

# Cisco Unity: Use of Duplicate Mailbox Feature

Document ID: 15258

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**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Duplicate Mailbox Feature**

**Related Information**

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## Introduction

This document discusses the use of the duplicate mailbox feature in Cisco Unity.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

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

- Cisco Unity Versions 3.0 and later

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, see the Cisco Technical Tips Conventions.

## Duplicate Mailbox Feature

The use of the Duplicate Mailbox feature in the Exchange Administrator tool can negatively impact Cisco Unity.

When duplicating an Exchange mailbox that is also a Cisco Unity subscriber, the Cisco Unity specific custom attributes are copied to the newly created mailbox. Cisco Unity specific custom attributes are created on the new mailbox causing it to be improperly displayed in the Cisco Unity subscriber list sharing the same extension ID as the original subscriber.

When using the Duplicate Mailbox feature of Exchange, do not copy from a mailbox that is also a Cisco Unity subscriber. Always copy from an Exchange mailbox that is *not* a Cisco Unity subscriber.

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## Related Information

- **Voice Technology Support**
  - **Voice and IP Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support & Documentation**
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Updated: Feb 02, 2006

Document ID: 15258

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