

How to Disable the Email Limit Prompt in Unified Messaging Using an Exchange Server

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Introduction

This document describes how to disable or bypass the email–limit prompt in unified messaging when you use Cisco Unity with an exchange server.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity voicemail server
- Microsoft Exchange server

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

This warning message is played either when users log in to their mailbox after their password is entered or when an outside caller tries to leave a message for a subscriber, and the mailbox of the subscriber is full:

Your inbox is almost full if your mailbox exceeds your storage limit, you will not be able to send or receive new messages.

Solutions

The mail-limit-message prompt can be disabled on either a per-mailstore or per-user basis.

Basically, all the messages are stored on the Exchange mailbox; by default, the Cisco Unity server watches the mailbox limit for the user.

Solution 1

If you want to disable the limit prompt on a per-mailstore basis, follow these steps:

1. Open the **Exchange System Manager** and expand the tree until you see the mailbox store, for example, **Servers > YourServer > First Storage Group > Mailbox Store**.
2. Right-click the mailbox store and choose **Properties**. Click the **Limits** tab. Under **Issue warning at KB**, either disable the option, or set an unrealistically high value, click **apply**, and click **OK**.

Repeat this step on each mailstore that you want to disable if you have more than one mailstore. This only affects users that go by the mailstore defaults, but it does not affect anyone that has custom settings. In order to take care of those users that have custom settings, use the next solution.

Note: You can complete the previous steps also from **Cisco Unity Tools Depot > Administration Tools > Message Store Manager > Scripts > Set mailbox limit > Issue warning at KB**.

Solution 2

If you want to disable the limit prompt on a per-user basis, follow these steps:

1. Go to **Active Directory Users and Computers**. Then go to **View > Advanced Features**.
2. Search for the user; right-click the user, and choose **Properties**.
3. Choose the **Exchange General** tab, and click **Storage Limits**.
4. Uncheck the **Issue warning at KB** option to disable it, or set an unrealistically high value, click **apply**, and click **OK**.

You can receive the `Your mailbox is full` error message when Cisco Unity and Exchange are out of sync. In order to synchronize Cisco Unity and Exchange, from the Command Prompt, type and run this:

```
<drive where Cisco Unity is installed>:\commserver\configurationsetup\setup.exe /sync
```

For example, `C:\commserver\configurationsetup\setup.exe /sync` if Cisco Unity is installed in the `C:` drive.

Note: This synchronizes all Cisco Unity objects with the directory. This can take some time and can cause a performance hit on the Cisco Unity server.

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