



## APPENDIX **B**

# Exiting and Starting the Cisco Unity Software and Server

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This appendix contains the following sections:

- [Exiting the Cisco Unity Software, page B-1](#)
- [Shutting Down or Restarting the Cisco Unity Server, page B-2](#)
- [Starting the Cisco Unity Software, page B-3](#)

## Exiting the Cisco Unity Software

This section contains two procedures for exiting the Cisco Unity software: from the Cisco Unity server and from another computer.



### Caution

Do not use `Kill av*.*` to exit the Cisco Unity software. `Kill av*.*` does not stop all Cisco Unity services.

Do not stop AvCsMgr by using the Services window or the Component Services window as a method to exit the Cisco Unity software. Stopping the AvCsMgr does not stop all Cisco Unity services and may cause unexpected results.

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### To Exit the Cisco Unity Software from the Cisco Unity Server

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- Step 1** If the system uses the automated attendant, route all calls to the operator.
  - Step 2** On the Cisco Unity server, log on to Windows by using either the Cisco Unity administration account or an appropriate Windows domain account.
  - Step 3** 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 4** Click **Stop Cisco Unity**.
  - Step 5** Click **OK** to confirm that you want to exit the Cisco Unity software. Cisco Unity stops running when all calls are finished, and an “X” appears in the Cisco Unity icon.
  - Step 6** Press **Ctrl-Alt-Delete**, then lock or log off of Windows to prevent access by unauthorized users.
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### To Exit the Cisco Unity Software from Another Computer

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- Step 1** If the system uses the automated attendant, route all calls to the operator.
- Step 2** If the Cisco Unity Status Monitor does not use Integrated Windows authentication, skip to [Step 3](#).  
When the Cisco Unity Status Monitor uses Integrated Windows authentication, do the following substeps to access the Status Monitor:
- a. Log on to Windows by using either the Cisco Unity administration account or an appropriate Windows domain account.
  - b. Start Internet Explorer, and go to **http://<Cisco Unity server name>/status**.
  - c. If Internet Explorer prompts you for a user name and password, enter the user name, password, and domain for the administration account or the Windows domain account.
  - d. Skip to [Step 5](#).
- Step 3** When the Cisco Unity Status Monitor uses Anonymous authentication, do the following substeps to access the Status Monitor:
- a. Log on to Windows by using any domain account that has the right to log on locally.
  - b. Start Internet Explorer, and go to **http://<Cisco Unity server name>/status**.
- Step 4** On the Cisco Unity Log On page, enter the user name, password, and domain for the Cisco Unity administration account or the Windows domain account, and click **Log On**.
- Step 5** In the Cisco Unity Status Monitor, under Shutting Down Cisco Unity, choose a method:
- Cisco Unity stops running after all calls are finished.
  - Cisco Unity interrupts calls in progress with a voice message, disconnects all calls, then stops running.
- Step 6** Click **Shut Down**.
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## Shutting Down or Restarting the Cisco Unity Server



### Note

Restarting the Cisco Unity server may result in delayed message notification and message waiting indication until MAPI logon to all subscriber mailboxes has been completed. Depending on the size of the subscriber database, it could take several hours to complete the MAPI logon.

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If the Cisco Unity system has an expansion chassis or is set up for failover, note the following considerations before shutting down or restarting the Cisco Unity server:

<b>Expansion chassis connected to the Cisco Unity server</b>	When both the expansion chassis and the Cisco Unity server are turned off, turn on the expansion chassis before you turn on the server. Otherwise, the server may not detect the voice cards in the expansion chassis.
<b>Cisco Unity failover</b>	<ul style="list-style-type: none"> <li>• When both servers are running and the active server is shut down, the inactive server becomes active.</li> <li>• When neither server is running, the first server started becomes the active server.</li> <li>• When the secondary server is active and configured for automatic failback, and the primary server is also running, the secondary server attempts failback on the failback schedule.</li> </ul>

### To Shut Down or Restart the Cisco Unity Server

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- Step 1** Exit the Cisco Unity software, if it is running, by using one of the procedures in the [“Exiting the Cisco Unity Software”](#) section on page B-1.
- Step 2** On the Windows Start menu, click **Shut Down**.
- Step 3** Click **Shut Down** or **Restart**. During a restart, the Cisco Unity software starts automatically.
- When Cisco Unity starts successfully, three tones play and a check mark appears in the Cisco Unity icon in the status area of the taskbar.
- When Cisco Unity does not start successfully, two tones play and an “X” appears in the Cisco Unity icon in the status area of the taskbar.
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## Starting the Cisco Unity Software

This section contains two procedures for starting the Cisco Unity software: from the Cisco Unity server and from another computer.

Cisco Unity is a Windows service that is configured to start automatically when you turn on or restart the server. Do one of the procedures in this section only if you exited the Cisco Unity software and did not restart the server.

Exchange must be running before you start the Cisco Unity software—either on the partner Exchange server or on the Cisco Unity server, depending on your configuration.

If Exchange stops for any reason while Cisco Unity is running, Cisco Unity will continue to take messages.

### To Start the Cisco Unity Software from the Cisco Unity Server

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- Step 1** On the Cisco Unity server, log on to Windows by using either the Cisco Unity administration account or an appropriate Windows domain account.
- 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 **Start Cisco Unity**.

When Cisco Unity starts successfully, three tones play and a check mark appears in the Cisco Unity icon.

When Cisco Unity does not start successfully, two tones play and an “X” appears in the Cisco Unity icon.

**Step 4** Press **Ctrl-Alt-Delete**, then lock or log off of Windows to prevent access by unauthorized users.

**Step 5** If the system uses the automated attendant and you routed calls to the operator before you exited the Cisco Unity software, reroute calls to Cisco Unity.

### To Start the Cisco Unity Software from Another Computer

**Step 1** If the Cisco Unity Status Monitor does not use Integrated Windows authentication, skip to [Step 2](#).

When the Cisco Unity Status Monitor uses Integrated Windows authentication, do the following substeps to access the Status Monitor:

- a. Log on to Windows by using either the Cisco Unity administration account or an appropriate Windows domain account.
- b. Start Internet Explorer, and go to **http://<Cisco Unity server name>/status**.
- c. If Internet Explorer prompts you for a user name and password, enter the user name, password, and domain for the Cisco Unity administration account or the Windows domain account.
- d. Skip to [Step 4](#).

**Step 2** When the Cisco Unity Status Monitor uses Anonymous authentication, do the following substeps to access the Status Monitor:

- a. Log on to Windows by using any domain account that has the right to log on locally.
- b. Start Internet Explorer, and go to **http://<Cisco Unity server name>/status**.

**Step 3** On the Cisco Unity Log On page, enter the user name, password, and domain for the Cisco Unity administration account or the Windows domain account, and click **Log On**.

**Step 4** In the Cisco Unity Status Monitor, click the **System Status** icon (the first icon), at the top of the page.

**Step 5** Click **Start**.

**Step 6** If the system uses the automated attendant and you routed calls to the operator before you exited the Cisco Unity software, reroute calls to Cisco Unity.