

# Remove Unity Subscribers from Active Directory

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## Introduction

When you use Cisco Unity Administrator in order to try to import a subscriber from one Unity server to another Unity server, it fails. This happens due to the subscriber properties that are not properly removed from the Active Directory (AD) even if the subscriber is deleted. This document describes how to use the Remove Subscriber Properties Tool, formerly known as Bunny Killer, in order to delete a subscriber from AD.

**Note:** You can also download the latest version of the Remove Subscriber Properties Tool from Cisco Unity Tools.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity administration with the System Admin Web tool
- Window 2000 Active Directory

### Components Used

The information in this document is based on the Cisco Unity 4.x.

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

The Cisco Unity Administrator is unable to import users into a new Cisco Unity server after you delete them

from another Cisco Unity server with AD.

## Remove Subscribers Before You Import

In order to import a subscriber, ensure that those properties, which tag a Cisco Unity subscriber as a Cisco Unity subscriber, are not there by mistake. For example, if a Cisco Unity server is removed from the network without proper uninstallation, this user is still tagged as a Cisco Unity subscriber and a subsequent installation of Cisco Unity is unable to import that user as subscriber again.

**Note:** The proper order for the deletion of a Unity subscriber is to delete the subscriber from the Cisco Unity first and then delete it from the Active Directory. If the subscriber is deleted only from the Active directory, the Cisco Unity recreates the removed subscriber in the Active Directory, while it does a synchronization.

## Use Remove Subscriber Properties Tool to Remove Subscribers

The Remove Subscriber Properties Tool allows you to remove the subscriber properties properly from AD accounts. Once these properties are removed, you can use Cisco Unity Admin to re-import those users. If you use Microsoft Exchange 2000 or 2003, you can run the Remove Subscriber Properties Tool from AD against those users.

Log into the Cisco Unity server as the service account when you run this tool. Complete these steps in order to remove subscriber properties:

1. Log on to the Cisco Unity server with a user account that has domain administrative privileges.
2. Launch the **Remove Subscriber Properties Tool** from the **Tools Depot** on the Cisco Unity server desktop or you can do the same from **C:\CommServer\Utilities\RemoveSubscriberProperties\RemoveSubscriberProperties.exe**, which assumes that you have installed Cisco Unity on your C drive.
3. Highlight the container where the users are located, for example, C.
4. From the right pane, select the user that you have trouble importing. You should see a *LocationId* associated with this user.
5. Right-click and choose **Remove Subscriber Properties**.
6. Click **Yes** in order to confirm the removal.

**Note:** There should now be no *LocationId* associated to this subscriber and this subscriber is now available to be imported into a Cisco Unity subscriber. If the *LocationId* still exists, then the user logged on to the Cisco Unity server does not have enough privileges. Try with a different user, preferably the Domain Administrator.

**Note:** In order to identify the last login date for the users in Cisco Unity database, go to **Start > Programs > Microsoft Exchange > System Manager**. Then browse under **Servers > The name of the server > First Storage Group > Mailbox Store > Logons**, which shows the date on which the users logged on.

## Use ADSIEdit to Remove Subscribers

You can use the ADSIEdit utility only if you have problems with the Remove Subscriber Properties Tool. Refer to Importing and Creating Subscribers In Cisco Unity for more details about the use of ADSIEdit utility.

**Note:** Remove the properties in raw mode if you use Microsoft Exchange 5.5. Refer to the Cisco Unity Version 3.x and Later Connected to Exchange 5.5 section of Importing and Creating Subscribers In Cisco Unity in order to accomplish this.

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## Related Information

- **Problems Adding Subscribers to Newly Installed Cisco Unity 3.X and 4.X Systems**
- **Active Directory Capacity Planning (Cisco Unity Versions 4.x, 3.1, and 3.0(3) and Later with Microsoft Exchange)**
- **Voice Technology Support**
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