



CHAPTER 16

Uninstalling Cisco Unity

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Note

To replace one or both servers in a pair of Cisco Unity failover servers or to convert a primary or secondary server to a non-failover server, see [Chapter 14, “Replacing or Converting a Cisco Unity 5.x Server, or Upgrading to Windows 2003,”](#) instead.

Task List for Uninstalling Cisco Unity

1. *If Cisco Unity is integrated with a circuit-switched phone system:* Remove voice card software from the Cisco Unity server. See the [“Removing Dialogic Voice Card Software”](#) section on page 16-1.
2. *If Cisco Unity failover is configured:* Disable SQL Server replication. See the [“Stopping SQL Server Replication on the Primary Server \(With Failover Configured\)”](#) section on page 16-3.
3. Uninstall Cisco Unity. See the [“Uninstalling Cisco Unity”](#) section on page 16-3.

Removing Dialogic Voice Card Software




Note

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

To Remove Dialogic Voice Card Software

- Step 1** Exit the Cisco Unity software, if it is running. For more information, see the [“Exiting the Cisco Unity Software”](#) section on page A-1.
- Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 3** In the right pane of the Services dialog box, right-click **Telephony**, and click **Stop**.

- Step 4** If you are prompted to stop other services, click **Yes**.
- Step 5** On the Windows Start menu, click **Programs > Dialogic Systems Software > Dialogic Configuration Manager–DCM**.
- Dialogic Configuration Manager may display an error message about not detecting devices. This error is harmless. Click **OK**.
- Step 6** On the Service menu, click **Stop Service**.
- Step 7** Click **Close**.
- Step 8** Close the DCM.
- Step 9** On the Windows Start menu, click **Settings > Control Panel > Phone and Modem Options**.
- Step 10** Click the **Advanced** tab.
- Step 11** Click **Dialogic Generation 2 Service Provider for NT** or **DSE Service Provider**, as applicable.
- Step 12** Click **Remove**.
- Step 13** Click **Yes**.
- Step 14** Click **OK** to close the Phone and Modem Options dialog box.
- Step 15** In Control Panel, double-click **Sounds and Multimedia**.
- Step 16** In the Sounds and Multimedia Options dialog box, click the **Hardware** tab.
- Step 17** Click **Legacy Audio Drivers**.
- Step 18** Click **Properties**.
- Step 19** In the Legacy Audio Drivers Properties dialog box, click the **Properties** tab.
- Step 20** Expand **Audio Devices**.
- Step 21** Click **Audio for Dialogic WAVE**.
- Step 22** Click **Remove**.
- Step 23** Click **Yes** to confirm.
- Step 24** When prompted to restart the server, click **Don't Restart Now**.
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- Caution** If you restart now, the WAVE driver is not removed.
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- Step 25** Click **OK** to close the Legacy Audio Drivers Properties dialog box.
- Step 26** Click **OK** to close the Sounds and Multimedia Properties dialog box.
- Step 27** Close Control Panel.
- Step 28** On the Windows Start menu, click **Programs > Dialogic System Software > Uninstall**.
- Step 29** Follow the on-screen prompts to uninstall the software.
- If you are prompted to delete shared files, click **No to All**.
- Step 30** Click **OK**.
- Step 31** When the uninstallation is complete, click **Yes** to restart the server. (The Dialogic-triggered restart may not restart the session; in this case, manually restart.)

- Step 32** After the server restarts, log on.
- Step 33** In Windows Explorer, browse to the directory where Cisco Unity is installed (the default directory is CommServer), and delete the **Dialogic** directory.
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Stopping SQL Server Replication on the Primary Server (With Failover Configured)

**Note**

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

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

- Step 1** On the primary server, on the Windows Start menu, click **Programs > Microsoft SQL Server > Enterprise Manager**.
- Step 2** In the left pane of the Console Root window, browse to the **Replication** node for the primary server. Typically, the node is three levels under the Microsoft SQL Servers node.
- Step 3** Right-click the **Replication** node, and click **Disable Publishing**. The Disable Publishing and Distribution wizard appears.
- Step 4** On the Welcome page, click **Next**.
- Step 5** On the Disable Publishing page, click **Yes**, then click **Next**.
- Step 6** On the Confirm Dropping of Publications page, click **Next**.
- Step 7** On the Completing page, click **Finish**.
- Step 8** When the process is completed, click **OK**.
- Step 9** Close the Console Root window.
- Step 10** Exit Enterprise Manager.
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Uninstalling Cisco Unity

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

**Caution**

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