging account. This account will own the failover service.  
  
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 the both the primary and secondary servers.

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- j. In the Password field, enter the password for the account that owns the failover service, and click **Next**.
- k. 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.

- I. On the Completing page, click **Finish**.
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