



CHAPTER 4

Changing the Partner Exchange Server

Use the procedures in this chapter to change the partner Exchange server to a server that is running the same version of Exchange as the current partner Exchange server is running. If you want to change the partner Exchange server to a server running a later version of Exchange, see the [“Upgrading Exchange on the Cisco Unity 5.x System”](#) chapter.

This chapter contains the following sections:

- [Choosing a Different Partner Exchange Server, page 4-1](#)
- [Changing the Partner Exchange 2007 Server for Cisco Unity 5.x, page 4-2](#)
- [Changing the Partner Exchange 2003 or Exchange 2000 Server for Cisco Unity 5.x, page 4-6](#)

Choosing a Different Partner Exchange Server

When you installed Cisco Unity, you chose an Exchange server with which Cisco Unity communicates—the partner Exchange server. If the current partner server is being decommissioned, is malfunctioning, is being rebuilt, or will be off line for maintenance for an extended period, you must specify a different partner server. (If the partner server will be off line only briefly, you do not need to change the partner server. The Unity Message Repository will save messages on the hard disk on the Cisco Unity server and then send them to Exchange when the partner server comes back on line.)

Use the information in this section to decide which server you will specify as the new partner Exchange server.

When all Cisco Unity subscriber mailboxes will be homed on the same Exchange server, use that server as the partner server. For the Voice Messaging configuration with Exchange installed on the Cisco Unity server, the Cisco Unity server is the partner Exchange server.

When Cisco Unity subscriber mailboxes will be homed on more than one Exchange server, consider the following general guidelines for deciding which server to use as the partner server:

- All voice messages from outside callers pass through the partner server on their way to user mailboxes. Use an Exchange server based on its ability to handle the additional traffic.
- When Exchange 2003 or Exchange 2000 is configured for active/active or active/passive clustering, use either an Exchange server outside the cluster or the Exchange virtual server in the cluster.

When Cisco Unity subscriber mailboxes will be homed in Exchange 2003 and/or Exchange 2000, we recommend, for most topologies, that you use an Exchange 2003 server as the partner server. Otherwise, when you upgrade the partner server, Cisco Unity subscriber mailboxes will not have access to messages during the upgrade. In addition, you may need to upgrade the Exchange administration software installed on the Cisco Unity server.

However, in some cases, a server running Exchange 2003 may not be the best choice. Because of the amount of data that passes between the Cisco Unity server and the partner Exchange server, the partner server should be in the same site as the Cisco Unity server. When Cisco Unity subscriber mailboxes will be homed in Exchange on multiple sites and the only servers running Exchange 2003 are on remote sites, do one of the following:

- Upgrade a local server to Exchange 2003 before you install Cisco Unity.
- Use a server that is running Exchange 2000 and that is in the same site as the Cisco Unity server.

When Cisco Unity subscriber mailboxes will be homed in Exchange 2007 as well as in Exchange 2003 and/or Exchange 2000, choose a partner server based on the considerations already mentioned as well as ease of access to Exchange 2007 servers and the roles installed on the server:

- To be used as the partner Exchange server, an Exchange 2007 server must have the Mailbox server role installed.
- If you choose an Exchange 2007 server, when you run the Cisco Unity Message Store Configuration wizard later in the process, the wizard creates scripts that must be run either on the partner Exchange 2007 server or on another Exchange 2007 server on which Exchange Management Shell is installed. (The scripts create Exchange mailboxes that Cisco Unity cannot create directly in Exchange 2007.) By default, scripts cannot be run remotely, so you may need to be at an Exchange 2007 server to run them. If physical access to the Exchange servers is restricted, you can choose an Exchange 2003 or Exchange 2000 server as the partner Exchange server, and Cisco Unity can create the accounts automatically.

**Caution**

When Windows Server 2003 is installed on the Cisco Unity server, you must use an Exchange 2007 or Exchange 2003 server as the partner server.

Changing the Partner Exchange 2007 Server for Cisco Unity 5.x

This section assumes that the existing and new partner servers are running the same version of Exchange. If you are changing the version of Exchange at the same time that you are changing the partner server, see the [“Upgrading Exchange on the Cisco Unity 5.x System”](#) chapter instead.

If the Cisco Unity Voice Connector for Exchange 2000 is installed on any Exchange 2003 or Exchange 2000 server in the forest, then the following servers must be either in the same Exchange routing group or in routing groups that are connected to one another with Exchange routing-group connectors:

- The partner Exchange server.
- All Exchange servers on which mailboxes for Cisco Unity subscribers are homed.
- The Exchange server on which the Cisco Unity Voice Connector is installed.

Otherwise, subscribers may not be able to successfully send or receive messages using supported Cisco Unity networking options such as AMIS or VPIM Networking.

As a result, if you are changing the partner Exchange server to a server in a routing group that is not connected as described, you must first install routing-group connectors to ensure that the partner Exchange server can successfully send and receive messages to mailboxes in any other Exchange routing group.

This section contains five procedures. Do the procedures in the order listed.

To Download the Latest Cisco Unity Permissions Wizard

- Step 1** Download the latest version of the Cisco Unity Permissions wizard for Cisco Unity 5.0(1) and later, available at http://ciscounitytools.com/App_PW_501.htm.
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To Determine the Current Partner Exchange Server

- Step 1** On the Cisco Unity server, start Regedit.
- Step 2** Expand the key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Doh.
- Step 3** The name of the current partner Exchange server appears in the key Mail Server Name.
- Step 4** Close Regedit.
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To Prepare to Change the Partner Exchange 2007 Server for Cisco Unity 5.x

- Step 1** Choose the new partner Exchange 2007 server. For information to help you decide on a partner server, see the “[Choosing a Different Partner Exchange Server](#)” section on page 4-1.
- Step 2** Determine and write down which Active Directory accounts are being used as the Cisco Unity installation, directory services, and administration accounts.
- Step 3** Confirm that Exchange is running on the new partner Exchange server. If Exchange is not running, changing the partner server will fail.
- Step 4** Confirm that the new partner Exchange server is running the same service pack as the current partner server. Microsoft recommends applying the same service pack to all mail servers within the organization.
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Do the following procedure if you will be homing Cisco Unity subscribers on the new partner server and if you have not already granted Cisco Unity the required permissions to the mailstore(s) on that server.

**Caution**

When the Permissions wizard completes, the Lsass.exe process updates the Active Directory database with the new permissions. While Lsass.exe is processing the updates, it uses 100% of available processor time on the root domain controller in the domain and on one of the global catalog servers in the site where the Permissions wizard was run. (Other domain controllers in the domain and other global catalog servers in the forest are also affected, but the impact is less significant.) The updates take a few minutes to several hours, depending on the size of the database. Do not continue with changing the partner server until Lsass.exe has finished processing the changes, or the process may fail.

To Run the Cisco Unity Permissions Wizard

- Step 1** On the Cisco Unity server, install the latest version of the Cisco Unity Permissions wizard, if it is not already installed.
- Step 2** Log on to the Cisco Unity server by using an account that meets the following criteria:
- Is a member of the Domain Admins group in the domain in which the Cisco Unity server is installed.

- Is either an Exchange Full Administrator or a member of the Domain Admins group in the domain in which Exchange mailboxes for Cisco Unity subscribers are homed. (If Exchange mailboxes are homed in multiple domains, the account that you log on with must be either an Exchange Full Administrator or a member of the Domain Admins group in a domain that contains all of the domains in which mailboxes are homed.)

**Caution**

If you try to run the Permissions wizard by using an account that has less than the default permissions for a Domain Admin, the wizard may not be able to set all of the permissions required by the installation account and the service accounts. If the Permissions wizard cannot set all of the required permissions, Cisco Unity will not run properly.

- Step 3** Run the Permissions wizard from the directory in which you installed it in [Step 1](#). For more information, refer to Permissions wizard Help.

**Caution**

Remember to specify the mailstore(s) on the new partner server so Cisco Unity has the necessary permissions to access the mailstores. Otherwise, Cisco Unity subscribers whose Exchange mailboxes are homed on the server will not be able to send or receive voice messages.

- Step 4** Restart the Cisco Unity server.

The following procedure moves the Cisco Unity system mailbox (Unity_<servername>) and the mailbox for broadcast messages (USbms_<servername>). If applicable, it also moves the mailboxes for AMIS, Bridge, or VPIM Networking (UAmis_<servername>, UOmni_<servername>, and UVPIM_<servername>, respectively).

To Change the Partner Exchange 2007 Server for Cisco Unity 5.x

- Step 1** On the Cisco Unity server, log on to Windows by using the Cisco Unity installation account. If failover is configured, log on to both servers.

- Step 2** Exit the Cisco Unity software. If failover is configured, exit the Cisco Unity software on both servers.

**Caution**

When failover is configured, you must change the partner Exchange server on both servers while Cisco Unity is stopped on both servers, or Cisco Unity data may be corrupted.

- Step 3** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**. If failover is configured, you can start with either the primary or the secondary server.
- Step 4** In the list of currently installed programs, click **Cisco Unity Message Store Configuration Wizard**, and click **Change/Remove**.
- Step 5** On the Cisco Unity Message Store Configuration Wizard Welcome screen, click **Next**.
- Step 6** Enter the password for the installation account, and click **Next**.

- Step 7** If an account does not exist for the Cisco Unity Administrator (Cisco Unity administration account), skip to [Step 8](#).
- If an account exists for the Cisco Unity Administrator, click **Change**, then in the Select User dialog box, double-click the name of the Cisco Unity administration account.
- Step 8** Click **Next**.
- Step 9** In the Select Partner Message Store dialog box, click **Microsoft Exchange 2007**, and click **Next**.
- Step 10** If Cisco Unity is installed in a Unified Messaging configuration, uncheck the **Disable Active Directory Accounts that Are Created By Cisco Unity** check box, and click **Next**. Then skip to [Step 11](#).
- If Cisco Unity is installed in a Voice Messaging configuration, review the onscreen text and check or uncheck the **Disable Active Directory Accounts that Are Created By Cisco Unity** check box, as applicable, and click **Next**.
- Step 11** In the Select Mailbox Location dialog box, specify the new partner Exchange server and the mailbox store in which to create new mailboxes.
- If failover is configured, you must specify the same Exchange server and mailbox store for both Cisco Unity servers.
- Step 12** Click **Next**.
- Step 13** In the Select Active Directory Containers for New Objects dialog box, specify the domain in which you want Cisco Unity to create users and distribution lists.
- If failover is configured, you must specify the same domain for both Cisco Unity servers.
- Step 14** If custom organizational units were created for users or distribution lists, click the corresponding **Change** button to specify them.
- If failover is configured, you must specify the same custom organizational units for both Cisco Unity servers.
- Step 15** Click **Next**.
- Step 16** On the Run
- Step 17** Scripts on the Partner Exchange 2007 Server page, do not click **Next** or **Cancel**. You will return to the Cisco Unity server to complete the wizard in [Step 22](#).
- Step 18** Copy the file Ex2k7Script_<servername>.ps1 from the Windows desktop to one of the following locations:
- A removeable disk.
 - A network location that is accessible either to the partner Exchange server or to another server on which Exchange Management Shell is installed.
- Step 19** Log on to a server on which Exchange Management Shell is installed using an account that has the permissions required to run a script.
- Step 20** Copy the script onto the local server.
- Step 21** Start Exchange Management Shell, and run the script.
- Step 22** Exit Exchange Management Shell, and return to the Cisco Unity server.
- Step 23** Follow the on-screen prompts until message store configuration is complete.
- Step 24** If failover is configured, repeat [Step 3](#) through [Step 22](#) on the other Cisco Unity server.
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Changing the Partner Exchange 2003 or Exchange 2000 Server for Cisco Unity 5.x

This section assumes that the existing and new partner servers are running the same version of Exchange. If you are changing the version of Exchange at the same time that you are changing the partner server, see the “[Upgrading Exchange on the Cisco Unity 5.x System](#)” chapter instead.

If the Cisco Unity Voice Connector for Exchange 2000 is installed on any Exchange 2003 or Exchange 2000 server in the forest, then the following servers must be either in the same Exchange routing group or in routing groups that are connected to one another with Exchange routing-group connectors:

- The partner Exchange server.
- All Exchange servers on which mailboxes for Cisco Unity subscribers are homed.
- The Exchange server on which the Cisco Unity Voice Connector is installed.

Otherwise, subscribers may not be able to successfully send or receive messages using supported Cisco Unity networking options such as AMIS or VPIM Networking.

As a result, if you are changing the partner Exchange server to a server in a routing group that is not connected as described, you must first install routing-group connectors to ensure that the partner Exchange server can successfully send and receive messages to mailboxes in any other Exchange routing group.

This section contains four procedures. Do the procedures in the order listed.

To Download the Latest Cisco Unity Permissions Wizard

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- Step 1** Download the latest version of the Cisco Unity Permissions wizard for Cisco Unity 5.0(1) and later, available at http://ciscounitytools.com/App_PW_501.htm.
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To Determine the Current Partner Exchange Server

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- Step 1** On the Cisco Unity server, start Regedit.
- Step 2** Expand the key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\Doh.
- Step 3** The name of the current partner Exchange server appears in the key Mail Server Name.
- Step 4** Close Regedit.
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To Prepare to Change the Partner Exchange 2003 or Exchange 2000 Server for Cisco Unity 5.x

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- Step 1** Choose the new partner Exchange 2003 or Exchange 2000 server. For information to help you decide on a partner server, see the “[Choosing a Different Partner Exchange Server](#)” section on page 4-1.
- Step 2** Determine and write down which Active Directory accounts are being used as the Cisco Unity installation, directory services, and administration accounts.

- Step 3** Confirm that Exchange is running on the new partner Exchange server. If Exchange is not running, changing the partner server will fail.
- Step 4** Confirm that the new partner Exchange server is running the same service pack as the current partner server. Microsoft recommends applying the same service pack to all mail servers within the organization.

Do the following procedure if you will be homing Cisco Unity subscribers on the new partner server and if you have not already granted Cisco Unity the required permissions to the mailstore(s) on that server.

**Caution**

When the Permissions wizard completes, the Lsass.exe process updates the Active Directory database with the new permissions. While Lsass.exe is processing the updates, it uses 100% of available processor time on the root domain controller in the domain and on one of the global catalog servers in the site where the Permissions wizard was run. (Other domain controllers in the domain and other global catalog servers in the forest are also affected, but the impact is less significant.) The updates take a few minutes to several hours, depending on the size of the database. Do not continue with changing the partner server until Lsass.exe has finished processing the changes, or the process may fail.

To Run the Cisco Unity Permissions Wizard

- Step 1** On the Cisco Unity server, install the latest version of the Cisco Unity Permissions wizard, if it is not already installed.
- Step 2** Log on to the Cisco Unity server by using an account that meets the following criteria:
- Is a member of the Domain Admins group in the domain in which the Cisco Unity server is installed.
 - Is either an Exchange Full Administrator or a member of the Domain Admins group in the domain in which Exchange mailboxes for Cisco Unity subscribers are homed. (If Exchange mailboxes are homed in multiple domains, the account that you log on with must be either an Exchange Full Administrator or a member of the Domain Admins group in a domain that contains all of the domains in which mailboxes are homed.)

**Caution**

If you try to run the Permissions wizard by using an account that has less than the default permissions for a Domain Admin, the wizard may not be able to set all of the permissions required by the installation account and the service accounts. If the Permissions wizard cannot set all of the required permissions, Cisco Unity will not run properly.

- Step 3** Run the Permissions wizard from the directory in which you installed it in [Step 1](#). For more information, refer to Permissions wizard Help.

**Caution**

Remember to specify the mailstore(s) on the new partner server so Cisco Unity has the necessary permissions to access the mailstores. Otherwise, Cisco Unity subscribers whose Exchange mailboxes are homed on the server will not be able to send or receive voice messages.

- Step 4** Restart the Cisco Unity server.

To Change the Partner Exchange 2003 or Exchange 2000 Server for Cisco Unity 5.x

Step 1 On the Cisco Unity server, log on to Windows by using the Cisco Unity installation account.
If failover is configured, log on to both servers.

Step 2 Exit the Cisco Unity software.
If failover is configured, exit the Cisco Unity software on both servers.



Caution When failover is configured, you must change the partner Exchange server on both servers while Cisco Unity is stopped on both servers, or Cisco Unity data may be corrupted.

Step 3 On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
If failover is configured, you can start with either the primary or the secondary server.

Step 4 In the list of currently installed programs, click **Cisco Unity Message Store Configuration Wizard**, and click **Change/Remove**.

Step 5 On the Cisco Unity Message Store Configuration Wizard Welcome screen, click **Next**.

Step 6 Enter the password for the installation account, and click **Next**.

Step 7 If an account does not exist for the Cisco Unity Administrator (Cisco Unity administration account), skip to [Step 8](#).

If an account exists for the Cisco Unity Administrator, click **Change**, then in the Select User dialog box, double-click the name of the Cisco Unity administration account.

Step 8 Click **Next**.

Step 9 In the Select Partner Message Store dialog box, click **Microsoft Exchange 2003** or **Microsoft Exchange 2000**, depending on the version of Exchange installed on the new partner Exchange server.

Step 10 Click **Next**.

Step 11 In the Select Mailbox Location dialog box, specify the new partner Exchange server and the mailbox store in which to create new mailboxes.

If failover is configured, you must specify the same Exchange server and mailbox store for both Cisco Unity servers.

Step 12 Click **Next**.

Step 13 In the Select Active Directory Containers for New Objects dialog box, specify the domain in which you want Cisco Unity to create users and distribution lists.

If failover is configured, you must specify the same domain for both Cisco Unity servers.

Step 14 If custom organizational units were created for users or distribution lists, click the corresponding **Change** button to specify them.

If failover is configured, you must specify the same custom organizational units for both Cisco Unity servers.

Step 15 Click **Next**.

Step 16 Follow the on-screen prompts until message store configuration is complete.

Step 17 If failover is configured, repeat [Step 3](#) through [Step 16](#) on the other Cisco Unity server.

Do the following procedure to move the Cisco Unity mailbox for broadcast messages and, if applicable, to move the mailboxes for AMIS, Bridge, or VPIM Networking.

To Move the USbms, UAmis, UOmni, and UVPIM Mailboxes

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- Step 1** Move the USbms_<servername> mailbox, which is the mailbox in which Cisco Unity places broadcast messages:
- On the Windows Start menu on the Cisco Unity server, click **Programs > Administrative Tools > Services**.
 - From the Services window, stop **CsBMsgConnector**, which is the service that processes broadcast messages.
 - Use the standard Exchange process for moving mailboxes to move the USbms_<servername> mailbox to the new partner Exchange server. For more information, refer to the Exchange documentation.
 - From the Services window, restart **CsBMsgConnector**.
- Step 2** If AMIS Networking is configured:
- Use the standard Exchange process for moving mailboxes to move the UAmis_<servername> mailbox to the new partner Exchange server. For more information, refer to the Exchange documentation.
 - To prevent messages from getting stuck in the UAmis mailbox after the move, stop and restart Cisco Unity by using the system tray icon.
- Step 3** If Bridge Networking is configured:
- On the Windows Start menu on the Cisco Unity bridgehead server, click **Programs > Administrative Tools > Services**.
 - From the Services window, stop **CsBridgeConnector**, which is the service that processes directory messages placed in the UOmni mailbox by the Cisco Unity Voice Connector for Microsoft Exchange.
 - Use the standard Exchange process for moving mailboxes to move the UOmni_<servername> mailbox to the new partner Exchange server. For more information, refer to the Exchange documentation.
 - From the Services window, restart **CsBridgeConnector**.
- Step 4** If VPIM Networking is configured:
- On the Windows Start menu on the VPIM bridgehead server, click **Programs > Administrative Tools > Services**.
 - From the Services window, stop **CsVPIMConnector**, which is the service that processes directory messages placed in the UVPIM mailbox by the Cisco Unity Voice Connector for Microsoft Exchange.
 - Use the standard Exchange process for moving mailboxes to move the UVPIM_<servername> mailbox to the new partner Exchange server. For more information, refer to the Exchange documentation.
 - From the Services window, restart **CsVPIMConnector**.
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