



Uninstall Information

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 4-1.
- If you want to move Bridge Networking from one Cisco Unity server to another, see the [“Removing Bridge Networking from Cisco Unity”](#) section on page 4-2.
- If you want to move the Bridge software to another server, see the [“Uninstalling the Bridge Software from the Bridge Server”](#) section on page 4-2.
- If you already have Bridge Networking set up, and 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 4-3.

Completely Removing Bridge Networking

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

1. Delete all Bridge delivery locations, Bridge subscribers, Active Directory contacts, and the UOmni mailbox. See the [“Removing Bridge Networking from Cisco Unity”](#) section on page 4-2.
2. Either disconnect the Bridge server from the network, or remove the Bridge software from the Bridge server. See the [“Uninstalling the Bridge Software from the Bridge Server”](#) section on page 4-2.
3. Uninstall all instances of the Voice Connector. See the [“Uninstalling the Cisco Unity Voice Connector”](#) section on page 4-3. Uninstall the Voice Connector only if no other Cisco Unity networking options that require the Voice Connector are being used.



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.

Removing Bridge Networking from Cisco Unity

If you are moving Bridge Networking from one Cisco Unity server to another, before beginning this procedure, you may want to make note of the information specific to the Bridge delivery locations and Bridge subscribers so that you can easily recreate them on the new Cisco Unity server.

If you are completely removing Bridge Networking and will be migrating Octel subscribers to Cisco Unity subscribers, you may want to use the Migrate Subscriber Data utility before deleting the Bridge delivery locations and Bridge subscribers. See the [“Migrating Octel Subscribers to Cisco Unity” section on page 1-46](#) for more information.

To Remove Bridge Networking from Cisco Unity

- Step 1** On each Cisco Unity server configured for Bridge Networking (referred to as the bridgehead server), delete all Bridge locations by doing the following sub-steps for each location:
- a. In the Cisco Unity Administrator, go to the **Network > Locations** page.
 - b. Click the **Find** icon.
 - c. Select a Bridge location to be deleted from the list, and click **View**.
 - d. Click the **Delete** icon and click **OK** in the warning dialog box.
 - e. Repeat sub-step **b** through sub-step **d** as necessary until all Bridge locations are deleted.



Note When a location is deleted, all Bridge subscribers associated with the location are deleted automatically.

- Step 2** Delete the UOmni mailbox and the underlying Active Directory contacts for the Bridge subscribers by doing the following sub-steps:
- a. On the Exchange server that Cisco Unity is connected to, or on another appropriate server in the network, on the Windows Start menu, click **Programs > Administrative Tools > Active Directory Users and Computers**.
 - b. Select the **UOmni_<server name> user** where <server name> is the name of the bridgehead server from which Bridge Networking is being removed.
 - c. Right-click the selection and click **Delete**.
 - d. Select the contacts associated with the Bridge subscribers that have been removed.
 - e. Right-click the selection and click **Delete**.

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 the Bridge” section on page 1-65](#) for more information.

If you are completely removing Bridge Networking, make sure that you have already deleted the Bridge delivery locations and Bridge subscribers from Cisco Unity as described in the “[Removing Bridge Networking from Cisco Unity](#)” section on page 4-2. 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 from Cisco Unity to Octel servers have been delivered. Verify that all subfolders in `\bridge\starfish\in` 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 applet 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` folder.
- Step 4** Open the Services applet 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. Voice Connector version 10.0(1) is included with Cisco Unity 4.0(1).

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 4-3
- [To Determine the Voice Connector Version in Use \(Cisco Unity 3.0–3.1\(5\) Only\)](#), page 4-4

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 4-4
- [To Uninstall the Voice Connector for Exchange 2000 \(Cisco Unity 3.0\)](#), page 4-4

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 appropriate directory:
- Exchange 2000:<ExchangeServerPath>\VoiceGateway\Bin

- Exchange 5.5:<ExchangeServerPath>\Connect\Voice\Bin

- Step 3** Right-click **GwIvc.exe**, and select **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.
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To Determine the Voice Connector Version in Use (Cisco Unity 3.0–3.1(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 appropriate directory:
- Exchange 2000:<ExchangeServerPath>\VoiceGateway\Bin\LocalizedFiles\ENU.
 - Exchange 5.5:<ExchangeServerPath>\Voice\Bin\LocalizedFiles\ENU.
- Step 3** Right-click **SetupRes.dll**, and select **Properties**.
- Step 4** In the Properties window, click the **Version** tab to view the File Version.
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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** In the Windows Control Panel, in Add/Remove Programs, click **Exchange 2000 Voice Connector**.
- Step 3** Follow the on-screen prompts to uninstall the Voice Connector.
- Step 4** On the Windows Start menu, click **Programs > Microsoft Exchange > System Manager**.
- Step 5** 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 6** Right-click **Mailboxes** in the left pane and select **Run Cleanup Agent**.
- Step 7** 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 8** 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** Verify 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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