



Uninstalling Cisco Unity

This chapter contains the following sections:

- [Task List for Uninstalling Cisco Unity, page 18-1](#)
- [Removing Voice Card Software, page 18-1](#)
- [Removing ActiveFax from a Cisco Unity 2.x Server, page 18-5](#)
- [Stopping SQL Server Replication on the Primary Server \(With Failover Configured\), page 18-7](#)
- [Uninstalling Cisco Unity, page 18-7](#)



Note

To replace one or both servers in a pair of Cisco Unity failover servers or to convert a primary or secondary server to a non-failover server, see the [“Replacing or Converting a Cisco Unity Server or Failover Servers”](#) chapter instead.

Task List for Uninstalling Cisco Unity

1. *If Cisco Unity is integrated with a circuit-switched phone system:* Remove voice card software from the Cisco Unity server. See the [“Removing Voice Card Software”](#) section on page 18-1.
2. *If ActiveFax is installed on a Cisco Unity 2.x server:* Remove ActiveFax. See the [“Removing ActiveFax from a Cisco Unity 2.x Server”](#) section on page 18-5.
3. *If Cisco Unity failover is configured:* Disable SQL Server replication. See the [“Stopping SQL Server Replication on the Primary Server \(With Failover Configured\)”](#) section on page 18-7.
4. Uninstall Cisco Unity. See the [“Uninstalling Cisco Unity”](#) section on page 18-7.

Removing Voice Card Software



Note

If Cisco Unity is not integrated with a circuit-switched phone system, skip this section.

Do the applicable procedure(s) for the voice cards installed in the Cisco Unity server:

- [To Remove Intel Dialogic Voice Card Software \(Windows 2000 Server\), page 18-2](#)
- [To Remove Intel Dialogic Software \(Windows NT—Cisco Unity 2.x Only\), page 18-3](#)

- [To Remove Voice Technologies Group Voice Card Software \(Cisco Unity 2.x Only\), page 18-4.](#)
(Note that if the server contains Voice Technologies Group VoiceBridge 2000 feature-set cards and Dialogic D/160SC voice cards, you must remove the Dialogic software first.)
- [To Remove Natural MicroSystems Software \(Cisco Unity 2.x Only\), page 18-4](#)

The procedures may differ slightly for early versions of Cisco Unity, which used an earlier version of Dialogic Configuration Manager.

To Remove Intel Dialogic Voice Card Software (Windows 2000 Server)

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- Step 1** Exit the Cisco Unity software, if it is running. For more information, 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 of the Services dialog box, right-click **Telephony**, and click **Stop.**
- Step 4** If you are prompted to stop other services, click **Yes.**
- Step 5** On the Windows Start menu, click **Programs > Dialogic Systems Software > Dialogic Configuration Manager–DCM.**
- Dialogic Configuration Manager may display an error message about not detecting devices. This error is harmless. Click **OK.**
- Step 6** On the Service menu, click **Stop Service.**
- Step 7** Click **Close.**
- Step 8** Close the DCM.
- Step 9** On the Windows Start menu, click **Settings > Control Panel > Phone and Modem Options.**
- Step 10** Click the **Advanced** tab.
- Step 11** Click **Dialogic Generation 2 Service Provider for NT** or **DSE Service Provider**, as applicable.
- Step 12** Click **Remove.**
- Step 13** Click **Yes.**
- Step 14** Click **OK** to close the Phone and Modem Options dialog box.
- Step 15** In Control Panel, double-click **Sounds and Multimedia.**
- Step 16** In the Sounds and Multimedia Options dialog box, click the **Hardware** tab.
- Step 17** Click **Legacy Audio Drivers.**
- Step 18** Click **Properties.**
- Step 19** In the Legacy Audio Drivers Properties dialog box, click the **Properties** tab.
- Step 20** Expand **Audio Devices.**
- Step 21** Click **Audio for Dialogic WAVE.**
- Step 22** Click **Remove.**
- Step 23** Click **Yes** to confirm.
- Step 24** When prompted to restart the server, click **Don’t Restart Now.**



Caution If you restart now, the WAVE driver is not removed.

- Step 25** Click **OK** to close the Legacy Audio Drivers Properties dialog box.
- Step 26** Click **OK** to close the Sounds and Multimedia Properties dialog box.
- Step 27** Close Control Panel.
- Step 28** On the Windows Start menu, click **Programs > Dialogic System Software > Uninstall**.
- Step 29** Follow the on-screen prompts to uninstall the software.
If you are prompted to delete shared files, click **No to All**.
- Step 30** Click **OK**.
- Step 31** If the server also contains Voice Technologies Group feature-set cards, skip to the [“To Remove Voice Technologies Group Voice Card Software \(Cisco Unity 2.x Only\)” procedure on page 18-4](#) when the uninstallation is complete.

If the server does not contain Voice Technologies Group feature-set cards, when the uninstallation is complete, click **Yes** to restart the server. (The Dialogic-triggered restart may not restart the session; in this case, manually restart.)
- Step 32** After the server restarts, log on.
- Step 33** In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is CommServer), and delete the **Dialogic** directory.
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To Remove Intel Dialogic Software (Windows NT—Cisco Unity 2.x Only)

- Step 1** Exit the Cisco Unity software, if it is running. For more information, see the [“Exiting the Cisco Unity Software” section on page A-1](#).
- Step 2** On the Windows Start menu, click **Programs > Dialogic System Software > Dialogic Configuration Manager–DCM**.
- Step 3** On the Service menu, click **Stop Service**.
- Step 4** Close the DCM.
- Step 5** On the Windows Start menu, click **Settings > Control Panel > Telephony**.
- Step 6** In the Dialing Properties dialog box, click the **Telephony Drivers** tab.
- Step 7** Click **Dialogic Generation 2 Service Provider for NT**.
- Step 8** Click **Remove**.
- Step 9** Click **Close** to close the Dialing Properties dialog box.
- Step 10** In Control Panel, double-click **Multimedia**.
- Step 11** In the Multimedia Properties dialog box, click the **Devices** tab.
- Step 12** Expand **Audio Devices**.
- Step 13** Click **Audio for Dialogic WAVE Driver 1.x** or **Audio for Dlgwave.dll**.
- Step 14** Click **Remove**.
- Step 15** When prompted to restart, click **Don’t Restart Now**.
- Step 16** Click **OK** to close the Multimedia Properties dialog box.
- Step 17** Close Control Panel.
- Step 18** On the Windows Start menu, click **Programs > Dialogic System Software > Uninstall**.

- Step 19** Follow the on-screen prompts to uninstall the software.
If you are prompted to delete shared files, click **No to All**.
- Step 20** If the server also contains Voice Technologies Group feature-set cards, skip to the [“To Remove Voice Technologies Group Voice Card Software \(Cisco Unity 2.x Only\)”](#) procedure on page 18-4 when the uninstallation is complete.
If the server does not contain Voice Technologies Group feature-set cards, click **Reboot** to restart the server after the uninstallation is complete. (The Dialogic-triggered restart may not restart the session; in this case, manually restart.)
- Step 21** After the system restarts, log on.
- Step 22** In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is CommServer), and delete the **TSPSetup** directory.

If you have not already removed Dialogic voice card software, do so before doing the next procedure.

To Remove Voice Technologies Group Voice Card Software (Cisco Unity 2.x Only)

- Step 1** On the Windows Start menu, click **Settings > VoiceBridge 2000 > Uninstall**.
- Step 2** If you are prompted to delete shared files, click **No to All**.
- Step 3** Restart the server.
- Step 4** In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is CommServer), and delete the **Dialogic** directory or the **TSPSetup** directory, whichever is present.

To Remove Natural MicroSystems Software (Cisco Unity 2.x Only)

- Step 1** Exit the Cisco Unity software, if it is running. For more information, see the [“Exiting the Cisco Unity Software”](#) section on page A-1.
- Step 2** On the Windows Start menu, click **Settings > Control Panel > Telephony**.
- Step 3** In the Dialing Properties dialog box, click the **Telephony Drivers** tab.
- Step 4** Click **Natural MicroSystems Service Provider**.
- Step 5** Click **Remove**.
- Step 6** Click **OK** to close the Dialing Properties dialog box.
- Step 7** In Control Panel, double-click **Multimedia**.
- Step 8** In the Multimedia Properties dialog box, click the **Devices** tab.
- Step 9** Expand **Audio Devices**.
- Step 10** Click **Audio for Natural MicroSystems Telephony Hardware**.
- Step 11** Click **Remove**.
- Step 12** Click **OK** to close the Multimedia Properties dialog box.
- Step 13** If you are prompted to restart the server, click **Don't Restart Now**.
- Step 14** In Control Panel, double-click **Add/Remove Programs**.
- Step 15** Click **Natural MicroSystems Natural Access**.

- Step 16** Click **OK** repeatedly to confirm that you want to remove each program.
- Step 17** Click **Add/Remove**.
- Step 18** When all NMS components have been removed, close all programs and restart the server. For more information, see the [“Shutting Down or Restarting the Cisco Unity Server”](#) section on page A-2.
- Step 19** After the server restarts, log on.
- Step 20** In Windows Explorer, browse to the root directory and delete the **NMS** directory.
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Removing ActiveFax from a Cisco Unity 2.x Server



Note If ActiveFax is not installed on the Cisco Unity 2.x server, skip this section.

To Remove ActiveFax from a Cisco Unity 2.x Server

- Step 1** Log on to Windows by using the Cisco Unity installation account.
- Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 3** Stop Cisco Unity services:
- In the right pane of the Services window, right-click the first service that begins with **Av**, and click **Stop**.
If you are prompted to stop other services, click **Yes**.
 - Repeat Step **a.** until you have stopped all other services that begin with **Av**.
- Step 4** Stop ActiveFax services:
- In the right pane of the Services window, right-click the first service that begins with **LF**, and click **Stop**.
 - Repeat Step **a.** on all other services that begin with **LF**.
- Step 5** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
- Step 6** Remove the following eight programs in the order listed (if you are prompted to delete shared files, click **No to All**):
- LightningFAX 6.5 - LFEExGateway
 - LightningFAX 6.5 - FAXTOMAIL (if it is installed)
 - LightningFAX 6.5 - CLIENT
 - LightningFAX 6.5 - RASTERIZATION SERVER
 - LightningFAX 6.5 - DRIVER
 - LightningFAX 6.5 - SERVER
 - LightningFAX 6.5 - USYNC
 - LightningFAX 6.5 - ACTIVEX CONTROLS
- Step 7** Close the Add/Remove Programs dialog box.

- Step 8** Restart the Cisco Unity server. For more information see the “[Shutting Down or Restarting the Cisco Unity Server](#)” section on page A-2.
- Step 9** Confirm that the ActiveFax directory has been deleted. By default, ActiveFax was installed in one of the following locations:
- C:\Program files\ActiveFax
 - C:\CommServer\Fax
- (Both directories may exist, if you installed an early version of Cisco Unity and upgraded to a later version.)
- Step 10** On the Windows Start menu, click **Programs > Microsoft Exchange > Microsoft Exchange Administrator**.
- Step 11** In the left pane of Exchange Administrator, click <Site name> > **Configuration > Connection**.
- Step 12** In the right pane, confirm that Lightning Fax Gateway for Microsoft Exchange does not appear. (You may need to wait for replication to occur.)
- If Lightning Fax Gateway for Microsoft Exchange still appears, stop the LFEExGateway service.
- Step 13** Start Regedt32.



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 14** 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 15** For the registry key
HKEY_LOCAL_MACHINE\Software\Interstar Technologies,
reset the permissions and delete the key:
- a. Select the key.
 - b. On the Regedt32 menu, click **Security > Permissions**.
 - c. In the Permissions dialog box, click **Everyone**.
 - d. In the Permissions table, check the **Full Control** check box in the Allow column.
 - e. Click **OK** to close the Permissions dialog box.
 - f. Delete the key.
- Step 16** Repeat [Step 15](#) for the registry key
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Enum\Root\
LEGACY_7J8I-9K0L-1R5T-8K9P-1A2B-1V5H-5H7J.
- Step 17** Repeat [Step 15](#) for the registry key
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Enum\Root\LEGACY_LFUSync.
- Step 18** In the Winnt\System32 directory, delete files with the extension .lfl, if any.
- Step 19** On the Windows Start menu, click **Run**.

- Step 20** Enter
`C:\Winnt\System32\regsvr32.exe scrrun.dll`
(For early versions of ActiveFax, uninstalling ActiveX removes Windows Scripting Host from the registry. This command restores the registry entry.)
- Step 21** Restart the Cisco Unity server.
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Stopping SQL Server Replication on the Primary Server (With Failover Configured)



Note If Cisco Unity failover is not configured, skip this section.

To Stop SQL Server Replication on the Primary Server (With Failover Configured)

- 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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Uninstalling Cisco Unity

To uninstall Cisco Unity, download, install, and run the latest version of the Cisco Unity Uninstall utility for your version of Cisco Unity. The Uninstall utility is available at <http://ciscounitytools.com>.



Caution

Follow Uninstall Help carefully, or the uninstallation will fail. Help also lists the manual steps that must be done to complete the uninstallation.
