



Maintenance Checklists for Cisco Unity Bridge Networking (with Microsoft Exchange)

Published December 10, 2007

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

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
On the Exchange server hosting the Voice Connector	
<p>1. Confirm that the Voice Connector logging level is set to INFO (4).</p> <p>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 http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>2. If applicable per your Exchange server policy, enable Message Tracking.</p> <p>Refer to the “Enabling Logs and Traces” section in the “Troubleshooting Bridge Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge (with Microsoft Exchange)</i> at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>3. If applicable per your Exchange server policy, enable SMTP logging.</p> <p>Refer to the “Enabling Logs and Traces” section in the “Troubleshooting Bridge Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge (with Microsoft Exchange)</i> at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>4. Configure an e-mail address to receive failed messages that are archived by the Voice Connector.</p> <p>Refer to the “Controlling What Happens to Messages That Cannot Be Delivered” section in the “Setting Up Cisco Unity and the Bridge for Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge (with Microsoft Exchange)</i> at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>5. 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 http://www.ciscounitytools.com/Documents.htm.</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
On the Exchange server hosting the Voice Connector (continued)	
<p>6. Monitor Voice Connector incoming and outgoing message queues.</p> <p>Checking: For procedures to check the queues, refer to the “Troubleshooting Why the Voice Connector Does Not Hand Off Messages to Exchange” section in the “Troubleshooting Bridge Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge (with Microsoft Exchange)</i> at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p> <p>Changing: If you see more than a few messages in the queues, confirm that the Voice Connector service is running, then refer to the “Troubleshooting Bridge Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge (with Microsoft Exchange)</i> at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>7. 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 http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>8. Perform disk maintenance:</p> <ul style="list-style-type: none"> • Check for disk full or nearing full, or set up an Event log monitoring utility to monitor drive space events. • 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. <p>To check whether SMTP transport event sink logging is disabled, confirm that the registry key HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\AvTransSink\LogLevel is set to 0.</p> <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>9. If this Exchange server is used only for transmission of voice messages, review the values set for the delivery properties of the SMTP virtual server.</p> <p>In particular, the default values for delay notification and expiration timeout may warrant adjustment to account for the time-sensitive nature of voice messages.</p> <p>In Exchange System Manager, browse to the SMTP protocol, double-click SMTP Virtual Server to open the Properties window, then click the Delivery tab.</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
On the Exchange server hosting the Voice Connector (continued)	
<p>10. 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>
On the Cisco Unity Bridge server	
<p>11. 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 http://www.ciscounitytools.com/Documents.htm.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>12. 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 http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>13. 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>
<p>14. 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>

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

Task and Instructions	Date Completed
On the Cisco Unity Bridge server (continued)	
<p>15. Check the status of the Cisco Unity Bridge lines and message queues.</p> <p>In the Bridge Administrator, click Line Status 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 Queue Status to see if there are many outgoing messages in the analog queues.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>16. 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 http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>17. Perform disk maintenance:</p> <ul style="list-style-type: none"> • Check that backups are occurring successfully per your backup policy. • Check for disk full or nearing full, or set up an Event log monitoring utility to monitor drive space events. <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 http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>18. 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 http://www.ciscounitytools.com/Documents.htm.</p> <p>If the CPU or memory usage hits 100 percent, call Cisco TAC.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>19. 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 > Administrative Tools > 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
On the Cisco Unity bridgehead server	
<p>20. 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 http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>21. 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 http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>22. Confirm that the CsBridgeConnector service is installed and running.</p> <p> Caution If you do not do this task after a server upgrade, Cisco Unity will not perform any automatic Bridge subscriber directory updates.</p> <p>Checking: Open the Services Control Panel. (On the Windows Start menu, click Programs > Administrative Tools > Services.)</p> <p>Changing: 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 http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>23. 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 http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guides_list.html.</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
On the Cisco Unity bridgehead server (continued)	
<p>24. Perform disk maintenance.</p> <p>For more information, see Task 17.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
On any Exchange server	
<p>25. Confirm that the UOMNI mailbox has been properly created.</p> <p>Checking: Use the Exchange System Manager to view the UOMNI mailbox, which has the display name UOMNI_<Server Name> (where <Server Name> is the name of the bridgehead server on which the ConfigMgr.exe utility was originally run).</p> <p>Changing: 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 http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>26. Check the number of messages in the UOMNI mailbox.</p> <p>Use the Exchange System Manager to view the UOMNI mailbox, which has the display name UOMNI_<Serve Name>.If messages are sitting in the mailbox, note the timestamp of the oldest message, and check again 10 minutes later. If the oldest message is still in the mailbox, refer to the “Directory Messages Are Not Processed” section in the “Troubleshooting Bridge Networking” chapter of the <i>Networking Guide for Cisco Unity Bridge</i> at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Checklist—First Month

Table 2 Do the First Month

Task and Instructions	Date Completed
On the Cisco Unity Bridge server	
<ol style="list-style-type: none">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 16. in Table 1.	_____

Checklist—Every Month

Table 3 *Do Every Month*

Task and Instructions	Date Completed
On the Exchange server hosting the Voice Connector	
<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 5. 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 6.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 7. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>5. Perform disk maintenance: For more information, see Task 8. 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
On the Cisco Unity Bridge server	
<p>7. 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 11. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>8. Check the status of the Cisco Unity Bridge lines and message queues. For more information, see Task 15. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>9. Perform disk maintenance. For more information, see Task 17. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>10. Confirm that the Unity Bridge and Digital Networking services are running. For more information, see Task 19. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
On the Cisco Unity bridgehead server	
<p>11. 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 20. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Table 3 *Do Every Month (continued)*

Task and Instructions	Date Completed
On the Cisco Unity bridgehead server (continued)	
<p>12. 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 21. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>13. Perform disk maintenance.</p> <p>For more information, see Task 17. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Checklist—Every Six Months

Table 4 *Do Every Six Months*

Task and Instructions	Date Completed
On the Cisco Unity Bridge server	
<ol style="list-style-type: none"> 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 16. in Table 1. 	

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.

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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