



# Maintenance Checklists for Cisco Unity AMIS Networking (with Microsoft Exchange)

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This document contains checklists for tasks required to ensure that Cisco Unity AMIS Networking functions correctly. There are four checklists: tasks to do when a system is first installed, and when it is changed or upgraded; tasks to do the first month after a system is installed; tasks to do every month; and tasks to do every six months.

Each checklist provides spaces for marking dates on which the tasks were completed. You can print the checklists, or if you use Adobe Acrobat, you can save a version of the PDF file and enter completion dates online in the editable fields.



**Note**

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The checklists apply to any Cisco Unity system running version 4.0(5) or later. However, because this document was created after version 5.0(1) was released, the instructions referenced in some tasks may not be available in the Cisco Unity documentation for versions earlier than 5.x.

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# Checklist—New, Changed, or Upgraded System

**Table 1** Do On a New, Changed, or Upgraded System

Task and Instructions	Date Completed
<b>On the Exchange server hosting the Voice Connector</b>	
<p>1. Confirm that the Voice Connector logging level is set to INFO (4). Refer to the “Cisco Unity Voice Connector Logs” section in the “Diagnostic Trace Utilities and Logs” chapter of the <i>Troubleshooting Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>2. If applicable per your Exchange server policy, enable Message Tracking. Refer to Microsoft Knowledge Base article 246856, <i>How to Enable Message Tracking in Exchange 2000 Server and in Exchange Server 2003</i>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>3. Configure an e-mail address to receive failed messages that are archived by the Voice Connector.</p> <p><b>Note</b> This task requires Voice Connector version 11.0(3) or later. We recommend that you always install the version of the Voice Connector that ships with your version of Cisco Unity (or a later version) to take advantage of new features or defect fixes.</p> <p>Refer to the “Controlling What Happens to Messages That Cannot Be Delivered” section in the “AMIS Networking” chapter of the <i>Networking Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>4. Monitor the Event log (or set up an Event log monitoring utility) for Voice Connector errors and warnings.</p> <p>We recommend that you begin by initially monitoring all errors and warnings in the Event log. As you gain experience reviewing the events, you can filter out those that are not a cause for concern in your environment.</p> <p>For more information on events specific to the Voice Connector, refer to the Voice Connector tab of the <i>Cisco Unity and Bridge Monitoring Recommendations</i> spreadsheet at <a href="http://www.ciscounitytools.com/Documents.htm">http://www.ciscounitytools.com/Documents.htm</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

**Table 1** Do On a New, Changed, or Upgraded System (continued)

Task and Instructions	Date Completed
<b>On the Exchange server hosting the Voice Connector (continued)</b>	
<p>5. Monitor Voice Connector incoming and outgoing message queues.</p> <p><b>Checking:</b> Use the Exchange System Manager to view the MTS-IN and MTS-OUT queues. For instructions on how to check the queues associated with a connector, refer to Microsoft Knowledge Base article 257265, <i>General Troubleshooting for Transport Issues in Exchange 2000 Server and in Exchange Server 2003</i>.</p> <p><b>Changing:</b> If you see more than a few messages in the queues, confirm that the Voice Connector service is running, then refer to the “AMIS Networking” section in the “Networking” chapter of the <i>Troubleshooting Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>6. Search the Voice Connector logs for “WARNING!” text.</p> <p>For log locations, refer to the “Cisco Unity Voice Connector Logs” section in the “Diagnostic Trace Utilities and Logs” chapter of the <i>Troubleshooting Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>7. Perform disk maintenance:</p> <ul style="list-style-type: none"> <li>• Check for disk full/nearing full, or set up an Event log monitoring utility to monitor drive space events.</li> <li>• Confirm that either Exchange transaction logs are being backed up successfully on a regular basis on the server OR Exchange circular logging is enabled on the server.</li> </ul> <p>For instructions on how to enable or disable circular logging, refer to Microsoft Knowledge Base article 314605, <i>How to Turn On or Turn Off Circular Logging in Exchange 2000 Server and Exchange Server 2003</i>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>8. Confirm that the Voice Connector service is running.</p> <p>Open the Services control panel and confirm that the service status is Started.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

**Table 1 Do On a New, Changed, or Upgraded System (continued)**

Task and Instructions	Date Completed
<b>On the Cisco Unity bridgehead server</b>	
<p>9. Set up the Event Monitoring Service (EMS) or another Event log monitoring utility to send notifications when warnings or errors occur on the Cisco Unity server. In particular, look for errors with incoming or outgoing messages.</p> <p>We recommend that you begin by initially monitoring all errors and warnings in the Event log. As you gain experience reviewing the events, you can filter out those that are not a cause for concern in your environment.</p> <p>For information on using EMS, refer to the “Event Monitoring Service” section in the “Configuring Cisco Unity for Maintenance Tasks” chapter of the <i>Maintenance Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>10. Turn on macro traces: AMIS Problems and AMIS Message Traces.</p> <p>Refer to the “Macro Trace Logs in the Cisco Unity Diagnostic Tool (UDT)” section in the “Diagnostic Trace Utilities and Logs” chapter of the <i>Troubleshooting Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>11. Use the Port Usage Analyzer tool to confirm that there are an adequate number of ports assigned for AMIS message delivery. Make sure the ports assigned are adequately used and are not in a stuck state.</p> <p><b>Checking:</b> Refer to Port Usage Analyzer Help and to the “Port Usage and Schedules” section in the “AMIS Networking” chapter of the <i>Networking in Cisco Unity Guide</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html</a>.</p> <p><b>Changing:</b> Refer to the “Designating Voice Ports for Outbound AMIS Calls” section in the “AMIS Networking” chapter of the <i>Networking Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>12. Review the AMIS delivery schedule to assess whether the schedule is adequate for the amount of AMIS traffic.</p> <p><b>Checking:</b> Refer to the “Port Usage and Schedules” section in the “AMIS Networking” chapter of the <i>Networking Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html</a>.</p> <p><b>Changing:</b> Refer to the “Setting Up the AMIS Schedule” section in the “AMIS Networking” chapter of the <i>Networking Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

**Table 1** Do On a New, Changed, or Upgraded System (continued)

Task and Instructions	Date Completed
<b>On the Cisco Unity bridgehead server (continued)</b>	
<p>13. Monitor the Unaddressed Messages distribution list (by using the mailbox of a subscriber who is a list member).</p> <p>Refer to the “Unaddressed Messages Distribution List” section in the “Routine and Scheduled Maintenance on the Cisco Unity Server” chapter of the <i>Maintenance Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>14. Check for disabled delivery locations.</p> <p><b>Checking:</b> If there are few AMIS delivery locations, in the Cisco Unity Administrator, go to the Network &gt; Delivery Locations &gt; Profile page of each AMIS delivery location to confirm that the location is not disabled. If there are many AMIS delivery locations, use Data Link Explorer, available in the Diagnostic Tools section of the Cisco Unity Tools Depot.</p> <p><b>Changing:</b> In the Cisco Unity Administrator, go to the Network &gt; Delivery Locations &gt; Profile page of the disabled location, and confirm that the delivery phone number is correct. If the number seems to be correct, then use a phone to dial the delivery phone number to see if the remote voice messaging system answers. When the problem is resolved, return to the Network &gt; Delivery Locations &gt; Profile page of the AMIS location and uncheck the Disable Outbound Message Delivery to This AMIS Location check box.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<b>On any Exchange server</b>	
<p>15. Confirm that the UAMIS mailbox has been properly created.</p> <p><b>Checking:</b> Use the Exchange System Manager to view the UAMIS mailbox, which has the display name UAMIS_&lt;Server Name&gt; (where &lt;Server Name&gt; is the name of the bridgehead server on which the ConfigMgr.exe utility was originally run).</p> <p><b>Changing:</b> Refer to the “Creating the UAMIS Account” section in the “AMIS Networking” chapter of the <i>Networking Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>16. Check the number of messages in the UAMIS mailbox in the Exchange System Manager.</p> <p>Use the Exchange System Manager to view the UAMIS mailbox, which has the display name UAMIS_&lt;Server Name&gt;.</p> <p>For information on using the UAMIS mailbox for message delivery, refer to the “UAMIS Account” section in the “AMIS Networking” chapter of the <i>Networking Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

# Checklist—First Month

**Table 2**      *Do the First Month*

Task and Instructions	Date Completed
<b>On the Cisco Unity bridgehead server</b>	
<ol style="list-style-type: none"> <li>1. Use the Port Usage Analyzer tool to confirm that there are an adequate number of ports assigned for AMIS message delivery. Make sure the ports assigned are adequately used and are not in a stuck state.  For more information, see Task 11. in Table 1.</li> </ol>	<p>_____</p>
<ol style="list-style-type: none"> <li>2. Review the AMIS delivery schedule to assess whether the schedule is adequate for the amount of AMIS traffic.  For more information, see Task 12. in Table 1.</li> </ol>	<p>_____</p>

# Checklist—Every Month

**Table 3**      *Do Every Month*

Task and Instructions	Date Completed
<b>On the Exchange server hosting the Voice Connector</b>	
<p>1. Confirm that the Voice Connector logging level is set to INFO (4). For more information, see Task 1. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>2. If you do not have an Event log monitoring utility in place, manually scan the event logs to look for errors/warnings. For more information, see Task 4. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>3. Monitor Voice Connector incoming and outgoing message queues. For more information, see Task 5.in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>4. Search the Voice Connector logs for “WARNING!” text. For more information, see Task 6. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>5. Perform disk maintenance: For more information, see Task 7. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>6. Confirm that the Voice Connector service is running. Open the Services control panel and confirm that the service status is Started.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

**Table 3 Do Every Month (continued)**

Task and Instructions	Date Completed
<b>On the Cisco Unity bridgehead server</b>	
<p><b>7.</b> If you do not have an Event log monitoring utility in place, manually scan the event logs to look for errors/warnings. For more information, see Task <a href="#">9</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>8.</b> Run AMIS reports to track incoming and outgoing messages. Refer to the “Reports” chapter of the <i>Maintenance Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>9.</b> Monitor the Unaddressed Messages distribution list (by using the mailbox of a subscriber who is a list member). For more information, see to Task <a href="#">13</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>10.</b> Check for disabled delivery locations. For more information, see Task <a href="#">14</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<b>On any Exchange server</b>	
<p><b>11.</b> Check the number of messages in the UAMIS mailbox in the Exchange System Manager. For more information, see Task <a href="#">16</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

# Checklist—Every Six Months

**Table 4**      *Do Every Six Months*

Task and Instructions	Date Completed
<b>On the Cisco Unity bridgehead server</b>	
<ol style="list-style-type: none"> <li>Use the Port Usage Analyzer tool to confirm that there are an adequate number of ports assigned for AMIS message delivery. Make sure the ports assigned are adequately used and are not in a stuck state. For more information, see Task 11. in Table 1.</li> </ol>	  
<ol style="list-style-type: none"> <li>Review the AMIS delivery schedule to assess whether the schedule is adequate for the amount of AMIS traffic. For more information, see Task 12.in Table 1.</li> </ol>	  
<ol style="list-style-type: none"> <li>Send test messages to and from each delivery location, and clean up any problems with delivery locations that fail.</li> </ol>	  

# Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, see the *Documentation Guide for Cisco Unity*. The document is shipped with Cisco Unity and is available at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_documentation_roadmaps_list.html).

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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