

Enabling Confirm Delete in Cisco Unity

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- Introduction**
- Prerequisites**
 - Requirements
 - Components Used
 - Conventions
- Enable Confirm Delete**
- Related Information**

Introduction

This document shows the procedure used to enable Confirm Delete in Cisco Unity.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unity for Exchange Unified Messaging.

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

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

Enable Confirm Delete

Enabling a request for confirmation before a message is permanently deleted is a global setting. When enabled, every subscriber is asked to confirm deletion before they delete any voice messages over the Cisco Unity Telephone User Interface (TUI).

Enable the feature confirmation before a message is permanently deleted (press **3** to delete).

1. Open **REGEDT32**.
2. Select **HKeyLocalMachine > Software > Conversations > 1.0**.
3. Select **Edit > Add**.
4. In the Key Name field, enter **ConfirmDelete** (all one word and no quotations) and leave the Class field blank.

There is a separate file folder called ConfirmDelete under the 1.0 hive. (This is expected.)

5. Reboot the server.

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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