



# Replacing or Converting a Cisco Unity Server or Failover Servers

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## Replacing a Cisco Unity Server Without Failover

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 replace a Cisco Unity server that is running version 3.0(x) or earlier, first upgrade the existing server to the shipping 3.1(x) or 4.x version, then replace the server by using the procedure in this section.



### Caution

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You must install the exact version of Cisco Unity on the replacement server as the version that you back up on the existing 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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Note that if the existing Cisco Unity server is running version 3.1(x) and if the replacement server does not have a port for the system key, you must upgrade to the currently shipping 4.x version before you replace the existing server. Cisco Unity 4.x does not require a hardware key, so the availability of a port for the key is not an issue.

**Caution**

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 replace the Cisco Unity server.

**To Replace a Cisco Unity Server 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** If the existing Cisco Unity server is running version 3.1(x), skip to [Step 3](#).  
Cisco Unity 4.x licenses are associated with the MAC address on the network interface card (NIC). Get updated license files that reference the MAC address of the NIC in the new server.  
For information on getting updated license files, refer to *White Paper: Licensing for Cisco Unity (All Versions)* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/whitpapr/licenses.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/licenses.htm).
- Step 3** Download 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 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 4** On the Cisco Unity server, install the versions of DbWalker and the Disaster Recovery Backup tool that you downloaded in [Step 3](#).
- Step 5** 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 6** 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 7** If subscriber messages are stored on the existing 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 appears in the Exchange database.) When you back up using ExMerge, for every message

sent to a distribution list, ExMerge saves one copy of that message for every recipient. This may increase the size of the messages database so much that you cannot restore the entire database to the Cisco Unity server.

- Step 8** If the existing Cisco Unity server is integrated with a circuit-switched phone system and you want to move the voice cards to the replacement server, shut down the existing server.
- If the replacement server will be integrated with Cisco CallManager or if you are installing new voice cards, the existing Cisco Unity server can continue taking calls until [Step 11](#).
- Step 9** Remove voice cards from the existing server, if applicable.
- Step 10** Install hardware, if applicable, and software on the replacement server 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).



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

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Note the following:

- 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.
  - 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 11** If Cisco Unity 4.x is installed on the replacement server, skip to [Step 13](#).
- If Cisco Unity 3.1(x) is installed on the replacement server, move the system key from the old server to the replacement server.
- Step 12** If the old Cisco Unity server is still running, shut it down.
- Step 13** Disconnect the old Cisco Unity server from the network, and connect the replacement server to the network.
- Step 14** On the replacement server, install the version of the Disaster Recovery Restore tool that you downloaded in [Step 3](#).
- Step 15** 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.)



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

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- Step 16** Reapply any non-Cisco Unity custom registry settings. (DiRT backs up and restores Cisco Unity registry settings.)

- Step 17** If you backed up subscriber messages by using a backup utility other than the Disaster Recovery Backup tool, restore the messages.

## Replacing Only the Primary Server in a Pair of Failover Servers

This section describes how to replace the computer on which the primary Cisco Unity server is installed. The replacement primary server keeps the IP address and server name that the original server had.



### Caution

Changes made to the Cisco Unity system (for example, recording new greetings or making subscriber changes) while the secondary server is active and the primary server is off line are not replicated to the primary server.



### Caution

An interruption of the voice messaging service occurs in the final procedure of replacing the primary server. During this time, callers and subscribers will not be able to record or listen to voice messages.

The following items are required to replace the primary server:

- 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 Cisco Unity Disaster Recovery tools (DiRT), available at [http://ciscounitytools.com/App\\_DisasterRecoveryTools.htm](http://ciscounitytools.com/App_DisasterRecoveryTools.htm).
- Software for reinstalling the primary server (must be the same versions installed on the secondary server).
- 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).
- If you are using Cisco Unity 4.x, updated license files that reference the MAC address of the network interface card (NIC) in the replacement server. Licenses are associated with the MAC address on the NIC. For information on getting updated license files, refer to *White Paper: Licensing for Cisco Unity (All Versions)* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/whitpapr/licenses.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/licenses.htm).

Do the following 10 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

- 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.

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- 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 versions of DiRT, if the tools are 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 DiRT 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 data to a network storage location.
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#### To Remove the Primary Server 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**.

- Step 4** Click **OK** to confirm that you want to stop the Cisco Unity software. Cisco Unity stops running when all calls are finished, and an “X” appears in the Cisco Unity icon.
- Step 5** Right-click the **SQL Server** icon in the status area of the taskbar.
- Step 6** Click **MSSQLServer - Stop**.
- Step 7** Disable the network interface card (NIC).
- Step 8** Disconnect the network cable from the primary server.
- Step 9** Remove the computer account from the domain, depending on the operating system:

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

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### To Install the Replacement Primary Server

- Step 1** For Cisco Unity 4.x, skip to [Step 2](#).  
For Cisco Unity 3.1(x), remove the system key from the old primary server and install the key on the replacement primary server.
- Step 2** Follow the instructions in the applicable Cisco Unity installation guide for your configuration to install the replacement primary server. Refer to “Part 1: Installing and Configuring the Cisco Unity Server” in the “Overview of Mandatory Tasks for Installing Cisco Unity” chapter. Note that the same version of Cisco Unity must be installed on both servers. For Cisco Unity 4.x, also note that you must install the updated license files on the replacement server.

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### To Restore Cisco Unity Data on the Replacement Primary Server from the Network Storage Location

- Step 1** On the replacement primary server, install the latest versions of DiRT, if the tools are 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 DiRT 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 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 15-8](#) instead.) Note that during the procedure, the secondary 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 15-8](#) instead.) Note that during the procedure, the secondary 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.

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 15-10 instead.) Note that after the procedure is finished, the primary server is active and handles calls.

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

- 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.



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

- 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**.

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 15-9](#) instead.) Note that after the procedure is finished, the primary server is active and handles calls.

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

- 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.



**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 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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## Replacing Only the Secondary Server in a Pair of Failover Servers

This section describes how to replace the computer on which the secondary Cisco Unity server is installed. The replacement server keeps the IP address and server name that the original server had.

The following items are required to replace the secondary server:

- The latest version of 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).
- Software for reinstalling the secondary server (must be the same versions installed on the primary server).
- The applicable Cisco Unity installation guide for your configuration, available 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).

Do the following four 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 Remove Any SQL Errors and 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 **Configure Publishing, Subscribers, and Distribution**. The Configure Publishing and Distribution wizard appears.
- Step 4** On the Welcome page, click **Next**.
- Step 5** On the Select Distributor page, click **Next**.
- Step 6** On the Specify Snapshot Folder page, click **Next**.
- Step 7** In the SQL Server Enterprise Manager dialog box, click **Yes**.
- Step 8** On the Customize the Configuration page, click **Next**.
- Step 9** On the Completing page, click **Finish**.
- Step 10** In the SQL Server Enterprise Manager dialog box, click **OK**.

- Step 11** In the SQL Server Enterprise Manager dialog box, click **Close**.
  - Step 12** In the left pane of the Console Root window, right-click the **Replication** node, and click **Disable Publishing**. The Disable Publishing and Distribution wizard appears.
  - Step 13** On the Welcome page, click **Next**.
  - Step 14** On the Disable Publishing page, click **Yes**, then click **Next**.
  - Step 15** On the Confirm Dropping of Publications page, click **Next**.
  - Step 16** On the Completing page, click **Finish**.
  - Step 17** When the process is completed, click **OK**.
  - Step 18** Close the Console Root window.
  - Step 19** Exit Enterprise Manager.
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#### To Check the Consistency of the Cisco Unity Database on the Primary Server

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- Step 1** On the primary 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 Remove the Secondary Server from the Environment

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- Step 1** On the secondary 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**.
- Step 4** Click **OK** to confirm that you want to stop the Cisco Unity software. Cisco Unity stops running when all calls are finished, and an “X” appears in the Cisco Unity icon.
- Step 5** Right-click the **SQL Server** icon in the status area of the taskbar.
- Step 6** Click **MSSQLServer - Stop**.
- Step 7** Disable the network interface card (NIC).
- Step 8** Disconnect the network cable from the secondary server.

**Step 9** Remove the computer account from the domain, depending on the operating system:

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

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### To Install the Replacement Secondary Server

**Step 1** For Cisco Unity 4.x, skip to [Step 2](#).

For Cisco Unity 3.1(x), remove the system key from the old secondary server and install the key on the replacement secondary server.

**Step 2** Follow the instructions in the applicable Cisco Unity installation guide for your configuration to install the replacement secondary server:

- For Cisco Unity 4.x, refer to “Part 2: Installing the Secondary Server for Cisco Unity Failover” in the “Overview of Mandatory Tasks for Installing Cisco Unity” chapter.
- 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 that the same version of Cisco Unity must be installed on both servers.

**Step 3** Reapply any non-Cisco Unity custom registry settings.

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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 15-14 instead.)

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

**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.



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

- 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**.

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 15-13 instead.)

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

- 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.



**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 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.
- 

## Replacing a Pair of Failover Servers at the Same Time

This section describes how to replace the computer on which the primary server is installed and the computer on which the secondary server is installed at the same time. Both replacement servers keep the IP addresses and server names that the original servers had.

The procedures in this section require that you have a recent backup of or can back up Cisco Unity data from the secondary server by using the Cisco Unity Disaster Recovery Backup tool. If a backup is not available or backing up the Cisco Unity data is not possible, you must repopulate the Cisco Unity system with subscriber and call management data as described in the Cisco Unity installation guide instead.

The following items are required to replace the primary and secondary servers at the same time:

- 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 Cisco Unity Disaster Recovery tools (DiRT), 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).
- If you are using Cisco Unity 4.x, updated license files that reference the MAC address of the network interface card (NIC) in the replacement server. Licenses are associated with the MAC address on the NIC. For information on getting updated license files, refer to *White Paper: Licensing for Cisco Unity (All Versions)* at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/whitpapr/licenses.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/licenses.htm).



### Note

The voice messaging service does not function while the primary and secondary servers are being replaced. 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 10 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.

Do the first two procedures only if it is possible to back up Cisco Unity data on the secondary server.

---

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

- 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.
- 

### To Stop File Replication on the Secondary and Primary Servers

- 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.
-

---

### To Stop SQL Replication on the Primary Server

---

- 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.
- 

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

---

- 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.)
- 

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

---

- Step 1** On the secondary server, install the latest versions of DiRT, if the tools are 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.

---

- Step 3** Save the Cisco Unity data to a network storage location.
-

### To Remove the Primary and Secondary Servers from the Environment

- 
- 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**.
- Step 4** Click **OK** to confirm that you want to stop the Cisco Unity software. Cisco Unity stops running when all calls are finished, and an “X” appears in the Cisco Unity icon.
- Step 5** Right-click the **SQL Server** icon in the status area of the taskbar.
- Step 6** Click **MSSQLServer - Stop**.
- Step 7** Disable the network interface card (NIC).
- Step 8** Disconnect the network cable from the primary server.
- Step 9** On the secondary server, repeat [Step 1](#) through [Step 8](#).
- Step 10** 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.

---

### To Install the Replacement Primary and Secondary Servers

- 
- 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 install the replacement 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 that the same version of Cisco Unity must be installed on both servers.

---

### To Restore Cisco Unity Data on the Replacement Primary Server from the Network Storage Location

- 
- Step 1** On the replacement primary server, install the latest versions of DiRT, if they are 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.

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

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 15-20 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

- 
- 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.



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

- 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**.
-

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 15-19 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)

- 
- 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.
- 

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 15-21 instead.)

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

---

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

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 15-21 instead.)

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

---

- 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.



**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 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.

## About Uninstalling Failover on Cisco Unity Servers

When converting a Cisco Unity failover server to another purpose for which Cisco Unity failover is not needed, it is necessary to change a number of settings for the Cisco Unity system. (Note that a process for uninstalling failover existed for Cisco Unity 3.x, but that process does not apply to Cisco Unity 4.x. In addition, that failover uninstallation process is no longer recommended for Cisco Unity 3.x because it gives unsatisfactory results.)

To convert a primary or secondary Cisco Unity server to a Cisco Unity server without failover, see the applicable section in this chapter:

- [Converting a Secondary Server to a 60-Day Cisco Unity Server Without a Primary Server](#), page 15-23
- [Converting a Secondary Server to a Permanent Regular Cisco Unity Server Without Failover](#), page 15-24
- [Converting a Primary Server to a Permanent Regular Cisco Unity Server Without Failover](#), page 15-29

To convert a primary or secondary Cisco Unity server to a server for another application, follow the installation instructions for the application.

# Converting a Secondary Server to a 60-Day Cisco Unity Server Without a Primary Server

When operating without the primary server, the secondary server answers calls for 60 days after the last time that it was able to contact the primary server, provided the secondary server has contacted the primary server at least once.

Do the following three procedures in the order listed.

## To Disable Sharing in the Directories Used by Failover on Both Servers

---

- Step 1** On the primary server, browse to the **CommServer\Stream Files** directory.
- Step 2** Right-click the **Stream Files** directory, and click **Sharing**.
- Step 3** In the Links Properties dialog box, on the Sharing tab, click **Do Not Share This Folder**, then click **OK**.
- Step 4** Repeat Step 1 through [Step 3](#) for the following five directories:
- CommServer\Snapshot
  - CommServer\Support
  - CommServer\UnityMTA
  - CommServer\Localize\DefaultConfiguration
  - CommServer\Localize\Prompts
- Step 5** On the secondary server, browse to the **CommServer\Stream Files** directory.
- Step 6** Right-click the **Stream Files** directory, and click **Sharing**.
- Step 7** In the Links Properties dialog box, on the Sharing tab, click **Do Not Share This Folder**, then click **OK**.
- Step 8** Repeat [Step 5](#) through [Step 7](#) for the following five directories on the secondary server:
- CommServer\Snapshot
  - CommServer\Support
  - CommServer\UnityMTA
  - CommServer\Localize\DefaultConfiguration
  - CommServer\Localize\Prompts
- 

## To Remove the Primary Server from the Environment

---

- Step 1** Shut down the primary server. For details, see the [“Shutting Down or Restarting the Cisco Unity Server” section on page A-2](#).
- The secondary server becomes active and handles calls.
- Step 2** Disconnect the network cable from the primary server.
-

### To Convert the Secondary Server into a 60-Day Cisco Unity Server Without a Primary Server

- 
- Step 1** On the secondary server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.
- Step 2** Click **Configure**.
- Step 3** In the Failback Type field, click **Manual**.
- Step 4** Click **OK** to close the Failover Configuration dialog box.
- Step 5** Click **Advanced**.
- Step 6** Uncheck the **Disable Automatic Failover and Failback** check box.
- Step 7** Click **OK**.
- Step 8** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 9** In the right pane, double-click **AvCsNodeMgr**.
- Step 10** On the General tab, click **Stop**.
- Step 11** In the Startup Type list, click **Disabled**.
- Step 12** Click **OK**.
- 

## Converting a Secondary Server to a Permanent Regular Cisco Unity Server Without Failover

To convert the secondary server to a regular Cisco Unity server that operates without failover, you must purchase a new license because the failover license will disable the former secondary server after 60 days.

The following items are required to convert the secondary server to a permanent regular Cisco Unity server without failover:

- A Cisco Unity license for the server.
- 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 Cisco Unity Disaster Recovery tools (DiRT), available at [http://ciscounitytools.com/App\\_DisasterRecoveryTools.htm](http://ciscounitytools.com/App_DisasterRecoveryTools.htm).
  - The Uninstall Cisco Unity utility, available at [http://ciscounitytools.com/App\\_UninstallUnity30.htm](http://ciscounitytools.com/App_UninstallUnity30.htm).
- Software for reinstalling the Cisco Unity server.
- The applicable Cisco Unity installation guide for your configuration, available 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).

Do the following 11 procedures in the order listed.

---

### To Disable Automatic Failover

- Step 1** If the primary server is active, skip to [Step 5](#).  
If the primary server is not active, on the Windows Start menu on the secondary server, click **Programs > Cisco Unity > Failover Monitor**.
- Step 2** Click **Failback**.
- Step 3** Click **OK** to confirm that you want to fail back to the primary server.
- Step 4** Close the Failover Monitor.
- Step 5** On the primary server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.
- Step 6** Click **Advanced**.
- Step 7** Check the **Disable Automatic Failover and Failback** check box.
- Step 8** Click **OK**, and close the Failover Monitor.
- 

### To Stop File Replication on the Primary Server

- Step 1** On the primary 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.
- 

### To Stop SQL Replication on the Primary Server

- 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.

#### To Delete References to the Node Manager Service on the Secondary Server

- Step 1** On the secondary server, exit the Cisco Unity software. For details, see the [“Exiting the Cisco Unity Software” section on page A-1](#).
- Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 3** In the right pane, double-click **NodeMgr**.
- Step 4** On the General tab, click **Stop**.
- Step 5** In the Startup Type list, click **Disabled**.
- Step 6** Click **OK**.
- Step 7** Close the Services window.
- Step 8** On the Windows Start menu, click **Run**.
- Step 9** Enter **cmd**, and press **Enter**.
- Step 10** In the Command window, enter **<Drive on which Cisco Unity is installed>:\CommServer\AvCsNodeMgr /unregserver**, and press **Enter**.
- Step 11** Enter **Regedit**, and press **Enter**.



**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.) If you have any questions about changing registry key settings, contact Cisco TAC.

- Step 12** 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 13** Delete the key  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Active Voice\AvCsNodeMgr.
- Step 14** Expand the key  
HKEY\_LOCAL\_MACHINE\Software\Active Voice\AvCsGateway\1.0\Services.
- Step 15** Under Services, search for the Service key in which the Name value is “AvCsNodeMgr.”
- Step 16** In the Service key, double-click **Start**.
- Step 17** In the Edit DWORD Value dialog box, in the Value Data field, enter **0**, and click **OK**.
- Step 18** Close the Registry Editor.
- Step 19** In the Command window, enter **Exit**, and press **Enter**.
- Step 20** On the Windows Start menu, click **Programs > Cisco Unity**.

- Step 21** Right-click **NodeMgr Monitor**, and click **Delete**.
- Step 22** Click **Yes** to confirm.

---

### To Disable Sharing in the Directories Used by Failover on the Secondary Server

---

- Step 1** On the secondary server, browse to the **CommServer\Stream Files** directory.
- Step 2** Right-click the **Stream Files** directory, and click **Sharing**.
- Step 3** In the Links Properties dialog box, on the Sharing tab, click **Do Not Share This Folder**, then click **OK**.
- Step 4** Repeat Step 1 through [Step 3](#) for the following five directories:
- CommServer\Snapshot
  - CommServer\Support
  - CommServer\UnityMTA
  - CommServer\Localize\DefaultConfiguration
  - CommServer\Localize\Prompts

**Caution**

Changes made to the primary server (for example, recording new greetings or making subscriber changes) after the next procedure is finished will not be replicated to the secondary server and will be lost.

---

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

---

- 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.)

---

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

---

- Step 1** On the secondary server, install the latest version of DiRT, if the tools have not already been installed.
- Step 2** Back up Cisco Unity data by using the Disaster Recovery Backup tool. Refer to DiRT Help for detailed instructions. (The DiRT 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 3** Save the Cisco Unity data to a network storage location.

---

### To Uninstall Cisco Unity on the Secondary Server

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**Step 1** On the secondary server, install the latest version of the Uninstall Cisco Unity utility, if it is not already installed.

**Step 2** Log on to the secondary server by using the Cisco Unity installation account.

**Step 3** Exit the Cisco Unity software. For details, see the “[Exiting the Cisco Unity Software](#)” section on [page A-1](#).

**Step 4** On the Windows Start menu, click **Programs > Accessories > Command Prompt**.

**Step 5** In the Command Prompt window, enter  
**cd commserver\utilities\uninstallunity3xand4x**  
and press **Enter**.

**Step 6** Enter  
**unityuninstall3xand4x.exe /skipdoh**  
and press **Enter**.



**Caution** The Cisco Unity Uninstall utility cannot be stopped after it starts, and the uninstall cannot be reversed.

---

**Step 7** Uncheck the **Remove Subscriber Information from Mail Users in Directory** check box.



**Caution** If you do not uncheck the check box, Cisco Unity attributes will be removed from Active Directory or the Exchange 5.5 directory for all subscribers associated with this failover pair. Neither server will be able to take calls because it will not have any subscribers.

---

**Step 8** Click **Uninstall**.

**Step 9** Follow the on-screen prompts.

**Step 10** When the utility has finished, you may need to manually delete the **CommServer** directory.

If you cannot delete the CommServer directory:

- a. In the CommServer directory, delete all files with the **.exe** extension.
  - b. On the Windows Start menu, click **Programs > Startup**, right-click **AvCsTrayStatus**, and click **Delete**.
  - c. Restart the Cisco Unity server, and delete the **CommServer** directory.
- 

### To Install the Former Secondary Server as a Regular Cisco Unity Server Without Failover

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**Step 1** Disable virus-scanning services. Refer to the software manufacturer documentation to determine the correct services.

- Step 2** Follow the instructions in the applicable Cisco Unity installation guide for your configuration:
- For Cisco Unity 4.x, refer to the “Installing and Configuring Cisco Unity Software” chapter. Do all the procedures in the chapter. Note that you must install the updated license file on the server.
  - For Cisco Unity 3.1(x), refer to the last three sections in the “Installing the Cisco Unity System” chapter: “Installing Cisco Unity Software” through “Moving the Data Store Databases and Transaction Log Files.” Do all the procedures in the sections.
- 

### To Restore Cisco Unity Data on the Cisco Unity Server from the Network Storage Location

---

- Step 1** On the Cisco Unity server, install the latest versions of DiRT, if the tools are 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 DiRT 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 3** Reapply any non-Cisco Unity custom registry settings. (DiRT backs up and restores Cisco Unity registry settings.)
- 

### To Remove the Primary Server from the Environment

---

- Step 1** Disconnect the network cable from the primary server.



**Caution** To prevent unexpected behavior from the former secondary server, do not reconnect the primary server to the network while the former secondary server is connected and running.

---

- Step 2** Reinstall the operating system on the primary server to remove Cisco Unity failover from the hard disk.
- 

## Converting a Primary Server to a Permanent Regular Cisco Unity Server Without Failover

Do the following six procedures in the order listed.

### To Disable Automatic Failover

---

- Step 1** On the primary server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.
- Step 2** Click **Advanced**.

- Step 3** Check the **Disable Automatic Failover and Failback** check box.
- Step 4** Click **OK**.

---

#### To Stop File Replication on the Primary and Secondary Servers

---

- Step 1** On the primary 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.
  
- Step 7** On the secondary 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.

---

#### To Delete References to the Node Manager Service on the Primary Server

---

- Step 1** On the primary server, exit the Cisco Unity software. For details, see the [“Exiting the Cisco Unity Software” section on page A-1](#).
- Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 3** In the right pane, double-click **NodeMgr**.
- Step 4** On the General tab, click **Stop**.
- Step 5** In the Startup Type list, click **Disabled**.
- Step 6** Click **OK**.
- Step 7** Close the Services window.
- Step 8** On the Windows Start menu, click **Run**.
- Step 9** Enter **Cmd**, and press **Enter**.
- Step 10** In the Command window, enter **<Drive on which Cisco Unity is installed>:\CommServer\AvCsNodeMgr /unregserver**, and press **Enter**.

**Step 11** Enter **Regedit**, and press **Enter**.

**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.) If you have any questions about changing registry key settings, contact Cisco TAC.

**Step 12** 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 13** Delete the key  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Active Voice\AvCsNodeMgr.

**Step 14** Expand the key  
HKEY\_LOCAL\_MACHINE\Software\Active Voice\AvCsGateway\1.0\Services.

**Step 15** Under Services, search for the Service key in which the Name value is “AvCsNodeMgr.”

**Step 16** In the Service key, double-click **Start**.

**Step 17** In the Edit DWORD Value dialog box, in the Value Data field, enter **0**, and click **OK**.

**Step 18** Close the Registry Editor.

**Step 19** In the Command window, enter **Exit**, and press **Enter**.

**Step 20** On the Windows Start menu, click **Programs > Cisco Unity**.

**Step 21** Right-click **NodeMgr Monitor**, and click **Delete**.

**Step 22** Click **Yes** to confirm.

---

### To Disable Sharing in the Directories Used by Failover on the Primary Server

**Step 1** On the primary server, browse to the **CommServer\Stream Files** directory.

**Step 2** Right-click the **Stream Files** directory, and click **Sharing**.

**Step 3** In the Links Properties dialog box, on the Sharing tab, click **Do Not Share This Folder**, then click **OK**.

**Step 4** Repeat Step 1 through [Step 3](#) for the following five directories:

- CommServer\Snapshot
- CommServer\Support
- CommServer\UnityMTA
- CommServer\Localize\DefaultConfiguration
- CommServer\Localize\Prompts

---

### To Stop SQL Replication on the Primary Server

**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.
- 

### To Remove the Secondary Server from the Environment

---

- Step 1** Disconnect the network cable from the secondary server.



**Caution** To prevent unexpected behavior from the former primary server, do not reconnect the secondary server to the network while the former primary server is connected and running.

---

- Step 2** Reinstall the operating system on the secondary server to remove Cisco Unity failover from the hard disk.
-