



# Maintenance Checklists for Cisco Unity VPIM Networking (with Microsoft Exchange)

---

**Published December 10, 2007**

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**

---

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**

© 2007 Cisco Systems, Inc. All rights reserved.

# Checklist—New, Changed, or Upgraded System

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

Task and Instructions	Date Completed
<b>On the Exchange server hosting the Voice Connector</b>	
<p>1. Confirm that the Voice Connector logging level is set to INFO (4). 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 <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>2. If applicable per your Exchange server policy, enable Message Tracking. Refer to Microsoft Knowledge Base article 246856, <i>How to Enable Message Tracking in Exchange 2000 Server and in Exchange Server 2003</i>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>3. If applicable per your Exchange server policy, enable SMTP logging:</p> <ol style="list-style-type: none"> <li>Open the Exchange System Manager.</li> <li>In the left-hand pane, expand <b>Servers &gt; &lt;Server where Voice Connector is installed&gt; &gt; Protocols &gt; SMTP</b>.</li> <li>Right-click the Default SMTP Virtual Server (or any other SMTP Connector that is routing mail) and select <b>Properties</b>.</li> <li>Check the <b>Enable Logging</b> check box.</li> <li>In the Active Log Format list, click <b>NCSA Common Log File Format</b>.</li> <li>Click <b>Properties</b> and enter the location for the log file.</li> <li>Click <b>OK</b> twice and close the Exchange System Manager.</li> </ol>	<p>_____</p> <p>_____</p> <p>_____</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. Refer to the “Controlling What Happens to Messages That Cannot Be Delivered” section in the “VPIM Networking” chapter of the <i>Networking in Cisco Unity Guide</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
<b>On the Exchange server hosting the Voice Connector (continued)</b>	
<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 <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>6. Monitor Voice Connector incoming and outgoing message queues.</p> <p><b>Checking:</b> Use the Exchange System Manager to view the MTS-IN and MTS-OUT queues. For instructions on how to check the queues associated with a connector, refer to Microsoft Knowledge Base article 257265, <i>General Troubleshooting for Transport Issues in Exchange 2000 Server and in Exchange Server 2003</i>.</p> <p><b>Changing:</b> If you see more than a few messages in the queues, confirm that the Voice Connector service is running, then refer to the “VPIM Networking” section in the “Networking” 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>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 <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>

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

Task and Instructions	Date Completed		
<b>On the Exchange server hosting the Voice Connector (continued)</b>			
<p><b>8.</b> Perform disk maintenance:</p> <ul style="list-style-type: none"> <li>• Check for disk full/nearing full, or set up an Event log monitoring utility to monitor drive space events.</li> <li>• 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.</li> <li>• Confirm that SMTP transport event sink logging is disabled when not in use for troubleshooting purposes.</li> </ul> <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>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><b>9.</b> 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. 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><b>10.</b> Confirm that the Voice Connector service is running.</p> <p>Open the Services control panel and confirm that the service status is Started.</p>	_____	_____	_____
<b>On the Cisco Unity bridgehead server</b>			
<p><b>11.</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>	_____	_____	_____

**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>12. Monitor the Unaddressed Messages distribution list (by using the mailbox of a subscribed 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>13. If automatic VPIM subscriber directory updates are configured, confirm that the CsVPIMConnector 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 subscriber 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 “Creating the UVPIM Account by Using ConfigMgr.exe (Optional)” section in the “VPIM Networking” chapter of the <i>Networking in Cisco Unity Guide</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>14. If automatic VPIM subscriber directory updates are configured, turn on VPIM 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>

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

Task and Instructions	Date Completed
<b>On any Exchange server</b>	
<p><b>15.</b> If automatic VPIM subscriber directory updates are configured, confirm that the UVPIM mailbox has been properly created.</p> <p><b>Checking:</b> Use the Exchange System Manager to view the UVPIM mailbox, which has the display name UVPIM_&lt;Server Name&gt; (where &lt;Server Name&gt; is the name of the bridgehead server on which the ConfigMgr.exe utility was originally run).</p> <p><b>Changing:</b> Refer to the “Creating the UVPIM Account by Using ConfigMgr.exe (Optional)” section in the “VPIM Networking” chapter of the <i>Networking in Cisco Unity Guide</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>16.</b> If automatic VPIM subscriber directory updates are configured, check the number of messages in the UVPIM mailbox in the Exchange System Manager.</p> <p>Use the Exchange System Manager to view the UVPIM mailbox, which has the display name UVPIM_&lt;Server Name&gt;. If the mailbox contains messages, note the timestamp of the oldest message and check again in 15 minutes. The oldest message should have been processed by that time.</p> <p><b>Note</b> If the bridgehead server is configured for failover, directory update messages may accumulate in the UVPIM mailbox, because the CsVPIMConnector service that processes the messages runs only on the primary server. In this case, the messages will be processed as soon as the primary server becomes active again.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

# Checklist—Every Month

**Table 2**      *Do Every Month*

Task and Instructions	Date Completed
<b>On the Exchange server hosting the Voice Connector</b>	
<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 and 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 2**      *Do Every Month (continued)*

Task and Instructions	Date Completed
<b>On the Cisco Unity bridgehead server</b>	
<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.</p> <p>For more information, see Task <a href="#">11</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p><b>8.</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 to Task <a href="#">12</a>. in <a href="#">Table 1</a>.</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

# Checklist—Every Six Months

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

Task and Instructions	Date Completed
<b>On the Cisco Unity bridgehead server</b>	
<ol style="list-style-type: none"> <li>Send test messages to and from each delivery location, and clean up any problems with delivery locations that fail.</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>

---

CCVP, the Cisco Logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, *Packet*, PIX, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath 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. (0704R)

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.

© 2007 Cisco Systems, Inc. All rights reserved.