



Default Accounts and Message Handling

Overview: Default Accounts and Message Handling

Cisco Unity uses default accounts to provide example configurations for a subscriber and for an administrator, as well to provide an owner for default entities involved in message handling, such as call handlers, distribution lists, and classes of service.

See the following sections in this chapter for more information:

- [Default Accounts, page 4-1](#)
- [Message Handling, page 4-2](#)

Default Accounts

During the installation of Cisco Unity, the installer is asked to choose the account that will be used to administer Cisco Unity. The purpose of this account is to allow administrator access to the Cisco Unity Administrator for initial setup. (See the [“About the Accounts that Can Be Used To Administer Cisco Unity”](#) section on page 2-10 for more information on administrative accounts.)

In addition to the account used to access the Cisco Unity Administrator, the Cisco Unity creates several other default accounts and public distribution lists that you use when setting up the system. The Cisco Unity default accounts are detailed below. For a description of the default public distribution lists, see the [“Message Handling”](#) section on page 4-2 and the [“Subscriber Template Distribution Lists Settings”](#) section on page 11-18.

Example Administrator

The Example Administrator account, which Cisco Unity creates during installation, demonstrates the properties of an administrator account, and serves as a default owner, message recipient, and member of the following Cisco Unity entities:

- Unaddressed Messages distribution list
- All Subscribers distribution list
- System Event Messages distribution list (by default the Example Administrator is the only member of this distribution list)
- Operator call handler (by default the Example Administrator is the only member of this distribution list)
- Opening Greeting call handler
- Good-Bye call handler

- Example Interview call handler
- Example Directory call handler
- Default Administrator Class of Service (by default the Example Administrator is the only account with this Class of Service)

The account alias is EAdministrator, and its phone password is 12345. The default extension is 99999. The Example Administrator has an Exchange mailbox and a Windows domain account.

The Example Administrator subscriber account can not be deleted from the Cisco Unity Administrator. In fact, the account includes the instructions “Do Not Delete” as part of the subscriber name. However, the account can be deleted if necessary, by using SQL and Exchange tools. For example, you might want to delete the account if the licensed subscriber limit has been reached, or the account is perceived to be a security hazard even with a strong password.

Do not delete the Example Administrator account until you have assigned the appropriate subscriber(s) or public distribution lists as message recipients or members (as appropriate) of the Cisco Unity entities with which the account is associated. For more information on the impact of deleting the Example Administrator account, see [Chapter 14, “Deleting Subscriber Accounts.”](#)

Unity Messaging System

The Unity Messaging System account sends notification when a Cisco Unity report is complete. This account also acts as a surrogate sender for messages from unidentified callers (external callers and any callers calling Cisco Unity from an internal extension that is not associated with a subscriber account, such as a conference room). Thus, subscriber messages from unidentified callers are identified as coming from the Unity Messaging System mailbox. This account also receives nondelivery receipts (NDRs) for voice messages that cannot be delivered—for example, when a subscriber mailbox is full—which it then forwards to the public distribution list called Unaddressed Messages.

The alias for this account is Unity_<servername>. The account cannot be seen in the Cisco Unity Administrator, but the account is created in the Active Directory, and the associated Exchange mailbox appears in the Exchange Administrator. The mailbox has the display name Unity Messaging System. (For information on moving the Unity Messaging System mailbox, see [“Moving the Unity Messaging System, UAmis, and UOmni Exchange Mailboxes”](#) section on page 7-22.)

Example Subscriber

This account provides an example of typical subscriber settings; it is assigned to the default subscriber class of service. The alias for the account is ESubscriber, and the password is 12345. The default extension is 99990. You may delete this account at any time.

Message Handling

How Cisco Unity Handles Subscribers Whose Mailboxes Are Full

Microsoft Exchange dictates the storage limits for subscriber mailboxes. There are three storage limits in Exchange, and the Cisco Unity phone conversation warns subscribers when they have reached each one:

- Issue Warning—When subscriber mailboxes reach the specified value for this storage limit, Cisco Unity notifies subscribers when they log on to Cisco Unity by phone by playing the prompt, “Note. Your Inbox is almost full. Please delete some messages now.”

- **Prohibit Send**—When subscriber mailboxes reach the specified value for this storage limit, subscribers are prohibited from sending messages. Cisco Unity notifies subscribers when they log on to Cisco Unity by phone and when they attempt to send a message by playing the prompt, “Sorry. Your Inbox is full. You cannot send new messages. Please delete some messages now.”
- **Prohibit Send and Receive**—When subscriber mailboxes reach the specified value for this storage limit, subscribers are prohibited from sending and receiving messages. Cisco Unity notifies subscribers when they log on to Cisco Unity by phone and when they attempt to send a message by playing the prompt, “Sorry. Your Inbox is full. You cannot send or receive new messages. Please delete some messages now.”

(For more information on Exchange 5.5 and Exchange 2000 storage limits, see the [“Setting a Maximum Size for Exchange Mailboxes”](#) section on page 7-7, or refer to the Microsoft Exchange documentation.

To lower the size of their mailboxes, subscribers can delete messages (including messages in their Deleted Items folder) by following the Cisco Unity phone conversation, or they can delete messages directly from their Inboxes.

By default, Cisco Unity does not check if a subscriber mailbox has exceeded the Prohibit Send and Receive limit before allowing a caller to leave a message, although Cisco Unity does check before sending the message to the subscriber mailbox. If the subscriber mailbox is no longer allowed to receive messages, then Cisco Unity handles the message accordingly:

- If the message was left by an unidentified caller—an outside caller or a caller from inside the organization calling from a phone that is not associated with a subscriber account (such as a conference room), Cisco Unity sends the message to the Unaddressed Messages distribution list, which should be monitored by the Cisco Unity system administrator or another subscriber.

(Note that if the mailbox(es) of the subscriber(s) who are assigned to check the Unaddressed Messages list exceed the Prohibit Send and Receive storage limit that is specified in Exchange, the messages sent to the Unaddressed Messages distribution list are lost. To avoid this problem, specify a generous value for the Prohibit Send and Receive storage limit for the mailbox of at least one subscriber who is a member of the Unaddressed Messages list and encourage the subscriber to dispose of messages promptly so that the Exchange mailbox does not fill up.)

- If the message was left by another subscriber, Cisco Unity sends a non-delivery receipt (NDR) message to the subscriber who left the message.

Cisco Unity can be set to check if a subscriber mailbox has exceeded the Prohibit Send and Receive limit when an outside caller tries to leave a message for the subscriber. When the mailbox is full, the outside caller hears the following prompt: “Sorry. You cannot record a message for <Subscriber>. This mailbox is full.” After playing the prompt, Cisco Unity transfers the caller back to the Opening Greeting and logs the following message to the Windows Application Event log: “The mailbox for [Alias: subscriber alias] is full. The subscriber cannot send or receive new voice messages until mailbox size is reduced. Mailbox size limits are specified in the message store, not Cisco Unity.”

To enable Cisco Unity to check if a subscriber mailbox is full when an outside caller tries to leave a message for the subscriber, you edit two registry keys:

- A key to allow you to specify whether Cisco Unity checks if a subscriber mailbox is full when an outside caller wants to leave a message.
- A key to allow you to enable or disable the prompt that informs callers that they cannot leave a message when the mailbox is full. (Editing this key is optional.)

See the procedure, [To enable the full-mailbox check and prompt for outside callers, page 4-4](#), for detailed instructions. Note that enabling full-mailbox checks for outside callers does not affect how Cisco Unity handles messages from other Cisco Unity subscribers to a full mailbox. Also, Cisco Unity behaves as if the full-mailbox check feature is disabled when:

- An outside caller leaves a message for a call handler whose recipient is a distribution list (for example, the default recipient for the Operator call handler is the Unaddressed Messages list).
- An outside caller leaves a message for an interview handler.

**Note**

A typical backup of the Cisco Unity server does not back up the registry. Also note that for Cisco Unity failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated.

To enable the full-mailbox check and prompt for outside callers

- Step 1** On the Cisco Unity server desktop, double-click the **Tools Depot** icon.
- Step 2** In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.
- Step 3** In the Unity Settings pane, click **Full Mailbox Check Feature**.
- Step 4** From the New Value list, click **1**, and then click **Set** so that Cisco Unity checks to see if a subscriber mailbox has exceeded the Prohibit Send and Receive limit when an outside caller wants to leave a message, and that when it has, Cisco Unity does not allow the caller to leave a message.
- Step 5** When prompted, click **OK**. You do not need to restart Cisco Unity to enable the registry change.
- Step 6** In the Unity Settings pane, click **Full Mailbox Check Prompt**.
- Step 7** From the New Value list, click **1**, and then click **Set** so that Cisco Unity plays a prompt to inform callers that they cannot leave a message when the mailbox is full.
- Step 8** When prompted, click **OK**. You do not need to restart Cisco Unity to enable the registry change.
- Step 9** Click **Exit**.
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How Cisco Unity Handles Messages Without a Specific Recipient

In some situations, messages left in Cisco Unity are not associated with a specific recipient, and so they must be screened and routed to the appropriate subscriber or call handler. A subscriber should be assigned the responsibility of reviewing these messages frequently.

Such messages are left as follows:

Unaddressed Messages distribution list

Messages that cannot be delivered because the network or a server assigned to a subscriber goes down, or because the subscriber mailbox has exceeded the Prohibit Send and Receive limit specified for the mailbox in Exchange, are forwarded to the Unaddressed Messages distribution list. By default, this distribution list contains the Example Administrator as its only member.

To route these messages properly, ensure that the Unaddressed Messages distribution list has at least one member (such as the operator) who will monitor the mailbox and handle messages that cannot be delivered. (When Cisco Unity is installed, the Example Administrator account is set as the only member of the Unaddressed Messages distribution list.) See the procedure, [To add subscribers to the Unaddressed Messages distribution list, page 7-12](#).

Note that if the mailbox(es) of the subscriber(s) who are assigned to check the Unaddressed Messages list exceed the Prohibit Send and Receive storage limit that is specified in Exchange, the messages sent to the Unaddressed Messages distribution list are lost. To avoid this problem, specify a generous value for the Prohibit Send and Receive storage limit for the mailbox of at least one subscriber who is a member of the Unaddressed Messages list and encourage the subscriber to dispose of messages promptly so that the Exchange mailbox does not fill up.

For information on adding subscribers to Unaddressed Messages distribution list, see the [“Forwarding Unaddressed Messages to the Appropriate Recipients” section on page 7-11](#). For information on public distribution lists, see the [“Overview: Public Distribution Lists” section on page 16-1](#).

System Event Messages distribution list

Messages sent from the Event Notification Utility are forwarded to the System Event Messages distribution list. By default, this distribution list contains the Example Administrator as its only member. To route these messages properly, add a subscriber (such as the operator) to the System Event Messages distribution list. For information on adding subscribers to a distribution list, see the [“Overview: Public Distribution Lists” section on page 16-1](#).

Operator, Opening Greeting, and Goodbye Call handlers

When a caller to Cisco Unity dials the operator and no operator is available, the caller can leave a message, depending on the call transfer settings for the Operator call handler. Call transfer settings in the Opening Greeting and Goodbye Call Handlers also can allow callers to leave a message. By default, messages left in the Operator, Opening Greeting, and Goodbye call handlers are sent to the Unaddressed Messages distribution list. For more information on call handler message recipient settings, see the [“Call Handler Messages Settings” section on page 19-13](#).

Example Interview

When callers are routed to the Example Interview, which gathers basic information about who they are and who they are trying to reach, the answers to the questions are routed by default to the Example Administrator. If you want these messages to be routed to another recipient, choose a subscriber (such as the operator) or a distribution list as the recipient. For information on choosing an interview response recipient, see the [“Overview: Interview Handler Settings” section on page 21-1](#).

