



Maintenance Checklists for Microsoft Exchange on a Cisco Unity System

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This document contains checklists for tasks required to ensure that the Cisco Unity system and Microsoft Exchange function together correctly. There are three checklists: tasks to do when a system is first installed, and when it is changed or upgraded; 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.



Checklist—New, Changed, or Upgraded System

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

Task and Instructions	Date Completed
On each Exchange server on which mailboxes for Cisco Unity subscribers are homed	
<p>1. Confirm that circular logging is enabled or that backups are being done with an Exchange-aware backup application.</p> <p>If not, the hard disk eventually fills up with Exchange transaction logs, and the Exchange server stops functioning.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
In each Exchange cluster in which mailboxes for Cisco Unity subscribers are homed	
<p>2. Confirm that MWIs continue to work when Exchange failover occurs.</p> <p>After Exchange failover occurs, Cisco Unity resynchronizes its message counts with the number of messages in Exchange. When the process completes, the following warning is written to the application event log:</p> <p style="padding-left: 20px;">Event Source: CiscoUnity_ExchangeMonitor</p> <p style="padding-left: 20px;">Event Category: Run</p> <p style="padding-left: 20px;">Event ID: 1031</p> <p style="padding-left: 20px;">Description: Completed resyncing mailboxes on the following Information Store: <Exchange mailbox store specification></p> <p>Wait until after this warning appears in the event log to confirm that MWIs are working.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
On Cisco Unity servers in a Voice Messaging configuration when Exchange 2003 or Exchange 2000 is the message store	
<p>3. Run the Cisco Unity Message Store Manager, which can archive messages, delete messages, set subscriber properties, and generate message demographic reports, all according to configurable schedules.</p> <p>The Message Store Manager is available at http://ciscounitytools.com/App_MSM.htm.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Checklist—Every Month

Table 2 *Do Every Month*

Task and Instructions	Date Completed
<p>1. Check the following servers for Windows event log errors and warnings:</p> <ul style="list-style-type: none"> • The partner Exchange server. • Any server that homes mailboxes for Cisco Unity subscribers. • The Exchange server on which the Cisco Unity Voice Connector for Microsoft Exchange is installed. <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>

Checklist—Every Six Months

Table 3 *Do Every Six Months*

Task and Instructions	Date Completed
On each Exchange server on which mailboxes for Cisco Unity subscribers are homed	
<ol style="list-style-type: none"> Confirm that circular logging is enabled or that backups are being done with an Exchange-aware backup application. In not, the hard disk eventually fills up with Exchange transaction logs, and the Exchange server stops functioning. 	
In each Exchange cluster in which mailboxes for Cisco Unity subscribers are homed	
<ol style="list-style-type: none"> Confirm that MWIs continue to work when Exchange failover occurs. For more information, see Task 2. 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 and Submitting a Service Request

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