CHAPTER 2

Administering a Cisco Unity Connection

This chapter contains the following sections:

Note For information and instructions on removing or replacing a server in a cluster, and on adding a server to create a cluster, see the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 9.x* at www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrugx.html.

Restarting the Cisco Unity Connection Servers in Any Order

You can start clustered Cisco Unity Connection servers in any order. The necessary services will run on the servers with Primary status or Secondary status.

Manually Changing Connection Server Status

You can manually change the status of servers in the following ways:

- A server with Secondary status can be manually changed to Primary status. (For the server that originally had Primary status, this change automatically causes its status to change to Secondary.) See the "To Manually Change an 9.x Server from Secondary Status to Primary Status" procedure on page 2-2.
- A server with Secondary status can be manually changed to Deactivated status. See the "To Manually Change an 9.x Server from Secondary Status to Deactivated Status" procedure on page 2-2.
- A server with Deactivated status can be manually activated so that its status changes to Primary or Secondary, depending on the status of the other server. See the "To Manually Activate an 9.x Server with Deactivated Status" section on page 2-2.

To Manually Change an 9.x Server from Secondary Status to Primary Status

Step 1 Sign in to Cisco Unity Connection Serviceability.

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

Step 3 On the Cluster Management page, under Server Manager, in the Change Server Status column for the server with Secondary status, select **Make Primary**.

Step 4 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 server that originally had Primary status automatically changes to Secondary status.

To Manually Change an 9.x Server from Secondary Status to Deactivated Status

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

Step 2 From 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 server with Secondary status.

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 Sign in to Cisco Unity Connection Serviceability.

Step 7 From the Tools menu, select **Cluster Management**.

Step 8 If no voice messaging ports are currently handling calls for the server, skip to Step 9.

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

Step 9 On the Cluster Management page, under Server Manager, in the Change Server Status column for the server with Secondary status, select **Deactivate**.

Caution Deactivating a server will terminate all calls that the ports for the server are handling.

Step 10 When prompted to confirm changing the server status, select **OK**.

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

To Manually Activate an 9.x Server with Deactivated Status

Step 1 Sign in to Cisco Unity Connection Serviceability.

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

Step 3 On the Cluster Management page, under Server Manager, in the Change Server Status column for the server with Deactivated status, select **Activate**.

Step 4 When prompted to confirm changing the server status, select **OK**.

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

Stopping All Ports on an Connection Server from Taking New Calls

Do the procedure in this section to stop all ports on a server from taking any new calls. Calls in progress continue until the callers hang up.

Tip Use the Port Monitor page in the Real-Time Monitoring Tool (RTMT) to determine whether any ports are currently handling calls for the server.

To Stop All Ports on an 9.x Server from Taking New Calls

Step 1 Sign in to Cisco Unity Connection Serviceability.

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

Step 3 On the Cluster Management page, under Port Manager, in the Ports in Service column, select **Stop Taking Calls** for the server.

Restarting All Ports on an Connection Server to Take Calls

Do the procedure in this section to let ports on a server take calls again after they were stopped.

To Restart All Ports on an 9.x Server to Take Calls

Step 1 Sign in to Cisco Unity Connection Serviceability.

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

Step 3 On the Cluster Management page, under Port Manager, in the Ports in Service column, select **Take Calls** for the server.

Shutting Down an Connection Server

When a Cisco Unity Connection server has Primary or Secondary status, it is handling voice messaging traffic and cluster replication. We do not recommend shutting down a Connection server while it is has Primary or Secondary status because calls in progress and replication may be abruptly terminated.

If you want to shut down a server (for example, to perform maintenance), we recommend that you do the procedure in this section during nonbusiness hours when voice messaging traffic will be light. Note that the remaining server, if it has Primary or Secondary status, handles all system voice messaging functions and maintains the Connection database.

To Shut Down an 9.x Server

Step 1 On the server that will not be shut down, sign in to Cisco Unity Connection Serviceability.

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

Step 3 On the Cluster Management page, locate the server that you want to shut down.

Step 4 If the server that you want to shut down has Secondary status, skip to Step 5.

If the server that you want to shut down has Primary status, change the status:

a. In the Change Server Status column for the server with Secondary status, select **Make Primary**.

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

c. Confirm that the Server Status column indicates that the server now has Primary status and that the server you want to shut down has Secondary status.

Step 5 On the server with Secondary status (the one you want to shut down), change the status:

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

b. From the Cisco Unity Connection menu, select **Port Monitor**. The Port Monitor tool appears in the right pane.

c. In the Node field, select the server with Secondary status.

d. In the right pane, select **Start Polling**.

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

f. If no voice messaging ports are currently handling calls for the server, skip to Step 5g.

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

g. On the Cluster Management page, under Server Manager, in the Change Server Status column for the server with Secondary status, select **Deactivate**.

Caution Deactivating a server will terminate all calls that the ports for the server are handling.

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

i. Confirm that the Server Status column indicates that the server now has Deactivated status.

Step 6 Shut down the server that you deactivated.

In Cisco Unity Connection Serviceability on the server that is running, the Server Status column shows that the server you shut down has Not Functioning status.