

# How to Change the NT Password for the Exchange, Domino and Unity Service Accounts

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## **Introduction**

This document explains how to change the Windows NT password for Exchange, Domino, and Cisco Unity service accounts.

Please check your version of Cisco Unity before you apply these changes, and contact your network administrator in case your Cisco Unity service account is associated with more applications in your network.

**Note:** All steps must be completed in the listed order. You may not change one without changing the other, or else Cisco Unity will not restart. The same password must be used for all changes listed below.

## **Prerequisites**

### **Requirements**

There are no specific prerequisites for this document.

### **Components Used**

The information in this document is based on these software and hardware versions:

- Cisco Unity 2.4.x, 3.x, and 4.x
- Windows NT and Windows 2000 Domains
- Microsoft Exchange Server 5.5 and 2000
- IBM Lotus Domino Server 5.0.11 and 5.0.10

The information presented in this document was created from devices in a specific lab environment. All of the

devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

## Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

## Change the Password in Cisco Unity 2.4x

This procedure assumes the same account was used to install both Cisco Unity and Microsoft Exchange Server 5.5.

The password must be changed in **Windows NT User Manager for Domains**, in Exchange Server 5.5, and for the individual Unity services.

1. Use the procedure described in Change the Password for Service Account in Windows NT Domain or Change the Password for Service Account in Windows 2000 Domain, as appropriate.
2. Follow the procedure described in the Change the Unity Directory Service Account Password in Exchange Server 5.5 section to change the service account password.
3. Follow the procedure in the Unity Services for Cisco Unity 2.4.x section.

## Unity Services for Cisco Unity 2.4.x

Complete these steps:

1. In Windows 2000, choose **Start > Settings > Control Panel > Administrative Tools > Services** to open the Microsoft Service applet. In Windows NT4, choose **Start > Settings > Control Panel > Services**.
2. Double-click **AvCsGateway**. This opens a dialog box with the Password field at the bottom.
3. Change the password in the **Password** and **Confirm Password** fields and click **OK**.
4. Repeat Steps 2 and 3 for the rest of the services that start with "Av," such as the **AvCsMgr** and **AvMalSvr** services.
5. Restart the whole Cisco Unity box. This enables the service account to grab a new authentication token with the new password.

## Change the Password in Cisco Unity 3.x

Cisco Unity 3.x must have two domain accounts and the local system account as Unity service accounts. The two domain accounts are the Directory Service Account and the Message Store Service Account, which can be the *Unity\_Servername* if you follow Cisco Unity 3.x and 4.x: AvCsMgr Service Fails to Start. The password must be changed in **Windows NT User Manager for Domains** or in **Active Directory Users and Computers** as Step 1 in this procedure, in Exchange Server 5.5 or 2000, and for the individual Unity services.

1. Use the procedure described in Change the Password for Service Account in Windows NT Domain or Change the Password for Service Account in Windows 2000 Domain accordingly.

**Note:** Cisco Unity 3.x is only supported when installed in a Windows 2000 server, but the Unity server can be authenticated in a Windows 2000 or NT4 domain.

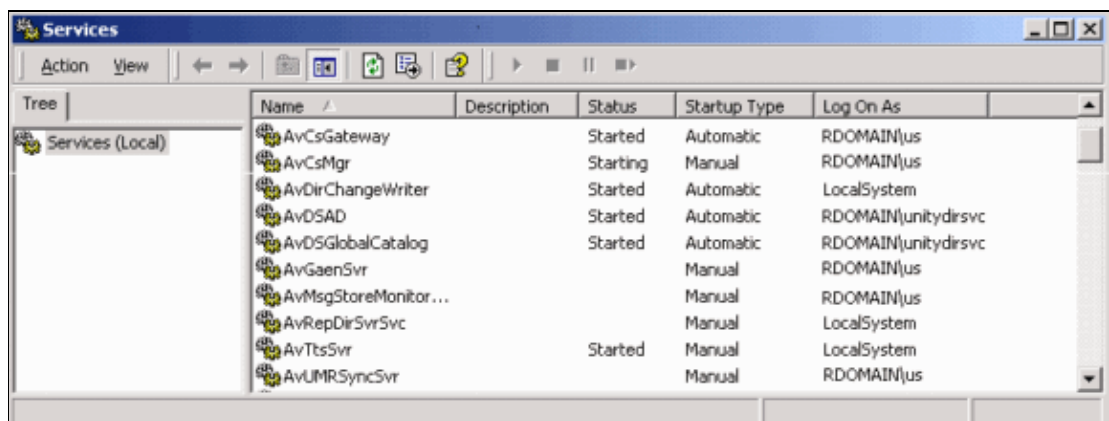
2. Follow Change the Unity Directory Service Account Password in Exchange Server 5.5 or Change the Unity Directory Service Account Password in Exchange Server 2000 accordingly to change the service account password.
3. Follow the procedure in the Unity Services for Cisco Unity 3.x section.

## Unity Services for Cisco Unity 3.x

Complete these steps:

1. Choose **Start > Settings > Control Panel > Administrative Tools > Services** to open the Microsoft Service applet.
2. Double-click **AvCsGateway**. This opens a dialog box with the password field at the bottom.
3. Change the password in the **Password** and **Confirm Password** fields and click **OK**.
4. Repeat Steps 2 and 3 for the rest of the services that start with "Av" and that are not logged on with the service account LocalSystem. Refer to Figure 1, in which *Rdomain\unitydirsvc* is the Directory Service Account and *Rdomain\us* is the Message Store Service Account. These service accounts should meet all the rights and permissions described in Permissions Set for the Directory and Message Store Services Account . The accounts that have to be logged as LocalSystem are **AvDirChangeWriter**, **AvRepDirSvrSvc**, and **AvTtsSvr**.
5. Restart the whole Cisco Unity box. This enables the service account to grab a new authentication token with the new password.

Figure 1



## Change the Password in Cisco Unity 4.x

Cisco Unity 4.x must have two domain accounts and the local system account as Unity service accounts. The two domain accounts are the Directory Service Account and the Message Store Service Account. The password must be changed in **Windows NT User Manager for Domains** or in **Active Directory Users and Computers** as Step 1 for this procedure, in Exchange Server 5.5, 2000, or Domino, and for the individual Unity services.

1. Use the procedure described in Change the Password for Service Account in Windows NT Domain or Change the Password for Service Account in Windows 2000 Domain accordingly.

**Note:** Cisco Unity 4.x is only supported when installed in a Windows 2000 server, but the Unity server can be authenticated in a Windows 2000 or NT4 domain.

2. Follow the procedure described in Change the Unity Directory Service Account Password in Exchange Server 5.5, Change the Unity Directory Service Account Password in Exchange Server 2000, or Change the Unity Directory and Message Store Service Account Password in Domino accordingly.

**Note:** Exchange 5.5 is only supported in Unified messaging or in an upgrade from the previous version.

3. Follow the procedure in the Unity Services for Cisco Unity 4x section.

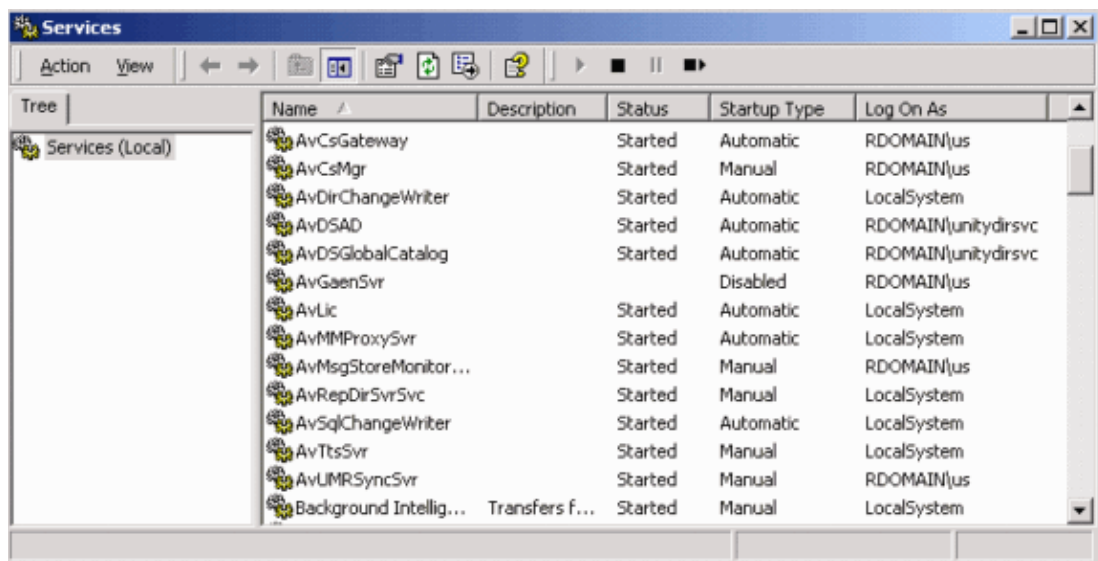
## Unity Services for Cisco Unity 4.x

Complete these steps:

1. Choose **Start > Settings > Control Panel > Administrative Tools > Services** to open the Microsoft Service applet.
2. Double-click **AvCsGateway**. This opens a dialog box with the Password field at the bottom.
3. Change the password in the **Password** and **Confirm Password** fields and click **OK**.
4. Repeat Steps 2 and 3 for the rest of the services that start with "Av" and that are not logged on with the service account LocalSystem. Refer to the image below where *Rdomain\unitydirsvc* is the Directory Service Account and *Rdomain\us* is the Message Store Service Account. These service accounts should meet all the rights and permissions described in Permissions Set for the Directory Service Account and Permissions Set for the Directory Message Store Services Account . Services that are run under LocalSystem are **AvDirChangeWriter**, **AvLic**, **AvMMProxySvr**, **AvRepDirSvrSvc**, **AvSqlChangeWriter**, and **AvTtsSvr**.
5. Restart the whole Unity box. This enables the service account to grab a new authentication token with the new password.

**Note:** In Figure 2, *Rdomain\unitydirsvc* is the Directory Service Account and *Rdomain\us* is the Message Store Service Account. Refer to Creating Accounts for the Installation and Setting Rights and Permissions to verify that you have created the appropriate accounts.

**Figure 2**



## Change the Password for Service Account in Windows NT Domain

Complete these steps:

1. Choose **Start > Programs > User Manager for Domains** to open User Manager for Domains in any domain controller.
2. Search for the account for which you wish to change the password.
3. To change the password for the account, double-click the account and reset the password.

# Change the Password for Service Account in Windows 2000 Domain

Complete these steps:

1. Choose **Start > Programs > Administrative Tools > Active Directory Users and Computers**.
2. Right-click on the Domain and choose **Find**.
3. Make sure that **Find:** has *Users, Contacts and Groups* selected and **In:** has the domain selected. Type the name of the account that you wish to search and click **Find now**.
4. Right-click on the account once you find it, and then choose **Reset password**.
5. Enter the new password, and then reenter it for verification.

# Change the Unity Directory Service Account Password in Exchange Server 5.5

Complete these steps:

1. Open Exchange Administrator.
2. Under the Site Name, choose the **Configuration Container**.
3. Choose **File**.
4. Choose **Properties** to open the Configuration Properties window.
5. Click the **Service Account Password** tab.
6. Change or synchronize the Exchange Account Passwords.

**Note:** These service accounts should meet all the rights and permissions described in Permissions Set By the Cisco Unity Permissions Wizard If You Are Using Exchange 5.5 .

# Change the Unity Directory Service Account Password in Exchange Server 2000

You can change the password for the Cisco Unity directory service account from Active Directory Users and Computer as mentioned in Change the Password for Service Account in Windows 2000 Domain. This account is found in the System Manager with the role of Exchange Full Administrator. To check the Exchange permissions to the directory service account, complete these steps:

1. On the Cisco Unity server, choose **Start > Programs > Microsoft Exchange > System Manager**.
2. In the left pane of the Exchange System Manager Microsoft Management Console (MMC), right-click the organization name at the top of the tree control and choose **Delegate Control**.
3. In the Welcome to the Exchange Administration Delegation Wizard, click **Next**.
4. In the Users or Groups dialog box, click **Add**.
5. In the Delegate Control dialog box, click **Browse**.
6. In the Select Users, Computers, or Groups dialog box, in the Look In list, click the name of the domain to which the Cisco Unity server belongs.
7. In the list of users, computers, and groups, double-click the name of the installation or the Cisco Unity directory services account, and the Delegate Control dialog box reappears. The account you selected appears in the Group (Recommended) or User box.
8. When you do this procedure for the directory service account, this account should be listed as Exchange Full Administrator in the Role list.

**Note:** These service accounts should meet all the rights and permissions described in Permissions Set By the Cisco Unity Permissions Wizard If You Are Using Exchange 2000.

# Change the Unity Directory and Message Store Service Account Password in Domino

You can change the password for the Unity directory service account from Active Directory Users and Computer as mentioned in Change the Password for Service Account in Windows 2000 Domain. This account is found in Chapter 7, Creating Accounts for the Installation and Setting Rights and Permissions. The password must be changed in Windows NT User Manager for Domains or in Active Directory Users and Computers as Step 1, Exchange Server 5.5 or 2000, and for the individual Unity services as explained for Exchange Server 5.5 or 2000.

**Note:** These service accounts should meet all the rights and permissions described in Permissions Set By the Cisco Unity Permissions Wizard If You Are Using Domino .

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## Related Information

- **Voice Technology Support**
  - **Voice and IP Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support – Cisco Systems**
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