



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

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This document contains checklists for tasks required to ensure that Cisco Unity VPIM Networking functions 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

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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>	
<b>1.</b> Check the MAIL.BOX database for dead or held messages. Refer to the Lotus Domino Administrator help for instructions on checking MAIL.BOX.	<div></div> <div></div> <div></div> <div></div>
<b>2.</b> Monitor the Event log (or set up an Event log monitoring utility) for errors and warnings. 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.	<div></div> <div></div> <div></div> <div></div>
<b>3.</b> Perform disk maintenance: <ul style="list-style-type: none"> <li>Check that backups are occurring successfully per your backup policy.</li> <li>Check for disk full/nearing full, or set up an Event log monitoring utility to monitor drive space events.</li> </ul>	<div></div> <div></div> <div></div> <div></div>
<b>On any other Domino server(s) involved in the routing of voice messages in and out of the Domino environment</b>	
<b>4.</b> Check the MAIL.BOX database for dead or held messages. Refer to the Lotus Domino Administrator help for instructions on checking MAIL.BOX.	<div></div> <div></div> <div></div> <div></div>
<b>5.</b> Monitor the Event log (or set up an Event log monitoring utility) for errors and warnings. 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.	<div></div> <div></div> <div></div> <div></div>

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

Task and Instructions	Date Completed		
On any other Domino server(s) involved in the routing of voice messages in and out of the Domino environment (continued)			
6. Perform disk maintenance:  For more information, see Task 3.	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
On the Cisco Unity bridgehead server			
7. 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.  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.  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> .	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
8. Confirm that the Interop Gateway service is running.  Open the Services Control Panel. (On the Windows Start menu, click Programs > Administrative Tools > Services.) Confirm that the CsDomInteropGty service status is Started.	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
9. Monitor the Unaddressed Messages distribution list (by using the mailbox of a subscribed who is a list member).  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> .	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____

# Checklist—Every Month

**Table 2**      *Do Every Month*

Task and Instructions	Date Completed
<b>On the Domino server hosting the Interop Gateway mail file</b>	
<b>1.</b> Check the MAIL.BOX database for dead or held messages. Refer to Lotus Domino Administrator Help for instructions on checking MAIL.BOX.	<div></div> <div></div> <div></div> <div></div>
<b>2.</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 <a href="#">2</a> . in <a href="#">Table 1</a> .	<div></div> <div></div> <div></div> <div></div>
<b>3.</b> Perform disk maintenance. For more information, see Task <a href="#">3</a> . in <a href="#">Table 1</a> .	<div></div> <div></div> <div></div> <div></div>
<b>On any other Domino server(s) involved in the routing of voice messages in and out of the Domino environment</b>	
<b>4.</b> Check the MAIL.BOX database for dead or held messages. Refer to Lotus Domino Administrator Help for instructions on checking MAIL.BOX.	<div></div> <div></div> <div></div> <div></div>
<b>5.</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="#">5</a> . in <a href="#">Table 1</a> .	<div></div> <div></div> <div></div> <div></div>

**Table 2**      **Do Every Month (continued)**

Task and Instructions	Date Completed		
On any other Domino server(s) involved in the routing of voice messages in and out of the Domino environment (continued)			
6. Perform disk maintenance.  For more information, see Task 3. in Table 1.	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
On the Cisco Unity bridgehead server			
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 7. in Table 1.	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
8. Confirm that the Interop Gateway service is running.  For more information, see Task 8. in Table 1.	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
9. Monitor the Unaddressed Messages distribution list (by using the mailbox of a subscriber who is a list member).  For more information, see to Task 9. in Table 1.	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____

# Checklist—Every Six Months

**Table 3**      *Do Every Six Months*

Task and Instructions	Date Completed
<b>On the Cisco Unity bridgehead server</b>	
1. Send test messages to and from each delivery location, and clean up any problems with delivery locations that fail.	<div></div> <div></div>

# 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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