C H A P T E R 7

Replacing Cisco Unity Connection 7.x Servers or Hard Disks

This chapter contains the following sections:

Replacing a Single Connection 7.x Server or the Hard Disks in a Single Server Without a Connection Cluster

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Use the high-level task list in this section to correctly replace a single Connection 7.x server or to correctly replace the hard disks in a single Connection 7.x server.

Note Do the same tasks if Digital Networking is configured. After data is restored, Digital Networking automatically starts working again.

1. If you are replacing the server, not just replacing the hard disks in the server, order a replacement Connection license that includes the MAC addresses of the replacement server. For details, see the "Managing Licenses" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx .html.

2. Use the Disaster Recovery System to back up the Connection server. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcuc drsag.html.

3. Shut down the server.

4. If you are replacing the server, disconnect the network cable from the old server and connect it to the new server.

If you are replacing hard disks, do the procedure in the "Installing Replacement Hard Disks in a Connection 7.x Server" section on page 7-17.

5. Reinstall Connection. See "Part 1: Installing and Configuring the Cisco Unity Connection Server" in the "Task List for Installing a Cisco Unity Connection 7.x System (Without a Connection Cluster)" in the "Overview of Mandatory Tasks for Installing a Cisco Unity Connection 7.x System" chapter of the *Installation Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/installation/guide/7xcucigx.html .

When you reinstall Connection, note the following:

– You must install the same software and ES version that was previously installed on the server, or the Disaster Recovery System restore will fail.

– You must specify the same hostname and IP address as the previous values, or the Disaster Recovery System restore will fail.

– Only when you are replacing the server (not when you are replacing only the hard disks), install the replacement license that you ordered in Task 1., which includes the MAC address of the replacement server. Otherwise, Connection will not function.

6. Use the Disaster Recovery System to restore data. See the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsag.html.

Replacing a Publisher Server or the Hard Disks in a Publisher Server in a Connection 7.x Cluster

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You can replace the publisher server or replace the hard disks in the publisher server in a Connection cluster without replacing the subscriber server. During the time that the publisher server is not functioning, the subscriber server handles all functions for the Connection cluster to avoid loss of service to the system.

When replacing either the server or the hard disks in the server, you must install a replacement publisher server; you cannot convert the subscriber server into the publisher server. (Replacing hard disks requires that you reinstall all software on the server, so you effectively have a replacement server.) On the replacement publisher server, you configure a new Connection cluster. When you connect the subscriber server to the new Connection cluster, the subscriber server replicates its data to the replacement publisher server without loss of service to the system. When the replacement publisher server has Primary or Secondary status, it begins to handle calls again.

Do the applicable procedures in this section in the order listed.

To Order a Replacement License (Only When You Are Replacing the Publisher Server)

If you are replacing the publisher server, not just replacing hard disks in the publisher server, order a replacement Connection license that includes the MAC address of the replacement server. For details, see the "Managing Licenses" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

To Disable Digital Networking (Only When Digital Networking Is Configured)

If you are using Digital Networking, disable it by using the procedures in the "Using Digital Networking" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

To Manually Change the Subscriber Server to Primary Status

Step 1   Sign in to Cisco Unity Connection Serviceability.

Step 2   On the Tools menu, select **Cluster Management**.

Step 3   On the Cluster Management page, under Server Manager, locate the subscriber server.

Step 4   If the subscriber server has Primary status, skip the remaining steps in this procedure and go to the next procedure.

If the subscriber server has Secondary status, skip to Step 5.

If the subscriber has Deactivated status, change the status to Secondary:

  a.   In the Change Server Status column for the subscriber server, select **Activate**.

  b.   When prompted to confirm changing the server status, select **OK**.

  c.   Confirm that the Server Status column indicates that the subscriber server now has Secondary status.

Step 5   In the Change Server Status column for the subscriber server, select **Make Primary**.

Step 6   When prompted to confirm changing the server status, select **OK**.

The Server Status column displays the changed status when the change is complete.

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Note   The publisher server will automatically change to Secondary status.

To Manually Change the Publisher Server from Secondary Status to Deactivated Status

Step 1   Sign in to the Real-Time Monitoring Tool (RTMT).

Step 2   On the Cisco Unity Connection menu, select **Port Monitor**. The Port Monitor tool appears in the right pane.

Step 3   In the Node field, select the publisher server.

Step 4 In the right pane, select **Start Polling**.

Step 5 Note whether any voice messaging ports are currently handling calls for the server.

Step 6 Return to the Cluster Management page of Cisco Unity Connection Serviceability.

Step 7 If no voice messaging ports are currently handling calls for the publisher server, skip to Step 8.

If there are voice messaging ports that are currently handling calls for the publisher server, on the Cluster Management page, under Change Port Status, select **Stop Taking Calls** for the publisher server, then wait until RTMT shows that all ports for the publisher server are idle.

Step 8 Under Server Manager, in the Change Server Status column for the publisher server, select **Deactivate**.

Step 9 When prompted to confirm changing the server status, select **OK**.

The Server Status column displays the changed server status when the change is complete.

To Install the Replacement Publisher Server or Hard Disks

Step 1 Shut down the publisher server.

On the subscriber server, in Cisco Unity Connection Serviceability, on the Cluster Management page, the Server Status column shows the publisher server has Not Functioning status.

Step 2 If you are replacing the publisher server, disconnect the network cable from the old publisher server and connect it to the new publisher server.

If you are replacing hard disks, do the procedure in the "Installing Replacement Hard Disks in a Connection 7.x Server" section on page 7-17.

Step 3 Reinstall Connection. Follow the instructions in "Part 1: Installing and Configuring the Cisco Unity Connection Server" in the "Task List for Installing a Cisco Unity Connection 7.x System (Without a Connection Cluster)" in the "Overview of Mandatory Tasks for Installing a Cisco Unity Connection 7.x System" chapter of the *Installation Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/installation/guide/7xcucigx.html.

When you reinstall Connection, note the following:

- You must install the same software and ES version that is installed on the subscriber server. Otherwise, the Connection cluster may not function correctly.

- You must specify the same hostname as the publisher server that you are replacing. Otherwise, the Connection cluster will not function.

- You must specify the same security password as the publisher server that you are replacing, which also matches the security password for the subscriber server. Otherwise, the Connection cluster will not function. If you do not know the security password, you can change it on the subscriber server before you install the publisher server by using the CLI command **set password user**. For more information, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

- Only when you are replacing the server (not when you are replacing only the hard disks), install a replacement license that includes the MAC address of the replacement publisher server. Otherwise, Connection will not function.

To Configure the Cluster on the Replacement Publisher Server

Step 1   Sign in to Cisco Unity Connection Administration on the publisher server.

Step 2   In Cisco Unity Connection Administration, expand **System Settings**, then select **Cluster**.

Step 3   On the Find and List Servers page, select **Add New**.

Step 4   On the New Server Configuration page, in the Hostname/IP Address field, enter the hostname or IP address of the subscriber server.

Step 5   In the Description field, enter a description for the subscriber server.

Step 6   Select **Save**.

Step 7   Sign out of Cisco Unity Connection Administration.

To Connect the Subscriber Server to the New Connection Cluster, and Replicate Data and Messages to the Publisher Server

Step 1   Sign in to the command-line interface (CLI) for the subscriber server.

Step 2   Run the CLI command **utils cuc cluster renegotiate**.

> **Note**   When the CLI command completes, the publisher server automatically restarts.

Step 3   Run the CLI command **show cuc cluster status** on the subscriber server to confirm that the new Connection cluster has been configured correctly.

To Set Up Digital Networking Again

If you were using Digital Networking before you replaced the publisher server, set it up again by using the procedures in the "Using Digital Networking" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

Replacing a Subscriber Server or the Hard Disks in a Subscriber Server in a Connection 8.x Cluster

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You can replace the subscriber server or replace hard disks in the subscriber server in a Connection cluster. During the time that the subscriber server is not functioning, the publisher server will handle all functions for the Connection cluster to avoid loss of service to the system.

When replacing either the server or the hard disks in the server, you remove the subscriber server from the Connection cluster and add the replacement subscriber server. (Replacing hard disks requires that you reinstall all software on the server, so you effectively have a replacement server.) After you install the replacement subscriber server, the publisher server replicates its data to the replacement subscriber server without loss of service to the system. When the replacement subscriber server has Primary or Secondary status, it begins to handle calls again.

Do the applicable procedures in this section in the order listed.

To Order a Replacement License (Only When You Are Replacing the Subscriber Server)

If you are replacing the subscriber server, not just replacing hard disks in the subscriber server, order a replacement Connection license that includes the MAC address of the replacement server. For details, see the "Managing Licenses" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

To Disable Digital Networking (Only When Digital Networking Is Configured)

If you are using Digital Networking, disable it by using the procedures in the "Using Digital Networking" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

To Manually Change the Publisher Server to Primary Status

Step 1   Sign in to Cisco Unity Connection Serviceability.

Step 2   On the Tools menu, select **Cluster Management**.

Step 3   On the Cluster Management page, under Server Manager, locate the publisher server.

Step 4   If the publisher server has Primary status, skip the remaining steps in this procedure and go to the next procedure.

If the publisher server has Secondary status, skip to Step 5.

If the publisher has Deactivated status, change the status to Secondary:

   a.   In the Change Server Status column for the publisher server, select **Activate**.

   b.   When prompted to confirm changing the server status, select **OK**.

   c.   Confirm that the Server Status column indicates that the publisher server now has Secondary status.

Step 5   In the Change Server Status column for the publisher server, select **Make Primary**.

Step 6   When prompted to confirm changing the server status, select **OK**.

The Server Status column displays the changed status when the change is complete.

> ✎
>
> **Note** The subscriber server automatically changes to Secondary status.

To Manually Change the Subscriber Server from Secondary Status to Deactivated Status

Step 1 Sign in to the Real-Time Monitoring Tool (RTMT).

Step 2 On the Cisco Unity Connection menu, select **Port Monitor**. The Port Monitor tool appears in the right pane.

Step 3 In the Node field, select the subscriber server.

Step 4 In the right pane, select **Start Polling**.

Step 5 Note whether any voice messaging ports are currently handling calls for the server.

Step 6 Return to the Cluster Management page of Cisco Unity Connection Serviceability.

Step 7 If no voice messaging ports are currently handling calls for the server, skip to Step 8.

If there are voice messaging ports that are currently handling calls for the subscriber server, on the Cluster Management page, under Change Port Status, select **Stop Taking Calls** for the subscriber server, then wait until RTMT shows that all ports for the server are idle.

Step 8 Under Server Manager, in the Change Server Status column for the subscriber server, select **Deactivate**.

Step 9 When prompted to confirm changing server status, select **OK**.

The Server Status column displays the changed server status when the change is complete.

To Install the Replacement Subscriber Server or Hard Disks

Step 1 Shut down the subscriber server.

On the publisher server, in Cisco Unity Connection Serviceability, on the Cluster Management page, the Server Status column shows the subscriber server has Not Functioning status.

Step 2 If you are replacing the subscriber server, disconnect the network cable from the old subscriber server and connect it to the new subscriber server.

If you are replacing hard disks, do the procedure in the "Installing Replacement Hard Disks in a Connection 7.x Server" section on page 7-17.

Step 3 Reinstall Connection. Follow the instructions in "Part 3: Configuring the Cluster, and Installing and Configuring the Subscriber Connection Server" in the "Task List for Installing a Cisco Unity Connection 7.x system with a Connection Cluster Configured" in the "Overview of Mandatory Tasks for Installing a Cisco Unity Connection 7.x System" chapter of the *Installation Guide for Cisco Unity Connection Release 7.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/installation/guide/7xcucigx.html.

When you reinstall Connection, note the following:

- You must install the same software and ES version that is installed on the publisher server. Otherwise, the Connection cluster may not function correctly.

- You must specify the same security password as the subscriber server that you are replacing, which also matches the security password for the publisher server. Otherwise, the Connection cluster will not function. If you do not know the security password, you can change it on the publisher server before you install the subscriber server by using the CLI command **set password user**. For more information, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at
http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

- Only when you are replacing the server (not when you are replacing only the hard disks), you must install a replacement license that includes the MAC address of the replacement subscriber server. Otherwise, Connection will not function.

To Change the Hostname or IP Address for the Subscriber Server in Connection Administration on the Publisher Server (Only If You Changed the Hostname or IP Address of the Subscriber Server)

Step 1   If the replacement subscriber server will have the same hostname or IP address as the subscriber server that you removed, skip the remaining steps in this procedure and go to the next procedure.

If the replacement subscriber server will have a different hostname or IP address, sign in to Cisco Unity Connection Administration on the publisher server.

Step 2   In Cisco Unity Connection Administration, expand **System Settings**, then select **Cluster**.

Step 3   On the Find and List Servers page, select **Find** to display all servers in the cluster.

Step 4   Check the check box in front of the subscriber server and select **Delete Selected**.

Step 5   When prompted to confirm deleting the server, select **OK**.

Step 6   Select **Add New**.

Step 7   On the New Server Configuration page, in the Hostname/IP Address field, enter the hostname or IP address of the replacement server.

Step 8   In the Description field, enter a description for the server.

Step 9   Select **Save**.

Step 10   Sign out of Cisco Unity Connection Administration.

To Confirm That the Connection Cluster Is Configured

Step 1   Sign in to the command-line interface (CLI) for the subscriber server.

Step 2   Run the CLI command **show cuc cluster status**.

To Set Up Digital Networking Again

If you were using Digital Networking before you replaced the subscriber server, set it up again by using the procedures in the "Using Digital Networking" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

Replacing the Publisher and Subscriber Servers or the Hard Disks in Both Servers in a Connection 7.x Cluster

See the applicable section:

When Both Original Connection 7.x Servers Are Available and Functioning

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When both the publisher and subscriber servers in the Connection cluster are available and functioning, you can replace both servers or replace the hard disks in both servers by completing the process in stages.

- While you are replacing one server, the other server will handle all functions for the Connection cluster to avoid loss of service to the system.
- After each replacement server is installed, the other server replicates data to the replacement server.

Do the applicable procedures in this section in the order listed.

To Order Replacement Licenses (Only When You Are Replacing Servers)

If you are replacing both servers, not just replacing the hard disks in both servers, order replacement Connection licenses that include the MAC addresses of the replacement servers. For details, see the "Managing Licenses" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

To Disable Digital Networking (Only When Digital Networking Is Configured)

If you are using Digital Networking, disable it by using the procedures in the "Using Digital Networking" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html.

To Manually Change the Publisher Server to Primary Status

Step 1   Sign in to Cisco Unity Connection Serviceability.

Step 2   On the Tools menu, select **Cluster Management**.

Step 3   On the Cluster Management page, under Server Manager, locate the publisher server.

Step 4   If the publisher server has Primary status, skip the remaining steps in this procedure and go to the next procedure.

If the publisher server has Secondary status, skip to Step 5.

If the publisher has Deactivated status, change the status to Secondary:

　a. In the Change Server Status column for the publisher server, select **Activate**.

　b. When prompted to confirm changing the server status, select **OK**.

　c. Confirm that the Server Status column indicates that the publisher server now has Secondary status.

Step 5   In the Change Server Status column for the publisher server, select **Make Primary**.

Step 6   When prompted to confirm changing the server status, select **OK**.

The Server Status column displays the changed status when the change is complete.

> ✎
>
> **Note**   The subscriber server automatically changes to Secondary status.

To Manually Change a Subscriber Server from Secondary Status to Deactivated Status

Step 1   Sign in to the Real-Time Monitoring Tool (RTMT).

Step 2   On the Cisco Unity Connection menu, select **Port Monitor**. The Port Monitor tool appears in the right pane.

Step 3   In the Node field, select the subscriber server.

Step 4   In the right pane, select **Start Polling**.

Step 5   Note whether any voice messaging ports are currently handling calls for the server.

Step 6   Return to the Cluster Management page of Cisco Unity Connection Serviceability.

Step 7   If no voice messaging ports are currently handling calls for the server, continue to Step 8.

If there are voice messaging ports that are currently handling calls for the subscriber server, on the Cluster Management page, under Change Port Status, select **Stop Taking Calls** for the subscriber server, then wait until RTMT shows that all ports for the server are idle.

Step 8   Under Server Manager, in the Change Server Status column for the subscriber server, select **Deactivate**.

Step 9   When prompted to confirm changing server status, select **OK**.

The Server Status column displays the changed server status when the change is complete.

To Install the Replacement Subscriber Server or Hard Disks

Step 1   Shut down the subscriber server.

On the publisher server, in Cisco Unity Connection Serviceability, on the Cluster Management page, the Server Status column shows the subscriber server has Not Functioning status.

Step 2   If you are replacing the subscriber server, disconnect the network cable from the old subscriber server and connect it to the new subscriber server.

If you are replacing hard disks, do the procedure in the "Installing Replacement Hard Disks in a Connection 7.x Server" section on page 7-17.

Step 3   Install the replacement subscriber server. Follow the instructions in "Part 3: Configuring the Cluster, and Installing and Configuring the Subscriber Connection Server" in the "Task List for Installing a Cisco Unity Connection 7.x system with a Connection Cluster Configured" in the "Overview of Mandatory Tasks for Installing a Cisco Unity Connection 7.x System" chapter of the *Installation Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/installation/guide/7xcucigx.html.

When you reinstall Connection, note the following:

- You must install the same software and ES version that is installed on the publisher server. Otherwise, the Connection cluster may not function correctly.

- You must specify the same security password as the subscriber server that you are replacing, which also matches the security password for the publisher server. Otherwise, the Connection cluster will not function. If you do not know the security password, you can change it on the publisher server before you install the subscriber server by using the CLI command **set password user**. For more information, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

- Only when you are replacing the server (not when you are replacing only the hard disks), you must install a replacement license that includes the MAC address of the replacement subscriber server. Otherwise, Connection will not function.

To Change the Hostname or IP Address for the Subscriber Server in Connection Administration on the Publisher Server (Only If You Changed the Hostname or IP Address of the Subscriber Server)

Step 1   When you reinstalled Connection, if you specified the same hostname and IP address as those for the subscriber server that you removed, skip this procedure and go to the next procedure.

If the replacement subscriber server has a different hostname or IP address, sign in to Cisco Unity Connection Administration on the publisher server.

Step 2   In Cisco Unity Connection Administration, expand **System Settings**, then select **Cluster**.

Step 3   On the Find and List Servers page, select **Find** to display all servers in the cluster.

Step 4   Check the check box in front of the subscriber server and select **Delete Selected**.

Step 5   When prompted to confirm deleting the server, select **OK**.

Step 6   Select **Add New**.

Step 7   On the New Server Configuration page, in the Hostname/IP Address field, enter the hostname or IP address of the replacement server.

Step 8   In the Description field, enter a description for the server.

Step 9   Select **Save**.

Step 10   Sign out of Connection Administration.

To Confirm That the Connection Cluster Is Configured with the Replacement Subscriber Server

Step 1   Sign in to the command-line interface (CLI) for the subscriber server.

Step 2   Run the CLI command show **cuc cluster status**.

To Manually Change the Subscriber Server to Primary Status

Step 1   Sign in to Cisco Unity Connection Serviceability.

Step 2   On the Tools menu, select **Cluster Management**.

Step 3   On the Cluster Management page, under Server Manager, locate the subscriber server.

Step 4   If the subscriber server has Primary status, skip the remaining steps in this procedure and go to the next procedure. If the subscriber server has Secondary status, in the Change Server Status column for the subscriber server, select **Make Primary**.

Step 5   When prompted to confirm changing the server status, select **OK**.

The Server Status column displays the changed status when the change is complete.

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Note   The publisher server will automatically change to Secondary status.

To Manually Change the Publisher Server from Secondary Status to Deactivated Status

Step 1   Sign in to the Real-Time Monitoring Tool (RTMT).

Step 2   On the Cisco Unity Connection menu, select **Port Monitor**. The Port Monitor tool appears in the right pane.

Step 3   In the Node field, select the publisher server.

Step 4   In the right pane, select **Start Polling**.

Step 5   Note whether any voice messaging ports are currently handling calls for the server.

Step 6   Return to the Cluster Management page of Cisco Unity Connection Serviceability.

Step 7   If no voice messaging ports are currently handling calls for the publisher server, skip to Step 8.

If there are voice messaging ports that are currently handling calls for the publisher server, on the Cluster Management page, under Change Port Status, select **Stop Taking Calls** for the publisher server, then wait until RTMT shows that all ports for the publisher server are idle.

Step 8   Under Server Manager, in the Change Server Status column for the publisher server, select **Deactivate**.

Step 9   When prompted to confirm changing the server status, select **OK**.

The Server Status column displays the changed server status when the change is complete.

To Install the Replacement Publisher Server or Hard Disks

Step 1   Shut down the publisher server.

On the Cluster Management page, the Server Status column shows the publisher server has Not Functioning status.

Step 2   If you are replacing the publisher server, disconnect the network cable from the old publisher server and connect it to the new publisher server.

If you are replacing hard disks, do the procedure in the "Installing Replacement Hard Disks in a Connection 7.x Server" section on page 7-17.

Step 3   Reinstall Connection. Follow the instructions in "Part 1: Installing and Configuring the Cisco Unity Connection Server" in the "Task List for Installing a Cisco Unity Connection 7.x System (Without a Connection Cluster)" in the "Overview of Mandatory Tasks for Installing a Cisco Unity Connection 7.x System" chapter of the *Installation Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/installation/guide/7xcucigx.html.

When you reinstall Connection, note the following:

- You must install the same software and ES version that is installed on the subscriber server. Otherwise, the Connection cluster may not function correctly.

- You must specify the same hostname as the publisher server that you are replacing. Otherwise, the Connection cluster will not function.

- You must specify the same security password as the publisher server that you are replacing, which also matches the security password for the subscriber server. Otherwise, the Connection cluster will not function. If you do not know the security password, you can change it on the subscriber server before you install the publisher server by using the CLI command **set password user**. For more information, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

- Only when you are replacing the server (not when you are replacing only the hard disks), you must install a replacement license that includes the MAC address of the replacement publisher server. Otherwise, Connection will not function.

To Configure the Cluster on the Replacement Publisher Server

Step 1   Sign in to Cisco Unity Connection Administration on the publisher server.

Step 2   In Cisco Unity Connection Administration, expand **System Settings**, then select **Cluster**.

Step 3   On the Find and List Servers page, select **Add New**.

Step 4   On the New Server Configuration page, in the Hostname/IP Address field, enter the hostname or IP address of the subscriber server.

Step 5   In the Description field, enter a description for the server.

Step 6   Select **Save**.

Step 7   Sign out of Cisco Unity Connection Administration.

To Connect the Subscriber Server to the New Connection Cluster, and Replicate Data and Messages to the Publisher Server

Step 1 Sign in to the command-line interface (CLI) for the subscriber server.

Step 2 Run the CLI command **utils cuc cluster renegotiate**.

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>
> **Note**   When the CLI command completes, the publisher server automatically restarts.

Step 3 Run the CLI command **show cuc cluster status** to confirm that the new Connection cluster has been configured correctly.

To Set Up Digital Networking Again

If you were using Digital Networking before you replaced the servers or hard disks, set it up again by using the procedures in the "Using Digital Networking" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html

When Neither the of the Original Connection 7.x Servers Is Functioning

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When neither the publisher nor the subscriber server in the Connection cluster is functioning, and when you have a Disaster Recovery System backup from which you can restore the Connection data, you can replace both servers or replace the hard disks in both servers at the same time. During this process, the Connection cluster is not able to answer calls.

You install the replacement publisher server and restore the backed-up Connection data by using Disaster Recovery System. Then you install the replacement subscriber server and force Connection to copy the data from the publisher server to the subscriber server. When the copying is complete, replication will resume between the two servers. When the replacement servers have Primary or Secondary status, they will handle calls.

Do the applicable procedures in this section in the order listed.

To Order Replacement Licenses (Only When You Are Replacing Servers)

If you are replacing both servers, not just replacing hard disks in both servers, order replacement Connection licenses that include the MAC addresses of the replacement servers. For details, see the "Managing Licenses" chapter of the *System Administration Guide for Cisco Unity Connection Release 7.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html

To Install the Replacement Publisher Server or Hard Disks

Step 1 Shut down the publisher server.

Step 2 If you are replacing the publisher server, disconnect the network cable from the old publisher server and connect it to the new publisher server.

If you are replacing the hard disks, do the procedure in the "Installing Replacement Hard Disks in a Connection 7.x Server" section on page 7-17.

Step 3 Reinstall Connection. Follow the instructions in "Part 1: Installing and Configuring the Cisco Unity Connection Server" in the "Task List for Installing a Cisco Unity Connection 7.x System (Without a Connection Cluster)" in the "Overview of Mandatory Tasks for Installing a Cisco Unity Connection 7.x System" chapter of the *Installation Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/installation/guide/7xcucigx.html.

When you reinstall Connection, note the following:

- You must install the same software and ES version that was installed on the previous publisher server, or the Disaster Recovery System restore will fail.

- You must specify the same hostname and IP address as the values on the previous publisher server, or the Disaster Recovery System restore will fail.

- Only when you are replacing the server (not when you are replacing only the hard disks), you must install a replacement license that includes the MAC address of the replacement publisher server. Otherwise, Connection will not function.

To Restore the Backed-up Data to the Replacement Publisher Server or Hard Disks

Step 1 Sign in to Disaster Recovery System.

Step 2 On the Restore menu, select **Restore Wizard**.

Step 3 On the Step 1 Restore—Choose Backup Device page, in the Device Name field, select the name of the backup device from which you want to restore and select **Next**.

Step 4 On the Step 2 Restore—Choose the Backup Tar File page, in Select Backup File field, select the backup file that you want to restore and select **Next**.

> **Note** The backup filename indicates the date and time that the system created the backup file.

Step 5 In the Step 3 Restore—Select the Type of Restore page, under Special Features, check the check boxes for the features that you want to restore and select **Next**.

> **Note** Only the features that were backed up to the file that you chose will appear on the page.

Step 6 In the Step 4 Restore—Final Warning for Restore page, in the Select the Server field, select the publisher server and select **Restore**.

> **Caution** The publisher server must have the same IP address and hostname as the server from which Disaster Recovery System backed up the data. Otherwise, Disaster Recovery System Disaster Recovery System will not restore the data.

> ✎
>
> **Note**   During the restore process, do not perform any tasks with Connection Administration.

Step 7   When the restore status indicates 100 percent, restart the publisher server.

To Install the Replacement Subscriber Server or Hard Disks

Step 1   Shut down the subscriber server.

Step 2   If you are replacing the subscriber server, disconnect the network cable from the old subscriber server and connect it to the new subscriber server.

If you are replacing the hard disks, do the procedure in the "Installing Replacement Hard Disks in a Connection 7.x Server" section on page 7-17.

Step 3   Reinstall Connection. Follow the instructions in "Part 3: Configuring the Cluster, and Installing and Configuring the Subscriber Connection Server" in the "Task List for Installing a Cisco Unity Connection 7.x system with a Connection Cluster Configured" in the "Overview of Mandatory Tasks for Installing a Cisco Unity Connection 7.x System" chapter of the *Installation Guide for Cisco Unity Connection Release 7.x* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/installation/guide/7xcucigx.html.

When you reinstall Connection, note the following:

- You must install the same software and ES version that is installed on the publisher server. Otherwise, the Connection cluster may not function correctly.

- You must specify the same security password as the security password for the publisher server. Otherwise, the Connection cluster will not function. If you do not know the security password, you can change it on the publisher server before you install the subscriber server by using the CLI command **set password user**. For more information, see the applicable version of the *Command Line Interface Reference Guide for Cisco Unified Communications Solutions* at
http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

- Only when you are replacing the server (not when you are replacing only the hard disks), you must install a replacement license that includes the MAC address of the replacement subscriber server. Otherwise, Connection will not function.

To Copy the Data from the Publisher Server to the Subscriber Server

Step 1   Sign in to the command-line interface (CLI) for the subscriber server.

Step 2   Run the CLI command **utils cuc cluster overwritedb** to force Connection to copy data from the publisher server to the subscriber server:

Step 3   Run the CLI command **show cuc cluster status** to confirm that the new Connection cluster has been configured correctly on the subscriber server.

Step 4   Sign in to the CLI for the publisher server.

Step 5   Run the CLI command **show cuc cluster status** to confirm that the new Connection cluster has been configured correctly on the publisher server.

To Synchronize MWIs for Each Phone System

Step 1   During off-peak hours, sign in to either server in the Connection cluster.

Step 2   In Connection Administration, expand **Telephony Integrations**, then select **Phone System**.

Step 3   On the Search Phone Systems page, select the name of the first phone system.

Step 4   On the Phone System Basics page, under Messaging Waiting Indicators, select **Run**.

Step 5   Select **Next**.

Step 6   Repeat Step 4 and Step 5 for the remaining phone systems.

Installing Replacement Hard Disks in a Connection 7.x Server

Added March 4, 2010
Use the procedure in this section to replace all hard disks in the server with blank disks as part of an installation or upgrade.

⚠
Caution   Do not replace hard disks in the Connection server with disks that contain data, even if the replacement disks were originally disks in the same RAID in the same server.

⚠
Caution   The procedure in this section is just one part of the process of replacing hard disks in a Connection server. When replacing hard disks in a Connection server, refer to the applicable task list earlier in this chapter, or Connection may not function correctly.

⚠
Warning   **Before working on a system that has an on/off switch, turn OFF the power and unplug the power cord.** Statement 1

⚠
Warning   **Before opening the chassis, disconnect the telephone-network cables to avoid contact with telephone-network voltages.** Statement 2

⚠
Warning   **This equipment is to be installed and maintained by service personnel only as defined by AS/NZS 3260 Clause 1.2.14.3 Service Personnel.** Statement 88

⚠
Warning   **During this procedure, wear grounding wrist straps to avoid ESD damage to the card. Do not directly touch the backplane with your hand or any metal tool, or you could shock yourself.** Statement 94

⚠
Warning   **The safety cover is an integral part of the product. Do not operate the unit without the safety cover installed. Operating the unit without the cover in place will invalidate the safety approvals and pose a risk of fire and electrical hazards.** Statement 117

Warning   **Do not work on the system or connect or disconnect cables during periods of lightning activity.**
Statement 1001

Warning   **Read the installation instructions before connecting the system to the power source.** Statement 1004

Warning   **To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety:**
• This unit should be mounted at the bottom of the rack if it is the only unit in the rack.
• When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.
• If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack. Statement 1006

Warning   **There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.** Statement 1015

Warning   **This unit is intended for installation in restricted access areas. A restricted access area can be accessed only through the use of a special tool, lock and key, or other means of security.** Statement 1017

Warning   **To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.** Statement 1021

Warning   **To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.** Statement 1023

Warning   **This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available.** Statement 1024

Warning   **Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place.** Statement 1029

Warning   **Only trained and qualified personnel should be allowed to install, replace, or service this equipment.**
Statement 1030

Warning   **Ultimate disposal of this product should be handled according to all national laws and regulations.**
Statement 1040

(For translations of the preceding safety warnings, see *Regulatory Compliance and Safety Information for Cisco Unity Connection* at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/regulatory/compliance/ucwarns.html.)

To Install Replacement Hard Disks in a Connection 7.x Server

Step 1   Remove the cover.

Step 2   Replace all of the hard disks in the server:

Caution   If you are replacing hard disks as part of a Connection installation or upgrade, you must remove all existing hard disks and install exactly as many hard disks as you remove, or the Connection installation or upgrade will fail.

   a. Make note of the current locations of the hard disks in the server, including which hard disk is in which hard disk slot. If the replacement fails and you want to revert to the current configuration, you must put the existing hard disks back into their current locations.

   b. Remove the drive trays from the server.

   c. Remove the old hard disks from the drive trays.

   d. Insert the new hard disks into the drive trays.

   e. Reinstall the drive trays in the locations that you made note of in Step a.

Step 3   Reattach the cover.