

# Configuring Cisco Unity to Automatically Delete Messages

Document ID: 23269

---

**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Configuration**

**Troubleshoot**

Problem

Solution

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

---

## Introduction

This document provides information about configuring Cisco Unity versions 3.x and 4.x for Exchange to delete saved messages after a specific number of days.

## Prerequisites

### Requirements

There are no specific prerequisites for this document.

### Components Used

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

- Cisco Unity versions 3.x and 4.x for Exchange

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.

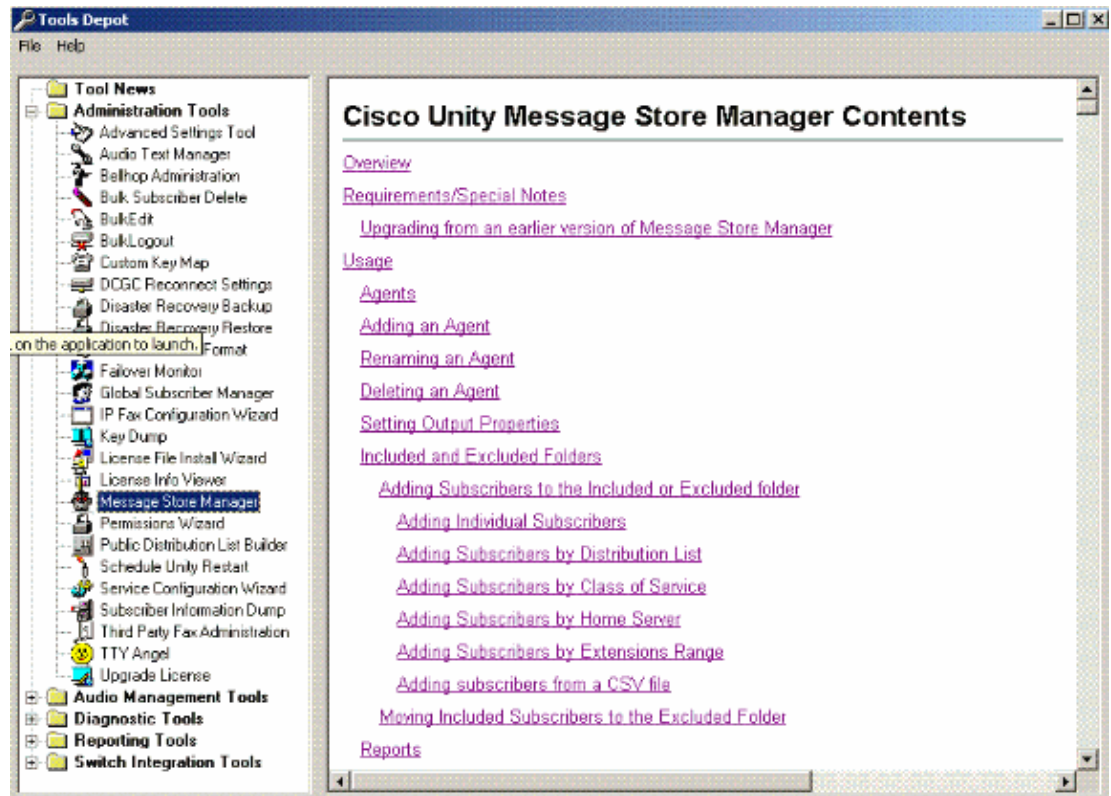
## Configuration

You can automatically delete the messages from Cisco Unity for a specified period of time by configuring the **Cisco Unity Message Store Manager** script properties.

In order to enable this feature in Unity, perform these steps:

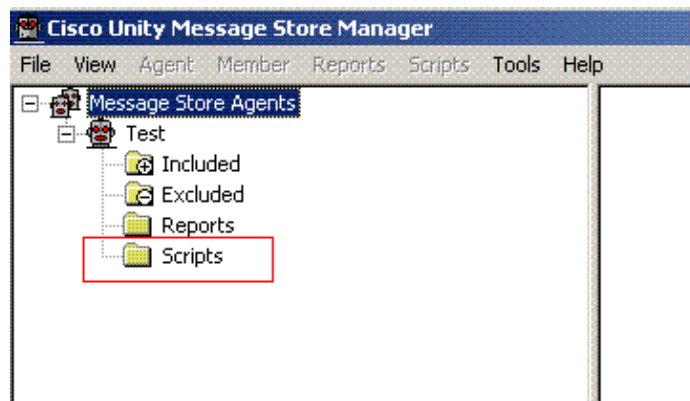
1. In the Cisco Unity Tools Depot, expand **Administration Tools** and double-click **Message Store Manager**.

The **Cisco Unity Message Store Manager** window displays.



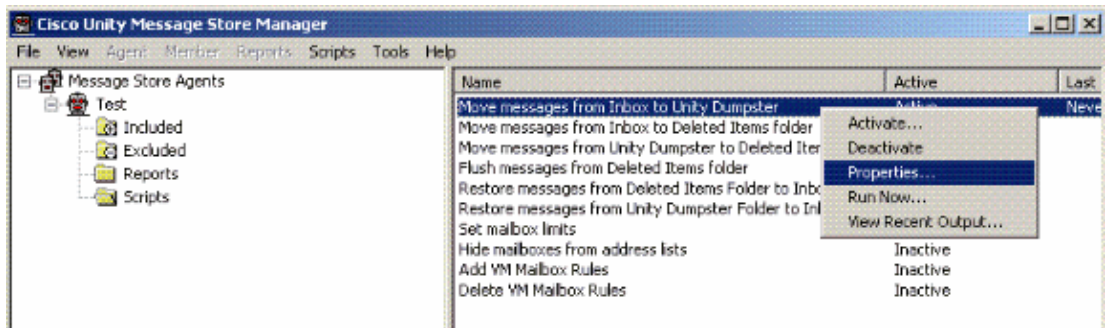
2. Select the **Message Store Agents** required.

In this case, it is **Test**.

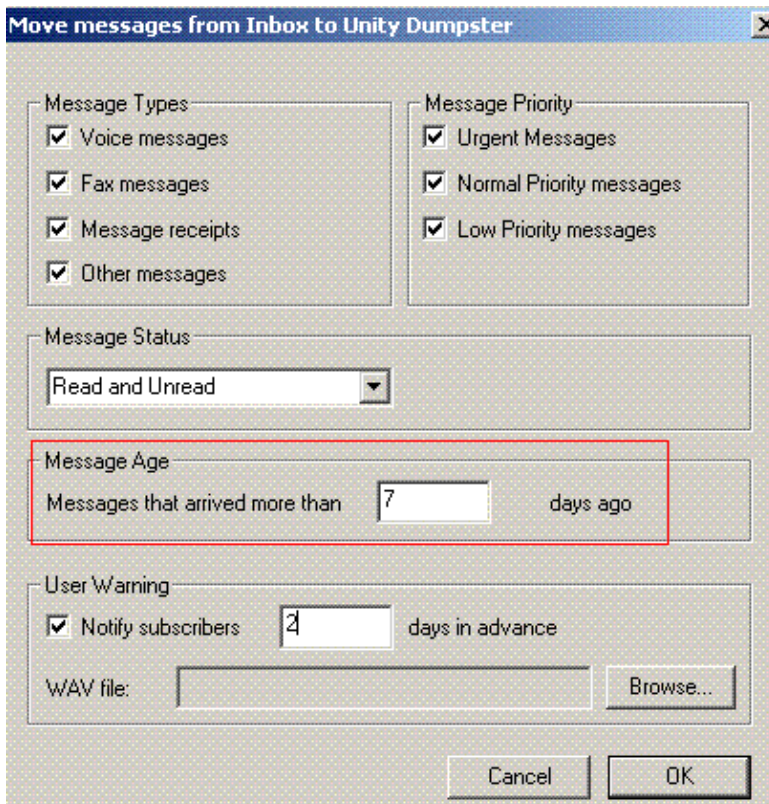


3. Click **Scripts**, then right-click **Move message from Inbox to Unity Dumpster**. Select **Properties** from the pop-up menu.

A new window opens with the name **Move messages from Inbox to Unity Dumpster**.



4. Set the **Message Age** to the required period. For example, you might only want to delete messages that arrived more than 7 days ago. Click **OK**.



You can choose to have a script act on messages of a particular age.

## Troubleshoot

### Problem

Cisco Unity versions 3.x and 4.x do not automatically delete messages from the subscriber's inbox.

### Solution

The Cisco Unity message storage is Microsoft Exchange, so you can use Mailbox Manager from Microsoft to automatically remove messages of any type or in any state. Mailbox Manager can also be configured to send a message to the subscriber or the system administrator, notifying them of the messages that will be removed. In order to specifically target voicemail messages, use the message class **IPM.Note.Voice.Unity** as your filter.

More information about Mailbox Manager is available at XADM: Exchange 2000 Server SP1 Mailbox Manager . Mailbox Manager is also available in Exchange 2003.

**Note:** Mailbox Manager is a Microsoft tool. All questions about the tool and requests for support must be directed to Microsoft.

Beginning with Cisco Unity versions 3.1(1) and 4.0(1), there is a utility called Message Store Manager that uses scripts to remove saved messages. For more information, refer to Message Store Manager .

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

---

## Related Information

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

---

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2007 – 2008 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Feb 02, 2006

Document ID: 23269

---