



# Maintenance Checklists for Cisco Unity Failover

---

## Revised December 8, 2008

This document contains checklists for tasks required to ensure that Cisco Unity failover functions correctly. There are five 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 week; 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.

---



---

**Americas Headquarters:**

**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

# Checklist—New, Changed, or Upgraded System

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

Task and Instructions	Date Completed
<p>1. Evaluate whether the system will benefit from forcing failover if calls arrive on an inactive secondary server.</p> <p>Note that the Force Failover If Call Arrives on Inactive Secondary check box must be checked for PIMG/TIMG integrations.</p> <p>See the “Effects of Using or Not Using the Force Failover Setting” section in the “About Cisco Unity Failover” chapter of the <i>Failover Configuration and Administration 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>2. If the system uses a Cisco Unity Bridge server, confirm that the CsBridgeConnector service runs only on the primary server and not on the secondary server.</p> <p>Note that when failover occurs, directory updates do not appear on the secondary server but are stored until the primary server is active again.</p> <p>See the “Cisco Unity Services and Their Functions” appendix 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>3. If the system uses VPIM Networking, confirm that the CsVPIMConnector service runs only on the primary server and not on the secondary server.</p> <p>Note that when failover occurs, directory updates do not appear on the secondary server but are stored until the primary server is active again.</p> <p>See the “Cisco Unity Services and Their Functions” appendix 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>4. Test Cisco Unity failover functionality:</p> <ul style="list-style-type: none"> <li>• File replication</li> <li>• SQL replication</li> <li>• Failover</li> <li>• Setting MWIs when the secondary server is active</li> </ul> <p>You must also do this task when you make changes to the network that affect the Cisco Unity system.</p> <p>See the “Testing Cisco Unity Failover” section in the “Configuring Cisco Unity Failover” chapter of the <i>Failover Configuration and Administration 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		
<p>5. If modifications have been made to the following components, confirm that the same modifications have been made on the primary and secondary servers:</p> <ul style="list-style-type: none"> <li>• Advanced Settings Tool (AST) or directly to the Registry</li> <li>• UTIM</li> </ul> <p>See Registry Editor Help or the applicable Cisco Unity integration guide at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html</a>.</p>	_____	_____	_____
<p>6. When new Cisco Unity license files are installed, confirm that all Cisco Unity license files are installed only on the primary server.</p> <p>See the “Adding Features to the Cisco Unity &lt;Version&gt; System” chapter of the <i>Reconfiguration and Upgrade Guide for Cisco Unity</i> at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html</a>.</p>	_____	_____	_____
<p>7. Update the system clock.</p> <p>You must also do this task when daylight saving time begins or ends.</p> <p>See the “Updating the System Clock” 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>8. When new subscribers are added or SQL service packs are installed, check whether SQL replication is functioning normally by using the Enterprise Manager for SQL Server.</p> <p>See the “Monitoring SQL Replication” section in the “Monitoring and Maintaining Cisco Unity Failover” chapter of the <i>Failover Configuration and Administration 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>9. Confirm that the phone system programming and UTIM settings match the configuration that appears in the applicable Cisco Unity integration guide.</p> <p>You must also do this task when you make changes to the phone system that affect the Cisco Unity system.</p> <p>See the applicable Cisco Unity integration guide at <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guides_list.html</a>.</p>	_____	_____	_____

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

Task and Instructions	Date Completed
<p><b>10.</b> Schedule automatic backups of the Cisco Unity database on the secondary server by using the Disaster Recovery Backup tool (DiRT).</p> <p>See Disaster Recovery Backup tool Help at <a href="http://www.ciscounitytools.com/App_DisasterRecoveryTools.htm">http://www.ciscounitytools.com/App_DisasterRecoveryTools.htm</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>11.</b> Set up and test notification of when failover occurs.</p> <p>See the “Setting Up Notification of When Failover Occurs” section in the “Configuring Cisco Unity Failover” chapter of the <i>Failover Configuration and Administration 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><b>12.</b> Set up monitoring for the following warnings and errors:</p> <ul style="list-style-type: none"> <li>• Warnings about an expiring license.</li> <li>• Warnings and errors for hardware events.</li> </ul> <p>See 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>13.</b> Set up notification of performance warnings for the primary and secondary servers.</p> <p>See the “Performance Monitoring” 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>14.</b> Set up monitoring for failure of DiRT backups.</p> <p>See 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>

# Checklist—First Month


*Table 2 Do the First Month*

Task and Instructions	Date Completed
<p>1. Test Cisco Unity failover functionality:</p> <ul style="list-style-type: none"><li>• File replication</li><li>• SQL replication</li><li>• Failover</li><li>• Setting MWIs when the secondary server is active</li></ul> <p>For more information, see Task 4. in <a href="#">Table 1</a>.</p>	<hr/>



# Checklist—Every Month

**Table 4** Do Every Month

Task and Instructions	Date Completed
<p>1. Confirm that the primary server is active and the secondary server is inactive.</p> <p>See the “Determining Which Server Is Active” section in the “Monitoring and Maintaining Cisco Unity Failover” chapter of the <i>Failover Configuration and Administration 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>2. Review the Event log on the primary and secondary servers for warnings and errors that may lead to failover.</p> <p>See the “Determining the Cause of Failover or Failback from an Event ID” section in the “Monitoring and Maintaining Cisco Unity Failover” chapter of the <i>Failover Configuration and Administration 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>3. Check whether SQL replication is functioning normally by using the Enterprise Manager for SQL Server.</p> <p>For more information, see Task 8. in Table 1.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>4. Confirm that there is reasonable available disk space and rate of database growth.</p> <p>See the “Status Monitor” 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> <b>Caution</b> Filling a disk beyond 80 percent capacity will result in significant performance degradation. A disk filled beyond 80 percent capacity requires an increased number of data reads and writes to complete file transactions, adversely affecting Cisco Unity response time. If the disk fills up completely, the database cannot grow, and Cisco Unity stops functioning.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>5. Check the consistency of the Cisco Unity database.</p> <p>See the “Running the DbWalker Utility” 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>

# Checklist—Every Six Months

**Table 5** Do Every Six Months

Task and Instructions	Date Completed
<p>1. Evaluate whether the system will benefit from forcing failover if calls arrive on an inactive secondary server.</p> <p>Note that the Force Failover If Call Arrives on Inactive Secondary check box must be checked for PIMG/TIMG integrations.</p> <p>For more information, see Task 1. in Table 1.</p>	<p>_____</p> <p>_____</p>
<p>2. Test Cisco Unity failover functionality:</p> <ul style="list-style-type: none"> <li>• File replication</li> <li>• SQL replication</li> <li>• Failover</li> <li>• Setting MWIs when the secondary server is active</li> </ul> <p>For more information, see Task 4. in Table 1.</p>	<p>_____</p> <p>_____</p>
<p>3. Update the system clock.</p> <p>For more information, see Task 7. in Table 1.</p>	<p>_____</p> <p>_____</p>
<p>4. In your lab, confirm that the DiRT backup can be successfully restored to a Cisco Unity server.</p> <p>See Disaster Recovery Backup tool Help at <a href="http://www.ciscounitytools.com/App_DisasterRecoveryTools.htm">http://www.ciscounitytools.com/App_DisasterRecoveryTools.htm</a>.</p>	<p>_____</p> <p>_____</p>

# 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 and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately

Further information regarding U.S. export regulations may be found at [http://www.access.gpo.gov/bis/ear/ear\\_data.html](http://www.access.gpo.gov/bis/ear/ear_data.html).

---

CCDE, CCENT, Cisco Eos, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, Cisco TelePresence, Cisco WebEx, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0809R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2008 Cisco Systems, Inc. All rights reserved.

