C H A P T E R 8

Creating or Changing a Cisco Unity Connection 7.x Cluster

This chapter contains the following sections:

Adding a 7.x Server to Create a Connection Cluster

When you have a single Connection server, you can add a subscriber server and create a Connection cluster.

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

To Install the 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.

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Caution   Both Connection servers must have the same software and ES versions installed. Otherwise, the Connection cluster may not function correctly.

To Configure the Phone System for the Connection Cluster

See the applicable documentation, depending on the phone system integration type:

Integration by Skinny Client Control Protocol (SCCP) with Cisco Unified Communications Manager

a. To add the ports on the phone system that will connect to the subscriber server, see the "Adding Ports to an Existing Cisco Voice-Mail Server" section in the "Cisco Voice Mail Port Wizard" chapter of the applicable *Cisco Unified Communications Manager Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

b. To set the Distribution Algorithm field to Top Down for the line group of the answering voicemail ports, see the "Configuring a Line Group" section in the "Line Group Configuration" chapter of the applicable *Cisco Unified Communications Manager Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

Integration by Skinny Client Control Protocol (SCCP) with Cisco Unified Communications Manager Express

To add the ports on the phone system that will connect to the subscriber server, see the "How to Configure Voice-Mail Integration" section in the "Integrating Voice Mail" chapter of the *Cisco Unified Communications Manager Express System Administrator Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_installation_and_configuration_guides_list.html.

Integration through a SIP trunk with Cisco Unified Communications Manager

See the "Programming the Cisco Unified Communications Manager Phone System for Integrating with Cisco Unity Connection" section of the *Cisco Unified Communications Manager SIP Trunk Integration Guide for Cisco Unity Connection 7.x* at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guide.

Integration through a SIP trunk with Cisco Unified Communications Manager Express

See the "Programming the Cisco Unified Communications Manager Express Phone System for Integrating with Cisco Unity Connection" section of the *Cisco Unified Communications Manager Express SIP Trunk Integration Guide for Cisco Unity Connection 7.x* at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

Integration through PIMG/TIMG units

See the "Setting Up the PIMG Units" or "Setting Up the TIMG Units" section of the applicable Cisco Unity Connection integration guide at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

Other integrations that use SIP

See the "Programming the <Phone System>" section of the applicable Cisco Unity Connection integration guide at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

To Configure Cisco Unity Connection for the Cluster

See the applicable documentation, depending on the phone system integration:

Cisco Unified CM and Cisco Unified CM Express integrations

To add voice messaging ports to the applicable port group on the publisher server, see the "Managing Ports" section in the "Managing the Phone System Integrations" 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.

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> **Note** The total number of ports on the Connection server must not exceed the number of ports enabled by the Cisco Unity Connection license.

All phone system integrations except for PIMG/TIMG integrations

To configure the ports on the publisher server, see the "Creating the Integration with the <Phone System>" section of the applicable Cisco Unity Connection integration guide at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

Converting a 7.x Publisher Server to a Single Server Without a Connection Cluster

You can remove the subscriber server from a Connection cluster so that you undo the Connection cluster. The publisher server becomes a single server without a Connection cluster, and the subscriber server is removed from the network. (To use the subscriber server as a single server without a Connection cluster, you must reinstall Connection on the server.)

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> **Note** You cannot remove the publisher server from a Connection cluster.

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

To Manually Change the Publisher Server to Primary Status

Step 1 Log on to Cisco Unity Connection Serviceability.

Step 2 On the Tools menu, click **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 skip 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, click **Activate**.

   b. When prompted to confirm changing the server status, click **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, click **Make Primary**.

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

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

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Note   The subscriber server will automatically change to Secondary status.

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

Step 1   Log on to the Real-Time Monitoring Tool (RTMT).

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

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

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

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

Step 6   If no voice messaging ports are currently handling calls for the server, skip to Step 7.

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

Step 7   In Cisco Unity Connection Serviceability, on the Cluster Management page, under Server Manager, in the Change Server Status column for the subscriber server, click **Deactivate**.

Step 8   When prompted to confirm changing server status, click **OK**.

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

To Remove the Subscriber Server from the Environment

Step 1   Shut down the subscriber server.

The Server Status column shows the subscriber server has Not Functioning status.

Step 2   Disconnect the network cable from the subscriber server.

The subscriber server can be removed from the environment.

To Remove the Subscriber Server from the Cluster

Step 1   On the publisher server, log on to Cisco Unity Connection Administration.

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

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

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

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

To Ensure That All Calls Go to the Remaining Connection Server

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See the applicable documentation, depending on the phone system integration type:

Integration by Skinny Client Control Protocol (SCCP) with Cisco Unified Communications Manager

a. To delete the ports on the phone system that connected to the subscriber server, see the *Cisco Unified Communications Manager Administration Guide* at
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

b. Configure the hunt group for the voice mail ports on the phone system to send calls only to the remaining server (the publisher).

Integration by Skinny Client Control Protocol (SCCP) with Cisco Unified Communications Manager Express

a. To delete the ports on the phone system that connected to the subscriber server, see the *Cisco Unified Communications Manager Express System Administration Guide* at
http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_installation_and_configuration_guides_list.html.

b. Configure the hunt group for the voice mail ports on the phone system to send calls only to the remaining server (the publisher).

Integration through a SIP trunk with Cisco Unified Communications Manager

To configure the hunt group for the voice mail ports on the phone system to send calls only to the remaining server (the publisher), see the *Cisco Unified Communications Manager Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

Integration through a SIP trunk with Cisco Unified Communications Manager Express

To configure the hunt group for the voice mail ports on the phone system to send calls only to the remaining server (the publisher), see the *Cisco Unified Communications Manager Express System Administration Guide* at
http://www.cisco.com/en/US/products/sw/voicesw/ps4625/products_installation_and_configuration_guides_list.html.

Integration through PIMG/TIMG units

To configure the PIMG/TIMG units to send all calls to the remaining server (the publisher), see the "Setting Up the PIMG Units" or "Setting Up the TIMG Units" section of the applicable Cisco Unity Connection integration guide at
http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.

Other Integrations That Use SIP

To configure the hunt group for the voice mail ports on the phone system to send calls only to the remaining server (the publisher), see the phone system documentation.