



# Maintenance Checklists for Cisco Unity Bridge Networking (with IBM Lotus Domino)

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This document contains checklists for tasks required to ensure that Cisco Unity Bridge 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 Domino server hosting the Interop Gateway mail file</b>	
<p>1. Check the number of messages in the Interop Gateway mail file.</p> <p><b>Checking:</b> Use the Domino Administrator or Notes to open the Interop Gateway mail file.</p> <p><b>Changing:</b> If messages appear to be sitting in the mail file, refer to the “Troubleshooting Bridge Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge (with IBM Lotus Domino)</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>If messages are being delivered successfully but the mail file is consuming too much disk space, you can compact the mail file. Refer to your Domino documentation for more information about compacting databases.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>2. Check the MAIL.BOX database for dead or held messages.</p> <p>Refer to Lotus Domino Administrator Help for instructions on checking MAIL.BOX.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>3. Monitor the Event log (or set up an Event log monitoring utility) for 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>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>4. Perform disk maintenance:</p> <ul style="list-style-type: none"> <li>• Check that backups are occurring successfully per your backup policy.</li> <li>• Check for disk full or nearing full, or set up an Event log monitoring utility to monitor drive space events.</li> </ul>	<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 Domino server used by the Cisco Unity bridgehead server</b>	
<p>5. Check the number of messages in the UOMNI mail file.</p> <p><b>Checking:</b> Use the Domino Administrator or Notes to view the UOMNI mail file, which has the display name UOMNI_&lt;Server Name&gt;.</p> <p><b>Note</b> You must stop the CsBridgeConnector service on the Cisco Unity bridgehead server while checking the UOMNI mail file. Remember to restart the service when you are done.</p> <p><b>Changing:</b> If messages are sitting in the mail file, note the timestamp of the oldest message, and check again 10 minutes later. If the oldest message is still in the mail file, refer to the “Directory Messages Are Not Processed” section in the “Troubleshooting Bridge Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge (with IBM Lotus Domino)</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>6. Check the MAIL.BOX database for dead or held messages.</p> <p>Refer to Lotus Domino Administrator Help for instructions on checking MAIL.BOX.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>7. Monitor the Event log (or set up an Event log monitoring utility) for 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>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>8. Perform disk maintenance.</p> <p>For more information, see Task 4.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<b>On any other Domino server(s) involved in the routing of voice messages in and out of the Domino environment</b>	
<p>9. Check the MAIL.BOX database for dead or held messages.</p> <p>Refer to Lotus Domino Administrator Help for instructions on checking MAIL.BOX.</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 any other Domino server(s) involved in the routing of voice messages in and out of the Domino environment (continued)</b>	
<p><b>10.</b> Monitor the Event log (or set up an Event log monitoring utility) for 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>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>11.</b> Perform disk maintenance.</p> <p>For more information, see Task 4.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<b>On the Cisco Unity Bridge server</b>	
<p><b>12.</b> Monitor the Event log (or set up an Event log monitoring utility) for 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 Cisco Unity Bridge, refer to the Bridge Event Messages 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>
<p><b>13.</b> Install the Bridge Analog Network and Node Analyzer (BANANA), and read BANANA Help to determine how to customize it for your environment.</p> <p>Refer to the “Bridge Analog Network and Node Analyzer (BANANA)” section in the “Monitoring and Maintaining Bridge Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge</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><b>14.</b> Run test calls to each delivery location using BANANA, and clean up any Octel delivery locations that have failed calls or issues.</p> <p>For more information, refer to BANANA Help.</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 Bridge server (continued)</b>	
<p><b>15.</b> Use the BANANA admin to monitor analog call activity.</p> <p>When you first set up Bridge Networking, we recommend that you use the BANANA admin at least daily—though more frequently if necessary—to monitor the analog activity to find and fix problems. By monitoring the analog activity, you will become familiar with the message traffic patterns and learn what ratio of errors is within a normal range.</p> <p>Once you have determined the normal range, you can monitor the analog activity less frequently.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>16.</b> Check the status of the Cisco Unity Bridge lines and message queues.</p> <p>In the Bridge Administrator, click <b>Line Status</b> to check the status of the phone lines on the Cisco Unity Bridge server. When the server is busy with call activity, you should see the status changing over time as calls connect and disconnect.</p> <p>In the Bridge Administrator, click <b>Queue Status</b> to see if there are many outgoing messages in the analog queues.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>17.</b> Run Bridge Traffic Analyzer. Check for signs that the ports on the server are overtaxed or that the delivery schedule needs adjustment.</p> <p>Refer to the “Bridge Traffic Analyzer” section in the “Monitoring and Maintaining Bridge Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge</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><b>18.</b> Perform disk maintenance:</p> <ul style="list-style-type: none"> <li>• Check that backups are occurring successfully per your backup policy.</li> <li>• Check for disk full or nearing full, or set up an Event log monitoring utility to monitor drive space events.</li> </ul> <p>If the disk space usage is higher than you expect, confirm that messages are not queuing up in the directories on the Cisco Unity Bridge.</p> <p>Refer to the “Messages Are Not Delivered from Cisco Unity to Octel” and “Messages Are Not Delivered from Octel to Cisco Unity” sections in the “Troubleshooting Bridge Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge</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><b>19.</b> As frequently as possible, check the CPU and memory statistics for the VPIM and Starfish services by using Windows Performance Monitor.</p> <p>Refer to the Bridge Perf Counters 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>If the CPU or memory usage hits 100 percent, call Cisco TAC.</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 Bridge server (continued)</b>	
<p><b>20.</b> Confirm that the Unity Bridge and Digital Networking services are running.</p> <p>Open the Services Control Panel and confirm that the Unity Bridge and Digital Networking services have a status of Started. (On the Windows Start menu, click Programs &gt; Administrative Tools &gt; Services.)</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<b>On the Cisco Unity bridgehead server</b>	
<p><b>21.</b> 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.</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><b>22.</b> 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><b>23.</b> Confirm that the Interop Gateway service is running.</p> <p>Open the Services Control Panel and confirm that the CsDomInteropGty service status is Started. (On the Windows Start menu, click Programs &gt; Administrative Tools &gt; Services.)</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>24. Confirm that the CsBridgeConnector service is installed and running.</p> <p> <b>Caution</b> If you do not do this task after a server upgrade, Cisco Unity will not perform any automatic Bridge subscriber directory updates.</p> <p><b>Checking:</b> Open the Services Control Panel. (On the Windows Start menu, click Programs &gt; Administrative Tools &gt; Services.)</p> <p><b>Changing:</b> Refer to the “Configuring the Cisco Unity Server Designated as the Bridgehead” section in the “Setting Up Cisco Unity and the Bridge for Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge</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>25. Turn on Bridge Directory Synchronization 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>26. Perform disk maintenance.</p> <p>For more information, see Task 18.</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 Bridge server</b>	
<ol style="list-style-type: none"> <li>Run Bridge Traffic Analyzer. Check for signs that the ports on the server are overtaxed, or the delivery schedule needs adjustment. For more information, see Task 17. in <a href="#">Table 1</a>.</li> </ol>	<p>_____</p>

# Checklist—Every Month

**Table 3**      *Do Every Month*

Task and Instructions	Date Completed
<b>On the Domino server hosting the Interop Gateway mail file</b>	
<p>1. Check the number of messages in the Interop Gateway mail file. For more information, see Task 1. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>2. Check the MAIL.BOX database for dead or held messages. Refer to Lotus Domino Administrator Help for instructions on checking MAIL.BOX.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>3. 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 3. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>4. Perform disk maintenance: For more information, see Task 4. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<b>On the Domino server used by the Cisco Unity bridgehead server</b>	
<p>5. Check the number of messages in the UOMNI mail file. For more information, see Task 5. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

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

Task and Instructions	Date Completed
<b>On the Domino server used by the Cisco Unity bridgehead server (continued)</b>	
<p><b>6.</b> Check the MAIL.BOX database for dead or held messages. Refer to Lotus Domino Administrator Help for instructions on checking MAIL.BOX.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<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 and warnings. For more information, see Task 7. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>8.</b> Perform disk maintenance: For more information, see Task 4. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<b>On any other Domino server(s) involved in the routing of voice messages in and out of the Domino environment</b>	
<p><b>9.</b> Check the MAIL.BOX database for dead or held messages. Refer to Lotus Domino Administrator Help for instructions on checking MAIL.BOX.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>10.</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 10. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>11.</b> Perform disk maintenance. For more information, see Task 4. in <a href="#">Table 1</a>.</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 Bridge server</b>	
<p><b>12.</b> If you do not have an Event log monitoring utility in place, manually scan the event logs to look for errors and warnings.</p> <p>For more information see Task <a href="#">12</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>13.</b> Check the status of the Cisco Unity Bridge lines and message queues.</p> <p>For more information, see Task <a href="#">16</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>14.</b> Perform disk maintenance.</p> <p>For more information, see Task <a href="#">18</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>15.</b> Confirm that the Unity Bridge and Digital Networking services are running.</p> <p>For more information, see Task <a href="#">20</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<b>On the Cisco Unity bridgehead server</b>	
<p><b>16.</b> If you do not have an Event log monitoring utility in place, manually scan the event logs to look for errors and warnings.</p> <p>For more information, see Task <a href="#">21</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>17.</b> Monitor the Unaddressed Messages distribution list (by using the mailbox of a subscriber who is a list member).</p> <p>For more information, see Task <a href="#">22</a>. in <a href="#">Table 1</a>.</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 (continued)</b>	
<p><b>18.</b> Confirm that the Interop Gateway service is running. For more information, see Task <a href="#">23</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>19.</b> Perform disk maintenance. For more information, see Task <a href="#">18</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 Bridge server</b>	
<ol style="list-style-type: none"><li>1. Run Bridge Traffic Analyzer. Check for signs that the ports on the server are overtaxed, or the delivery schedule needs adjustment. For more information, see Task 17. in <a href="#">Table 1</a>.</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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