

# Unity Voice Mail Recovery Configuration Example

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## Introduction

This document describes how to set the time period for which you can recover a deleted voice mail message from the Deleted Items folder. This document also provides information on how to avoid deleting voice messages from the Exchange folder when you delete voice mails on the IP Phone.

You can delete a voice mail message directly from your Cisco Unity inbox, or you can delete a voice mail message after you open it. Sometimes you can also retrieve a deleted voice mail message from the Deleted Items folder in your Cisco Unity inbox so that you can:

- Listen to the message
- Reply to the message
- Forward the message
- Restore the message to your inbox
- Permanently delete the message

This can be useful when the subscriber deletes the message by mistake.

**Note:** If you need to access a voice mail message from the phone, it should be marked as Unread and located in the Inbox folder. If you need to read a voice mail message that is already read, perform one of these steps in the Microsoft Outlook client:

- If the message still appears in your Microsoft Outlook Inbox, then mark the message as **Unread**.
- If the message is deleted from your Microsoft Outlook Inbox, then you can move it from the Deleted Items folder back to your Inbox and mark it as **Unread**.

## Prerequisites

### Requirements

Basic knowledge of Cisco Unity Administration is necessary.

## Components Used

The information in this document is created based on Cisco Unity 4.0 and later with Microsoft Exchange Server 2000 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

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

## Background Information

Deleted messages can be recovered or retrieved from the Deleted Items folder of the Cisco Unity inbox. This is useful for when the subscriber deletes the message by mistake. But this can also cause problems if deleted messages get accumulated. They need to be purged at some time interval from the Deleted Items folder. Therefore, the Cisco Unity Administrator needs to set a time period during which you can recover deleted messages.

## Procedures

### Enable Recovery

Complete these steps in order to enable the recovery of deleted messages:

1. Go to the Unity System Admin page.
2. Click **Subscribers**.
3. Select the subscriber from the Class of Service list, and click **View**.
4. Click the **Messages** link on the Class of Service page.
5. Check **Deleted messages are copied to the deleted items folder**. If this option is not checked, there is no way to restore a lost message. If this option was checked, you can create a Microsoft Outlook account for that subscriber in the Unity Server, and then the messages will appear in the Deleted Items folder.

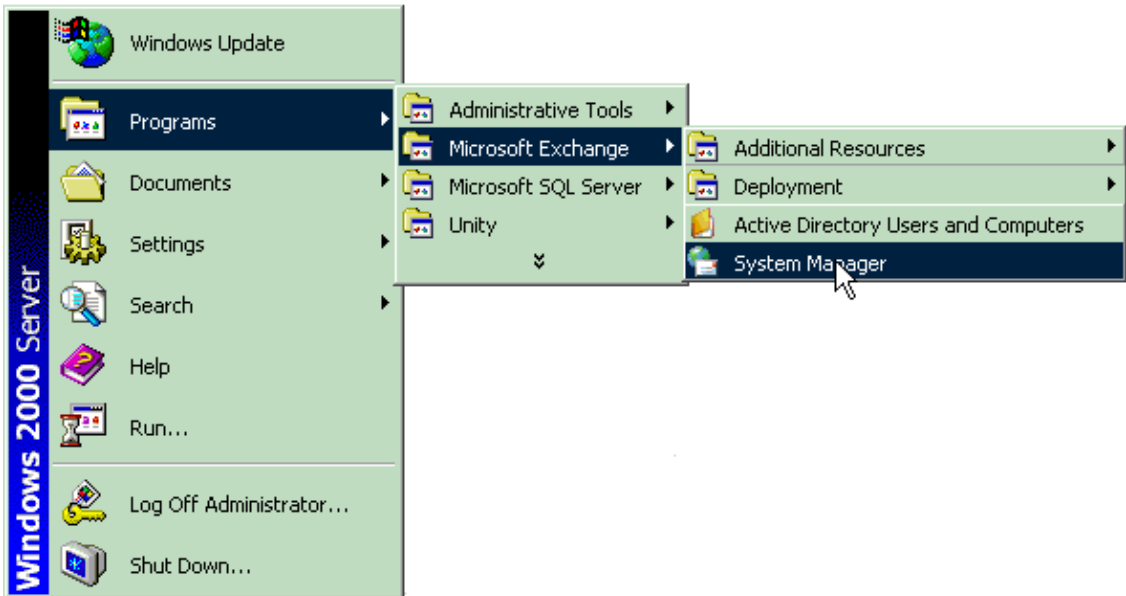
**Note:** The hard disk on the server where messages are stored can quickly run out of space when deleted messages are saved. Therefore, Cisco recommends that you do not enable this feature for every subscriber.

### Set the Time Period

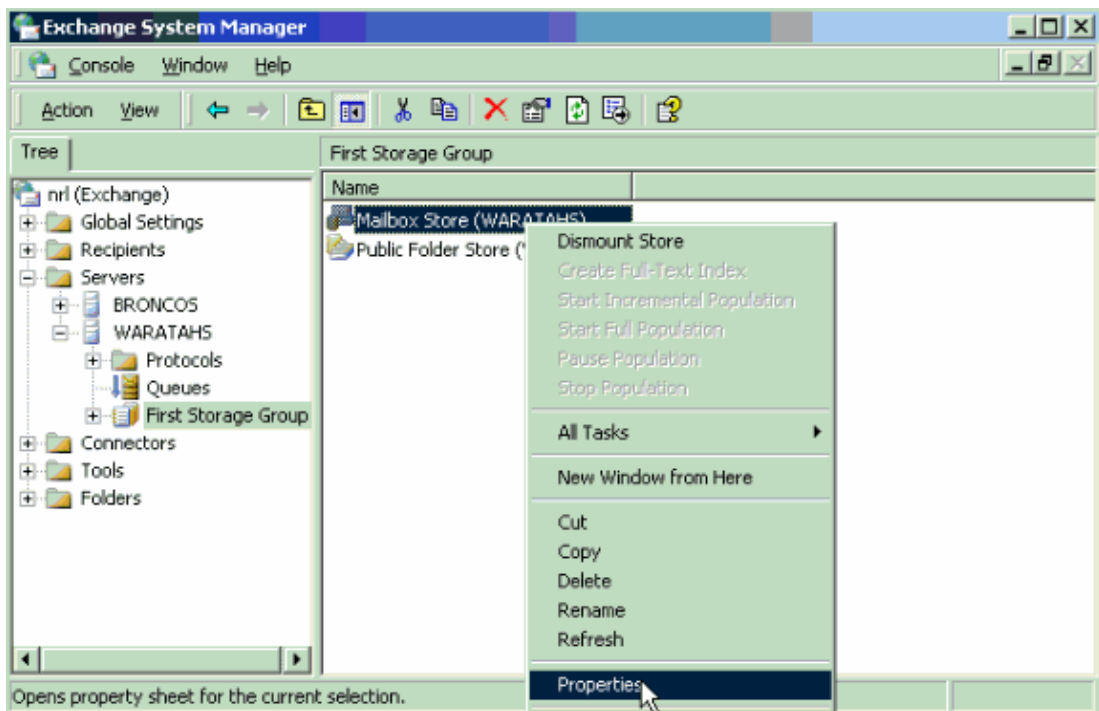
This procedure describes how to set the time period where you can recover deleted messages from the Deleted Items folder in Cisco Unity before they are permanently deleted.

The hard disk on the server where messages are stored can quickly run out of space when deleted messages are saved. In order to prevent this issue, you can use the Message Store Manager Utility, available in Tools Depot, to automatically purge messages according to the schedule you specify.

1. Choose **Start > Programs > Microsoft Exchange > System Manager** in the Cisco Unity Server.

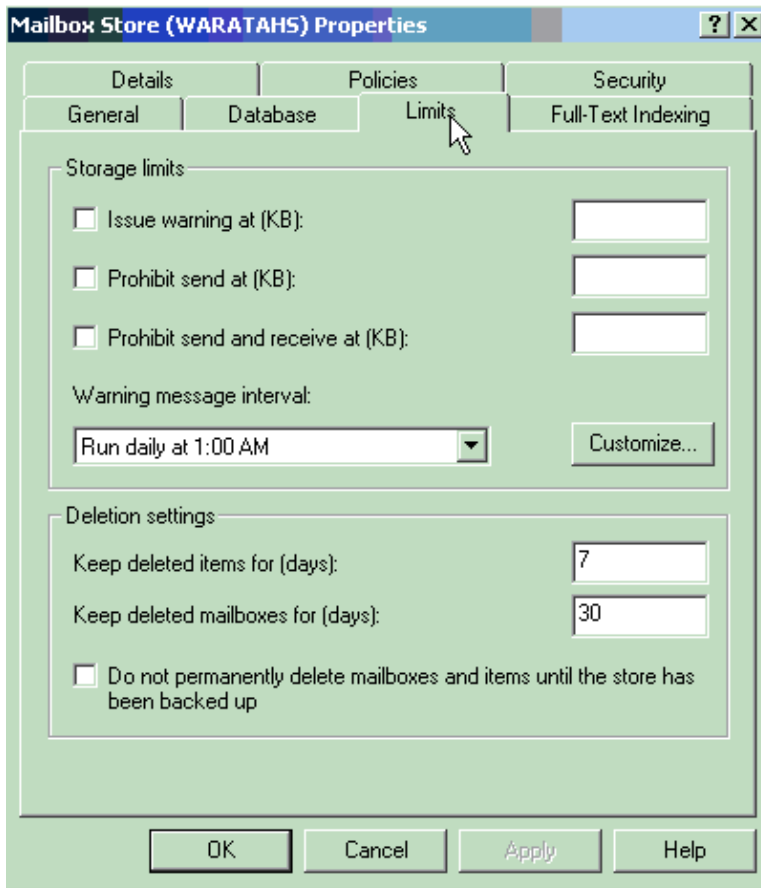


2. Expand **Servers**, and then expand the appropriate partner Exchange server.
3. Expand **First Storage Group**, right-click **Mail Store**, and choose **Properties**.

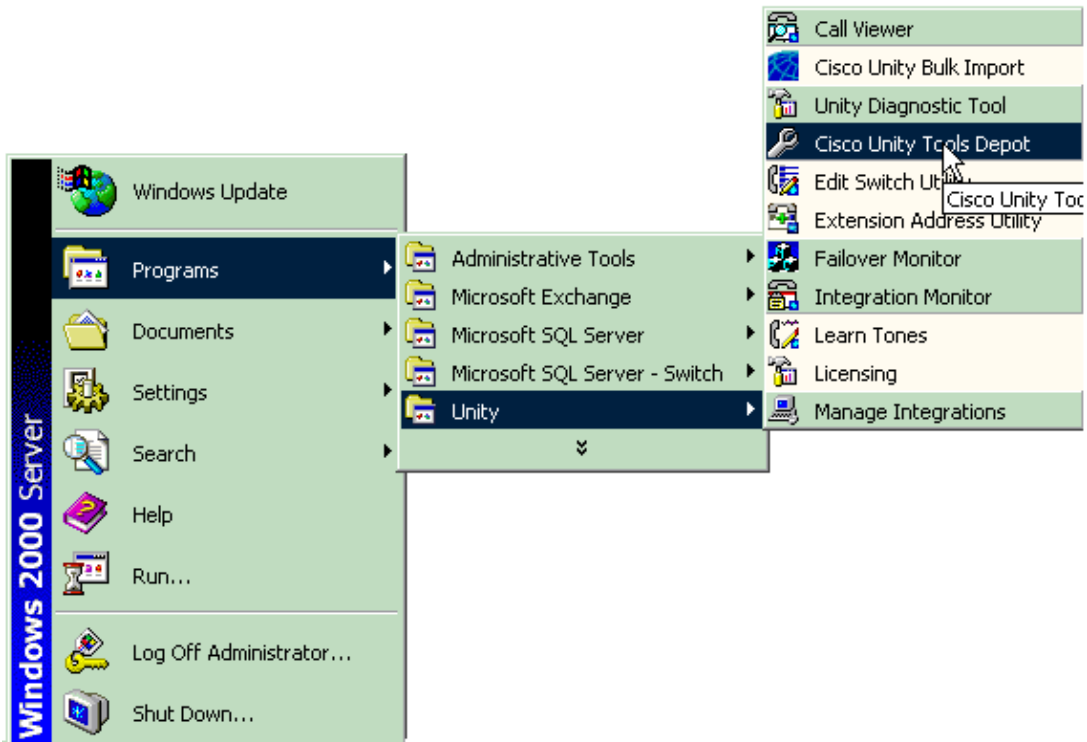


4. Click the **Limits** tab, and change the Keep deleted items for (days) parameter to the desired recovery period.

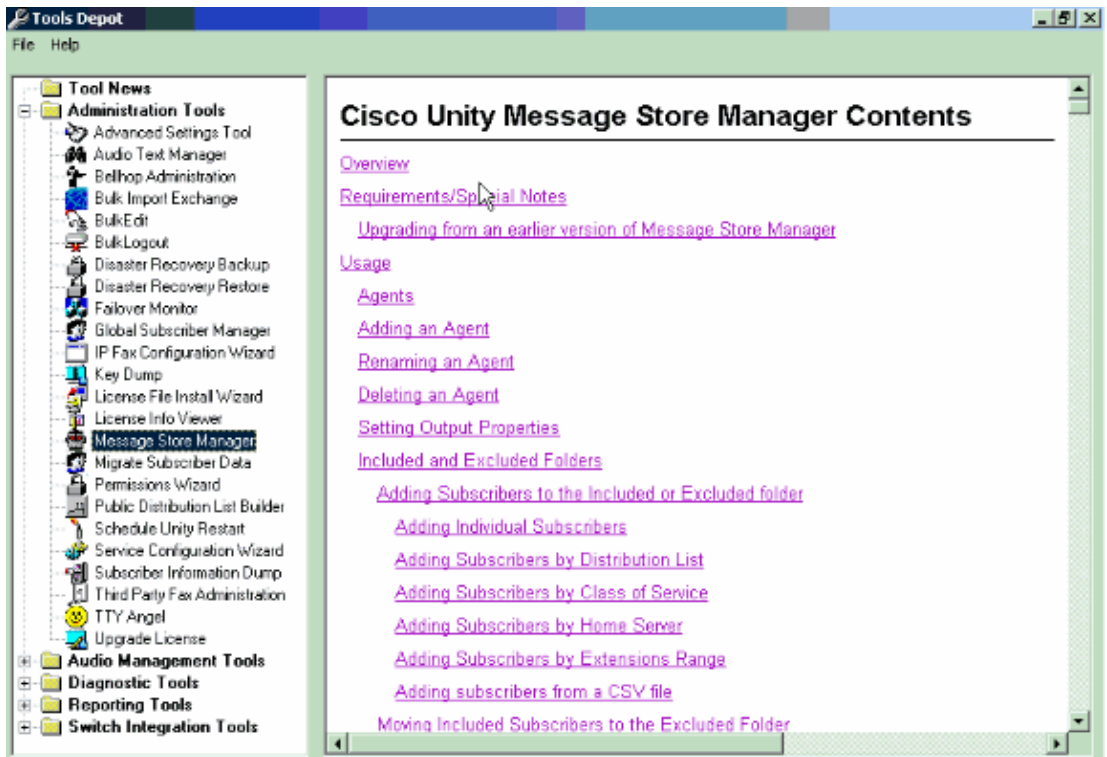
**Note:** If you check **Do not permanently delete mailboxes and items until the store has been backed up**, the messages are not deleted. Uncheck this box if you do not use a backup for messages.



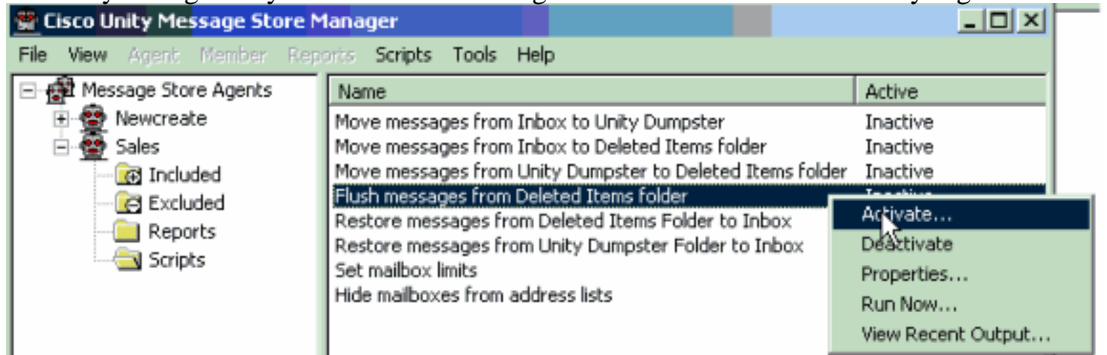
5. Go to the Cisco Unity Server, and choose **Start > Programs > Unity > Cisco Unity Tools Depot** in order to activate the *flush deleted items* script in Message Store Manager.



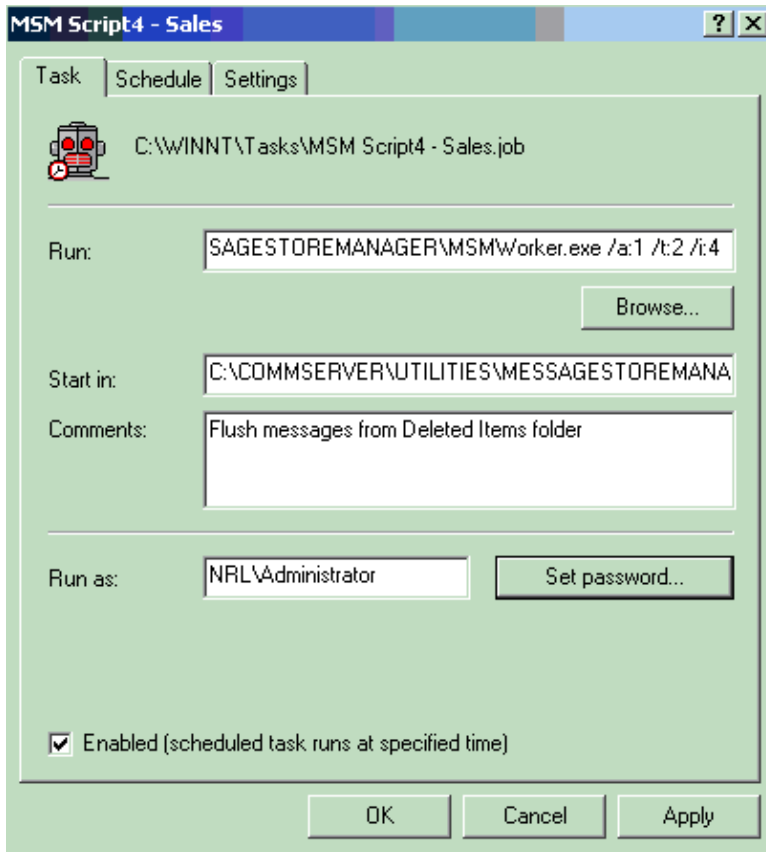
6. In the Cisco Unity Tools Depot, expand **Administration Tools**, and double-click on **Message Store Manager**. The Cisco Unity Message Store Manager window appears.



7. Choose the required Message Store Agent. In this case, it is **Sales**.
8. Click **Scripts**, right-click **Flush messages from Deleted Items folder**, and complete these steps:
  - a. Click **Activate**, and choose **Properties**.
  - b. In the Script Properties Window, set the **Message Age** to the required period. For example, you might only want to delete messages that arrived more than 14 days ago.



9. Enter the Cisco Unity Admin password, and activate the script.



**Note:** Choose **Message Store Manager > Tools > Check Mail Store Access** to check if the Message Store Agents have granted access to the Message Stores as **Yes**. Refer to Message Store Manager for more information.

## Verify

You can use the reports of each Message Store Agent to verify with the log represented in html format.

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

## 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

## Related Information

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