



# Uninstalling Bridge Networking Components

## Overview

This chapter provides the uninstall information that you need in the following circumstances:

- In some organizations, Bridge Networking is used only for a period of time as subscribers are moved from Octel to Cisco Unity. When the transition is complete, and all subscribers are using Cisco Unity, the Bridge Networking option needs to be completely removed. See the [“Completely Removing Bridge Networking”](#) section on page 6-1.
- If you already have a Cisco Unity server configured as the bridgehead, and you want to make another server the bridgehead instead, see the [“Making Another Cisco Unity Server the Bridgehead”](#) section on page 6-2.
- If you want to move the Bridge software to another server, see the [“Uninstalling the Bridge Software from the Bridge Server”](#) section on page 6-5.

## Completely Removing Bridge Networking

To completely remove the Bridge Networking option, do the following tasks:

1. Delete the existing Bridge delivery locations and Bridge subscribers. See the [“To Delete the Bridge Delivery Locations and Bridge Subscribers”](#) section on page 6-2.
2. Either disconnect the Bridge server from the network, or remove the Bridge software from the Bridge server. See the [“To Uninstall the Bridge Software from the Bridge Server”](#) procedure on page 6-2.

When designating the bridgehead server, you run ConfigMgr.exe on a Cisco Unity server. ConfigMgr.exe creates the UOmni\_<Server Name> account and registers CsBridgeConnector as a service in order to enable automatic Bridge subscriber directory updates. The CsBridgeConnector service may still be running on the bridgehead server, and the UOmni\_<Server Name> mailbox will still exist. The service and mailbox can be safely left as is after all Bridge data has been removed; we do not recommend that you disable the service or remove the mailbox. However, if you do decide to delete the UOmni mailbox, the CsBridgeConnector service will log errors to Event Viewer about not being able to find the UOmni mailbox. You can safely ignore the errors. Although you can stop the CsBridgeConnector service to prevent it from logging errors, every time that the Cisco Unity server is restarted, the CsBridgeConnector service will be started and will again log errors to Event Viewer about not being able to find the UOmni mailbox.

---

### To Delete the Bridge Delivery Locations and Bridge Subscribers

- Step 1** On the Cisco Unity server desktop of the existing bridgehead server, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, double-click **Global Subscriber Manager**.
- Step 3** Expand the tree in the left pane so that the delivery location to be deleted is visible.
- Step 4** Right-click the location and select **Delete This Location**. Click **Yes** on the warning dialog box.  
All the Bridge subscribers associated with the delivery location are deleted automatically when the location is deleted. The corresponding Domino Person documents are also deleted.
- Step 5** Repeat [Step 4](#) as needed to delete all the Bridge locations.
- Step 6** Close Global Subscriber Manager and Tools Depot.
- 

### To Uninstall the Bridge Software from the Bridge Server

- Step 1** Wait until all outgoing analog messages on the Bridge have been delivered. To do so, verify that all subdirectories in the Bridge\Starfish\In directory are empty, and that no ports are in a Sending state on the Bridge Line Status page in the Bridge Administrator.
- Step 2** Open the Services MMC on the Bridge Server, and stop the Unity Bridge service.  
Incoming messages on calls that are in progress are allowed to finish transmission before the service is stopped. Calls in progress will not be allowed to begin transmission of new incoming messages after the Unity Bridge service shutdown has been requested. When all analog ports are idle and in a Down state on the Bridge Line Status page, the Unity Bridge service has stopped.
- Step 3** Wait five minutes to allow processing to complete on any messages received just prior to Unity Bridge service shutdown. Verify that there are no messages queued in the Vpim\Internet\Out directory.
- Step 4** Open the Services MMC on the Bridge Server, and stop the Digital Networking service.
- Step 5** Open the Add/Remove Programs Control Panel, click **Unity Bridge**, and click **Remove** to uninstall the Cisco Unity Bridge software.
- Step 6** Restart the Bridge server.
- 

## Making Another Cisco Unity Server the Bridgehead

If you already have a Cisco Unity server configured as the bridgehead, and you want to make another server the bridgehead instead, the following task list and procedures guide you through the process.

1. Gather information about the existing Bridge delivery locations. See the [“To Obtain Information About Existing Delivery Locations” procedure on page 6-3](#).
2. Write down the Bridge options settings and the subscriber template settings that were used to create Bridge subscriber accounts. See the [“To Gather Other Bridge-Related Information on the Existing Bridgehead” procedure on page 6-3](#).

3. If you want to manually recreate the Bridge subscriber accounts on the new bridgehead server instead of letting them be auto-created, save the existing Bridge subscriber information to a CSV file. See the [“To Export Bridge Subscriber Data to a CSV File”](#) section on page 6-3 and the [“To Modify the CSV File for Use with the Cisco Unity Bulk Import Wizard”](#) section on page 6-4.
4. Delete the existing Bridge delivery locations and Bridge subscriber accounts. [“To Delete the Bridge Delivery Locations and Bridge Subscribers”](#) section on page 6-4.
5. Delete the UOmni account. This is necessary because the UOmni account is associated with the existing bridgehead server. See the [“To Delete the UOmni Person Document and Mail File”](#) section on page 6-5.
6. Follow the instructions in the [“Configuring the Cisco Unity Server Designated as the Bridgehead”](#) section on page 2-9, making use of the information that you obtained from the old bridgehead server. (Note that if you have CSV files with delivery location and/or Bridge subscriber data, you use those CSV files with the Cisco Unity Bulk Import wizard instead of preparing new ones.)

### To Obtain Information About Existing Delivery Locations

The Cisco Unity Bulk Import wizard allows you to export delivery location data to a CSV file.

- 
- Step 1** Disable virus-scanning and Cisco Security Agent services on the existing bridgehead server, if applicable.
  - Step 2** On the existing bridgehead server, on the Windows Start menu, click **Programs > Cisco Unity > Cisco Unity Bulk Import**.
  - Step 3** Follow the on-screen instructions to export the data to a CSV file.
- 

### To Gather Other Bridge-Related Information on the Existing Bridgehead

- 
- Step 1** Open the Cisco Unity Administrator on the existing bridgehead server.
  - Step 2** Go to the **Network > Bridge Options > Subscriber Creation Options** page, and either write down the information on the page, or take a screen shot of the page and save it to a file. (Press **Alt-PrtSc** to save a copy of the screen to the Windows clipboard. Open Microsoft Paint, paste the image, and save the file.)
  - Step 3** Go to the **Network > Bridge Options > Unknown Caller** page, and either write down the information on the page, or take a screen shot of the page and save it to a file.
  - Step 4** Go to the **Subscribers > Subscriber Template > Profile** page.
  - Step 5** Click the **Find** icon.
  - Step 6** Enter the name of the template that is used for creating Bridge subscribers, and click **Find**.
  - Step 7** On the displayed list, double-click the template name.
  - Step 8** On each of the subscriber template pages, write down the settings that you changed from default values. If you are unsure which settings you changed, either write down all of the settings, or take a screen shot of the page and save it to a file.
- 

### To Export Bridge Subscriber Data to a CSV File

- 
- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.

- Step 2** In the left pane, under Administrative Tools, double-click **Subscriber Information Dump**. The Subscriber Information Dump dialog box opens.
- Step 3** In the Subscribers to Dump list, click **Bridge Subscribers Only**.
- Step 4** Indicate the output file name and location.
- Step 5** Use the default settings for the Separate Data With and Use Quotes Around fields.  
By default, these fields are set respectively to “Commas” and “When the Data Includes a Comma.”
- Step 6** In the Data to Include in Output File list, check the **First Name**, **Last Name**, **Primary Extension**, and **Remote Address** check boxes. You can also check other check boxes in the list, as applicable.
- Step 7** Click **Start**.
- Step 8** When the output is complete, a message box opens with the number of errors encountered in the process. Click **OK** to view the error log, or **Cancel** if no errors were encountered.
- Step 9** Exit the Subscriber Information Dump and Tools Depot.

---

#### To Modify the CSV File for Use with the Cisco Unity Bulk Import Wizard

---

- Step 1** Open the output CSV file in a text editor or spreadsheet application.
- Step 2** Modify the column headers in the first row of the CSV file by changing the following headers:  
First Name,Last Name,Primary Extension,RemoteAddress  
to:  
FIRST\_NAME,LAST\_NAME,DTMF\_ACCESS\_ID,REMOTE\_ADDRESS
- Step 3** If all Bridge subscribers will be associated with the same Bridge delivery location, skip to [Step 4](#). (You do not need to include the DELIVERY\_LOCATION column header because you will be prompted to specify a default delivery location when running Cisco Unity Bulk Import wizard.)  
Otherwise, add the DELIVERY\_LOCATION column header to the first row and enter the applicable delivery location Dial ID in each data row. If a row does not contain a value for DELIVERY\_LOCATION, the default delivery location that the Cisco Unity Bulk Import wizard prompts for will be used.
- Step 4** Change any other column headers as applicable. Refer to the Cisco Unity Bulk Import wizard Help for details.
- Step 5** Save and close the CSV file.

---

#### To Delete the Bridge Delivery Locations and Bridge Subscribers

---

- Step 1** On the Cisco Unity server desktop of the existing bridgehead server, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, double-click **Global Subscriber Manager**.
- Step 3** Expand the tree in the left pane so that the delivery location to be deleted is visible.
- Step 4** Right-click the location and select **Delete This Location**. Click **Yes** on the warning dialog box.  
All the Bridge subscribers associated with the delivery location are deleted automatically when the location is deleted. The corresponding Domino Person documents are also deleted.

- Step 5** Repeat [Step 4](#) as needed to delete all the Bridge locations.
- Step 6** Close Global Subscriber Manager and Tools Depot.

---

#### To Delete the UOmni Person Document and Mail File

---

- Step 1** Open the Domino Administrator.
- Step 2** Click the **People and Groups** tab.
- Step 3** In the tree in the left pane, expand the **People** container.
- Step 4** In the right pane, right-click **Omni, Unity** and click **Delete**.
- Step 5** On the Delete Person dialog box, click **Delete the Mail Database on the Users' Home Server**.
- Step 6** Click **OK**.

The Administration Process will create an Approve Mail File Deletion request. Refer to your Domino documentation for more information on approving mail file deletions via the Administration Process.

- Step 7** Exit the Domino Administrator.

The CsBridgeConnector service on the old bridgehead server is going to log errors to Event Viewer about not being able to find the UOmni mail file. You can just ignore the errors. Alternatively, you can stop the CsBridgeConnector service. However, every time the Cisco Unity server is restarted, the CsBridgeConnector service will be started and will again log errors to Event Viewer about not being able to find the UOmni mail file.

---

## Uninstalling the Bridge Software from the Bridge Server

If you are moving the Bridge software to another server, you should do so during off-hours while message traffic is light. Before uninstalling the Bridge software, you may want to back up the Bridge configuration files and restore them to the new Bridge server. See the [“Backing Up and Restoring a Bridge Server”](#) section on page 3-6 for more information.

If you are completely removing Bridge Networking, verify that you have already deleted the Bridge delivery locations and Bridge subscribers from Cisco Unity as described in the [“Completely Removing Bridge Networking”](#) section on page 6-1. This will prevent Cisco Unity subscribers from inadvertently sending messages to the Bridge server, which could result in undeliverable messages for which the sender would not receive an NDR.

#### To Uninstall the Bridge Software from the Bridge Server

---

- Step 1** Wait until all outgoing analog messages on the Bridge have been delivered. To do so, verify that all subdirectories in the Bridge\Starfish\In directory are empty, and that no ports are in a Sending state on the Bridge Line Status page in the Bridge Administrator.
- Step 2** Open the Services MMC on the Bridge Server, and stop the Unity Bridge service.

Incoming messages on calls that are in progress are allowed to finish transmission before the service is stopped. Calls in progress will not be allowed to begin transmission of new incoming messages after the Unity Bridge service shutdown has been requested. When all analog ports are idle and in a Down state on the Bridge Line Status page, the Unity Bridge service has stopped.

## ■ Uninstalling the Bridge Software from the Bridge Server

- Step 3** Wait five minutes to allow processing to complete on any messages received just prior to Unity Bridge service shutdown. Verify that there are no messages queued in the Vpim\Internet\Out directory.
- Step 4** Open the Services MMC on the Bridge Server, and stop the Digital Networking service.
- Step 5** Open the Add/Remove Programs Control Panel, click **Unity Bridge**, and click **Remove** to uninstall the Cisco Unity Bridge software.
- Step 6** Restart the Bridge server.
-