



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 8-1](#).
- 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 8-3](#).
- If you want to move the Bridge software to another server, see the [“Uninstalling the Bridge Software from the Bridge Server” section on page 8-6](#).
- If Bridge Networking is already set up, and you are upgrading from an earlier version of Cisco Unity, the installed version of the Voice Connector must be uninstalled before installing the new version. See the [“Uninstalling the Cisco Unity Voice Connector” section on page 8-6](#).

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 8-2](#).
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 8-2](#).
3. Uninstall all instances of the Voice Connector. See the [“Uninstalling the Cisco Unity Voice Connector” section on page 8-6](#). Uninstall the Voice Connector only if you are not using any other Cisco Unity networking option that requires the Voice Connector.



Caution

If SMTP, AMIS, or VPIM networking options will still be used in your organization, do not remove the Voice Connector unless you have already verified that other Voice Connectors have been configured to handle the remaining networking options.

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

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- 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 Active Directory contacts 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.
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To Uninstall the Bridge Software from the Bridge Server

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- 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.
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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 \(Cisco Unity 4.0\(4\) and Later\)”](#) procedure on page 8-3 or the [“To Obtain Information About Existing Delivery Locations \(Cisco Unity 4.0\(3\)\)”](#) procedure on page 8-3, as applicable.
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 8-4.
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 8-4 and the [“To Modify the CSV File for Use with the Cisco Unity Bulk Import Wizard”](#) section on page 8-5.
4. Delete the existing Bridge delivery locations and Bridge subscriber accounts. [“To Delete the Bridge Delivery Locations and Bridge Subscribers”](#) section on page 8-5.
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 Account”](#) section on page 8-5.
6. Follow the instructions in the [“Configuring the Cisco Unity Server Designated as the Bridgehead”](#) section on page 2-10, 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 (Cisco Unity 4.0(4) and Later)

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

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| 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. |
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To Obtain Information About Existing Delivery Locations (Cisco Unity 4.0(3))

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| Step 1 | Open the Cisco Unity Administrator on the existing bridgehead server. |
| Step 2 | Go to the Network > Delivery Locations > Profile page. |
| Step 3 | Click the Find icon. |
| Step 4 | Enter the search criteria and click Find . |
| Step 5 | Click the applicable delivery location, and click OK . |
| Step 6 | Write down all the information on the Profile page, or take a screen shot of the page and save it to 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 7** Go to the **Network > Delivery Location > Prefixes** page, and write down all the information on the page, or take a screen shot of the page and save it to a file.
 - Step 8** Go to the **Network > Delivery Location > Subscriber Creation** page, and either write down all the information on the page, or take a screen shot of the page and save it to a file.
 - Step 9** Repeat [Step 3](#) through [Step 8](#) for each delivery location.
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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.
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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.
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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.
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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 Active Directory contacts 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.
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To Delete the UOmni Account

- Step 1** On the Exchange server that Cisco Unity is connected to, or on another applicable server in the network, on the Windows Start menu, click **Programs > Administrative Tools > Active Directory Users and Computers**.
- Step 2** In the tree in the left pane, expand the **Users** container.
- Step 3** In the right pane, right-click the **UOmni_<Server Name>** (where <Server Name> is the name of the existing bridgehead server), and click **Delete**.
- Step 4** Exit Active Directory Users and Computers.

The CsBridgeConnector service on the old bridgehead server is going to log errors to Event Viewer about not being able to find the UOmni mailbox. 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 mailbox.

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 5-5](#) 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 8-1](#). 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.
 - 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.
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Uninstalling the Cisco Unity Voice Connector

The uninstall procedure that you use depends on the Cisco Unity Voice Connector version that is in use. Beginning with Cisco Unity version 4.0(1), the Voice Connector was assigned a version number separate from the Cisco Unity version number.

Use the following procedures to determine which version of the Voice Connector is in use:

- [To Determine the Voice Connector Version in Use \(Cisco Unity 3.1\(6\) and Later, Voice Connector 10.0 and Later\)](#), page 8-7
- [To Determine the Voice Connector Version in Use \(Cisco Unity 3.0 through 3.1\(5\) Only\)](#), page 8-7

Use the following procedures to uninstall the Voice Connector:

- [To Uninstall the Voice Connector for Exchange 2000 \(Cisco Unity 3.1 and Later, Voice Connector 10.0 and Later\)](#), page 8-7
- [To Uninstall the Voice Connector for Exchange 2000 \(Cisco Unity 3.0\)](#), page 8-8

To Determine the Voice Connector Version in Use (Cisco Unity 3.1(6) and Later, Voice Connector 10.0 and Later)

- Step 1** Log on to the Exchange server on which the Voice Connector is installed.
- Step 2** In Windows Explorer or My Computer, browse to the applicable directory:

Exchange 2000 or Exchange 2003	<ExchangeServerPath>\VoiceGateway\Bin
Exchange 5.5	<ExchangeServerPath>\Connect\Voice\Bin

- Step 3** Right-click **GwIvc.exe**, and click **Properties**.
- Step 4** Click the **Version** tab in the Properties window.
- Step 5** In the Item Name box, click **Product Version** to view the product version in the Value box.

To Determine the Voice Connector Version in Use (Cisco Unity 3.0 through 3.1(5) Only)

- Step 1** Log on to the Exchange server on which the Voice Connector is installed.
- Step 2** In Windows Explorer or My Computer, browse to the applicable directory:

Exchange 2000	<ExchangeServerPath>\VoiceGateway\Bin\LocalizedFiles\ENU
Exchange 5.5	<ExchangeServerPath>\Voice\Bin\LocalizedFiles\ENU

- Step 3** Right-click **SetupRes.dll**, and click **Properties**.
- Step 4** In the Properties window, click the **Version** tab to view the File Version.

To Uninstall the Voice Connector for Exchange 2000 (Cisco Unity 3.1 and Later, Voice Connector 10.0 and Later)

- Step 1** Log on to the Exchange server on which the Voice Connector is installed.
- Step 2** On the Windows Start menu, click **Settings > Control Panel > Add/Remove Programs**.
- Step 3** Click **Exchange 2000 Voice Connector**.

- Step 4** Follow the on-screen prompts to uninstall the Voice Connector.
 - Step 5** On the Windows Start menu, click **Programs > Microsoft Exchange > System Manager**.
 - Step 6** Expand **Servers\<Server name>\<Storage group>\Mailbox Store\Mailboxes** for the server on which the Voice Connector was installed.

The mailbox for the Voice Connector is named “AvExchangeIVC_<Servername>” or “Exchange 2000 Voice Connector (<Servername>).”
 - Step 7** Right-click **Mailboxes** in the left pane, and select **Run Cleanup Agent**.
 - Step 8** After the Cleanup Agent has run, right-click each Voice Connector mailbox marked with the red X icon and select **Purge**. Click **Yes** in the warning dialog box.
 - Step 9** Close the Exchange System Manager.
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To Uninstall the Voice Connector for Exchange 2000 (Cisco Unity 3.0)

- Step 1** Log on to the Exchange server on which the Voice Connector is installed.
 - Step 2** Confirm that the Windows Services program is closed.
 - Step 3** On the Windows Start menu, click **Programs > Microsoft Exchange > System Manager**.
 - Step 4** Expand **Connectors**.
 - Step 5** Right-click the Voice Connector, and click **Stop**.
 - Step 6** After the service stops, right-click the Voice Connector, and click **Delete**.
 - Step 7** Expand **Servers\<Server name>\<Storage group>\Mailbox Store\Mailboxes** for the server on which the Voice Connector was installed.

The mailboxes are listed in the right pane. The mailbox name for the Voice Connector is **AvExchangeIVC**.
 - Step 8** Right-click **Mailboxes** in the left pane, and select **Run Cleanup Agent**.
 - Step 9** After the Cleanup Agent has run, right-click the Voice Connector mailbox marked with the red X icon, and select **Purge**. Click **Yes** in the warning dialog box.
 - Step 10** Close the Exchange System Manager.
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