



CHAPTER 14

Replacing or Converting a Cisco Unity 5.x Server, or Upgrading to Windows 2003

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Replacing a Cisco Unity 5.x Server Without Failover, or Upgrading to Windows 2003

The procedure in this section requires that you use the Cisco Unity Disaster Recovery tools (DiRT).



Caution

Upgrading from Windows 2000 Server to Windows Server 2003 on an existing Cisco Unity server is supported only when you follow the procedures in this section. If you use Microsoft processes for upgrading Windows without reinstalling all software, default Windows Server 2003 configuration settings are different than settings for a fresh Windows Server 2003 installation, and Cisco Unity will not function properly.



Caution

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.

**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, or Upgrade to Windows 2003

- 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 you are replacing the server, get updated license files that reference the MAC address of the NIC in the new server. (Cisco Unity 5.x licenses are associated with the MAC address on the network interface card (NIC).)
- For information on getting updated license files, refer to the white paper *Licensing for Cisco Unity (All Versions)* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_white_papers_list.html.
- Step 3** Download the latest versions of the following applications:
- The Cisco Unity Directory Walker (DbWalker) utility at http://ciscounitytools.com/App_DirectoryWalker4.htm.
 - The Cisco Unity Disaster Recovery Backup tool and Disaster Recovery Restore tool, available at 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 you are replacing the server, if the existing Cisco Unity server is integrated with a circuit-switched phone system through voice cards, and if 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 Unified CM or with a circuit-switched phone system through PIMG/TIMG units, or if you are installing new voice cards, the existing Cisco Unity server can continue taking calls until [Step 11](#).

Step 9 If you are replacing the server, remove voice cards from the existing server, if applicable.

Step 10 If you are replacing the server, 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.

If you are upgrading Windows, reinstall all software on the 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.



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

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.

Step 11 If you are replacing the server, disconnect the old Cisco Unity server from the network, and connect the replacement server to the network.

Step 12 Install the version of the Disaster Recovery Restore tool that you downloaded in [Step 3](#).

Step 13 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 14 Reapply any non-Cisco Unity custom registry settings. (DiRT backs up and restores Cisco Unity registry settings.)

Step 15 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 5.x Server, or Upgrading to Windows 2003

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This section describes how to replace the primary Cisco Unity server or upgrade from Windows 2000 to Windows 2003 on that server. The replacement or upgraded primary server keeps the same IP address and server name as the original server.

Use this procedure to replace the primary 5.x server both when Exchange is installed on a separate server and when Exchange is installed on the secondary server.



Caution

Upgrading from Windows 2000 Server to Windows Server 2003 on an existing Cisco Unity primary server is supported only when you follow the procedures in this section. If you use Microsoft processes for upgrading Windows without reinstalling all software, default Windows Server 2003 configuration settings are different than settings for a fresh Windows Server 2003 installation, and Cisco Unity will not function properly.



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. 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, available at http://ciscounitytools.com/App_DirectoryWalker4.htm.
 - The Cisco Unity Disaster Recovery tools (DiRT), available at 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/voicesw/ps2237/prod_installation_guides_list.html.
- If you are replacing the server, 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 the white paper *Licensing for Cisco Unity (All Versions)* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_white_papers_list.html.

Do the following 10 procedures in the order listed. 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

- 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.
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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.



Caution Do not back up the primary server unless the secondary server is unavailable. If you restore from a backup of the primary server, you must also perform an additional procedure for Cisco Unity failover to function correctly. For more information, see “Working With Systems Configured For Failover” in DiRT Help.

- Step 3** Save the data to a network storage location.
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To Remove the Primary Server 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** Using the System control panel, make the server a workgroup server.
- Step 8** Disconnect the network cable from the server.
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To Install the Replacement Primary Server, or Upgrade to Windows 2003

- Step 1** If you are replacing the server, follow the instructions in the applicable Cisco Unity installation guide for your configuration to install the replacement primary server. If you are upgrading from Windows 2000 to Windows 2003, reinstall all software on the server. Refer to Part 1 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.
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To Restore Cisco Unity Data on the Replacement or Upgraded Primary Server from the Network Storage Location

- Step 1** On the replacement or upgraded 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 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** In the `HKEY_LOCAL_MACHINE\SOFTWARE` hive of the registry, confirm that the following registry settings match the settings on the secondary server:
- Active Voice\Conversations\1.0\Exclude All Receipts
 - Active Voice\Conversations\1.0\Exclude Return Receipts
 - Active Voice\SystemParameters\1.0\EnabledAlternateGreetingNotice
 - Active Voice\MALEx\1.0\MinSearchFolderLifeHours
 - Active Voice\MALEx\1.0\DisableSearchFolderUse

- Step 4** Reapply any non-Cisco Unity custom registry settings. (DiRT backs up and restores Cisco Unity registry settings.)
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To Configure Failover on the Primary Server

- 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** When the prompt that lists the requirements for the wizard appears, confirm that the requirements have been met and click **OK**.
- Step 4** On the Welcome page, click **Next**.
- Step 5** On the Specify Server Role page, click **Primary Server**, and click **Next**.
- Step 6** 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 7** Click **Next**.
- Step 8** 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 9** In the Password field, enter the password for the account that the failover service will log on as, and click **Next**.
- Step 10** 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 11** On the Completing page, click **Finish**.
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To Configure Failover on the Secondary Server

- 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** When the prompt that lists the requirements for the wizard appears, confirm that the requirements have been met and click **OK**.
- Step 6** On the Welcome page, click **Next**.
- Step 7** On the Specify Server Role page, click **Secondary Server**, and click **Next**.

- Step 8** 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 9** Click **Next**.
- Step 10** 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 11** In the Password field, enter the password for the account that the failover service will log on as, and click **Next**.
- Step 12** 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 13** On the Completing page, click **Finish**.

Replacing Only the Secondary 5.x Server, or Upgrading to Windows 2003

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This section describes how to replace the secondary Cisco Unity server or upgrade from Windows 2000 to Windows 2003 on that server. The replacement or upgraded secondary server keeps the same IP address and server name as the original server.



Caution

Upgrading from Windows 2000 Server to Windows Server 2003 on an existing Cisco Unity secondary server is supported only when you follow the procedures in this section. If you use Microsoft processes for upgrading Windows without reinstalling all software, default Windows Server 2003 configuration settings are different than settings for a fresh Windows Server 2003 installation, and Cisco Unity will not function properly.



Caution

When Exchange is installed on the secondary server, do not use this section to replace the secondary server or the process will fail. Instead, use the procedures in the “[Replacing Both 5.x Failover Servers, or Upgrading to Windows 2003](#)” section on page 14-12.

The following items are required to replace the secondary server:

- The latest version of the Cisco Unity Directory Walker (DbWalker) utility, available at http://ciscounitytools.com/App_DirectoryWalker4.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.

Do the following five procedures in the order listed.

To Remove Any SQL Errors and 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, right-click the **Replication** node, and click **Disable Publishing**. The Disable Publishing and Distribution wizard appears.
- Step 3** On the Welcome page, click **Next**.
- Step 4** On the Disable Publishing page, click **Yes**, then click **Next**.
- Step 5** On the Confirm Dropping of Publications page, click **Next**.
- Step 6** On the Completing page, click **Finish**.
- Step 7** When the process is completed, click **OK**.
- Step 8** Close the Console Root window.
- Step 9** Exit Enterprise Manager.
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To Check the Consistency of the Cisco Unity Database on the Primary Server

- 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

- 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** Using the System control panel, make the server a workgroup server.

Step 8 Disconnect the network cable from the server.

To Install the Replacement Secondary Server

Step 1 If you are replacing the server, follow the instructions in the applicable Cisco Unity installation guide for your configuration to install the replacement secondary server. If you are upgrading from Windows 2000 to Windows 2003, reinstall all software on the server. Refer to Part 2 in the “Overview of Mandatory Tasks for Installing Cisco Unity” chapter.

Step 2 In the HKEY_LOCAL_MACHINE\SOFTWARE hive of the registry, confirm that the following registry settings match the settings on the primary server:

- Active Voice\Conversations\1.0\Exclude All Receipts
- Active Voice\Conversations\1.0\Exclude Return Receipts
- Active Voice\SystemParameters\1.0\EnabledAlternateGreetingNotice
- Active Voice\MALEx\1.0\MinSearchFolderLifeHours
- Active Voice\MALEx\1.0\DisableSearchFolderUse

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

To Configure Failover on the Secondary Server

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 When the prompt that lists the requirements for the wizard appears, confirm that the requirements have been met and click **OK**.

Step 6 On the Welcome page, click **Next**.

Step 7 On the Specify Server Role page, click **Secondary Server**, and click **Next**.

Step 8 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 9 Click **Next**.

Step 10 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 11 In the Password field, enter the password for the account that the failover service will log on as, and click **Next**.

Step 12 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 13 On the Completing page, click **Finish**.

Replacing Both 5.x Failover Servers, or Upgrading to Windows 2003

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This section describes how to replace the primary and secondary failover servers at the same time or upgrade from Windows 2000 to Windows 2003 on both servers. Both replacement or upgraded servers keep the IP addresses and server names that the original servers had.



Caution

Upgrading from Windows 2000 Server to Windows Server 2003 on existing Cisco Unity failover servers is supported only when you follow the procedures in this section. If you use Microsoft processes for upgrading Windows without reinstalling all software, default Windows Server 2003 configuration settings are different than settings for a fresh Windows Server 2003 installation, and Cisco Unity will not function properly.

Use the procedures in this section both when Exchange is installed on a separate server and when Exchange is installed on the secondary server.

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, available at http://ciscounitytools.com/App_DirectoryWalker4.htm.
 - The Cisco Unity Disaster Recovery tools (DiRT), available at 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/voicesw/ps2237/prod_installation_guides_list.html.
- 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/en/US/products/sw/voicesw/ps2237/prod_white_papers_list.html.

**Note**

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

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- 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.

- 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.
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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.)
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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.

**Caution**

Do not back up the primary server unless the secondary server is unavailable. If you restore from a backup of the primary server, you must also perform an additional procedure for Cisco Unity failover to function correctly. For more information, see “Working With Systems Configured For Failover” in DiRT Help.

- 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** Using the System control panel, make the server a workgroup server.
- Step 8** Disconnect the network cable from the server.
- Step 9** Repeat the procedure on the secondary server.
-

To Install the Replacement Primary and Secondary Servers

- Step 1** Follow the instructions in the applicable Cisco Unity installation guide for your configuration to install the replacement primary and secondary servers. Refer to Part 1 and Part 2 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.
- 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 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 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** In the HKEY_LOCAL_MACHINE\SOFTWARE hive of the registry, confirm that the following registry settings match the settings on the secondary server:
- Active Voice\Conversations\1.0\Exclude All Receipts
 - Active Voice\Conversations\1.0\Exclude Return Receipts
 - Active Voice\SystemParameters\1.0\EnabledAlternateGreetingNotice
 - Active Voice\MALEx\1.0\MinSearchFolderLifeHours
 - Active Voice\MALEx\1.0\DisableSearchFolderUse
- Step 4** Reapply any non-Cisco Unity custom registry settings. (DiRT backs up and restores Cisco Unity registry settings.)

To Configure Failover on the Primary Server


- 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** When the prompt that lists the requirements for the wizard appears, confirm that the requirements have been met and click **OK**.
- Step 4** On the Welcome page, click **Next**.
- Step 5** On the Specify Server Role page, click **Primary Server**, and click **Next**.
- Step 6** 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 7** Click **Next**.
- Step 8** 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 9** In the Password field, enter the password for the account that the failover service will log on as, and click **Next**.
- Step 10** 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 11** On the Completing page, click **Finish**.

To Configure Failover on the Secondary Server

- 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** When the prompt that lists the requirements for the wizard appears, confirm that the requirements have been met and click **OK**.
- Step 6** On the Welcome page, click **Next**.
- Step 7** On the Specify Server Role page, click **Secondary Server**, and click **Next**.
- Step 8** 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 9** Click **Next**.
- Step 10** 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 11** In the Password field, enter the password for the account that the failover service will log on as, and click **Next**.
- Step 12** 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 13** On the Completing page, click **Finish**.
-

About Uninstalling Failover on Cisco Unity 5.x 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.

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 5.x Server Without a Primary Server, page 14-18](#)
- [Converting a Secondary Server to a Permanent Regular Cisco Unity 5.x Server Without Failover, page 14-19](#)
- [Converting a Primary Server to a Permanent Regular Cisco Unity 5.x Server Without Failover, page 14-25](#)

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 5.x 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.

Use the procedures in this section both when Exchange is installed on a separate server and when Exchange is installed on the secondary server.

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 5.x Server Without Failover

Revised May 1, 2008

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.

Use the procedures in this section both when Exchange is installed on a separate server and when Exchange is installed on the secondary server.


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, available at http://ciscounitytools.com/App_DirectoryWalker4.htm.

- The Cisco Unity Disaster Recovery tools (DiRT), available at http://ciscounitytools.com/App_DisasterRecoveryTools.htm.
- The Uninstall Cisco Unity utility, available at 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.

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** *(If the applicable ES is installed on the Cisco Unity servers)* Confirm that the **Enable File Replication** check box is unchecked.
-  **Note** The Enable File Replication check box does not appear if the applicable ES is not installed.
- Step 9** 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 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.

**Caution**

Do not back up the primary server unless the secondary server is unavailable. If you restore from a backup of the primary server, you must also perform an additional procedure for Cisco Unity failover to function correctly. For more information, see “Working With Systems Configured For Failover” in DiRT Help.

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

To Uninstall Cisco Unity on the Secondary Server

- 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 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

- Step 1** Disable virus-scanning services. Refer to the software manufacturer documentation to determine the correct services.
- Step 2** Follow the instructions in the “Installing and Configuring Cisco Unity Software” chapter of the applicable Cisco Unity installation guide for your configuration.

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 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 5.x 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** *(If the applicable ES is installed on the Cisco Unity servers)* Confirm that the **Enable File Replication** check box is unchecked.



Note The Enable File Replication check box does not appear if the applicable ES is not installed.

- Step 5** 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.
-

