



Deleting Subscriber Accounts

When a subscriber leaves the organization or otherwise no longer needs a Cisco Unity account, delete the account in the Cisco Unity Administrator. When you delete a Cisco Unity subscriber account, Cisco Unity removes all data associated with the subscriber account from a SQL database on the Cisco Unity server.

In addition, Cisco Unity removes the small subset of subscriber account information is also stored in the directory:

- When your network consists only of Exchange 5.5 servers, Cisco Unity stores subscriber data in the Exchange 5.5 directory. Each subscriber account uses custom attribute fields 12 and 14 as well as the voice mail attributes of the associated Exchange mailbox.
- When your network consists only of Exchange 2000 servers, or a mixture of Exchange 2000 and Exchange 5.5 servers, Cisco Unity stores subscriber data in Active Directory. The Active Directory schema is extended to store subscriber account information.

Note that deleting the Cisco Unity account does not delete the Windows domain account (if there is one) or the Exchange mailbox for that subscriber. As needed, the Windows domain account can be deleted separately after the subscriber account is deleted in the Cisco Unity Administrator.

It is important that you delete the subscriber in the Cisco Unity Administrator before you delete associated accounts in Windows and Exchange, so that Cisco Unity can perform the following tasks:

- Delete the subscriber from other Cisco Unity accounts, handlers, or call routing rules that send calls to the subscriber.
- Prompt you to reassign to another subscriber any call handlers that the subscriber owned or was the message recipient of.
- Prompt you to reassign to another subscriber any public distribution lists that the subscriber owned, and to remove the subscriber from all public distribution lists.

When you delete a subscriber who was assigned to review the messages sent to any of the following Cisco Unity entities, make sure that you assign another subscriber or a public distribution list to replace the deleted subscriber; otherwise, messages may be “lost.”

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

- Example Interview call handler

To identify call handlers that are associated with improperly deleted accounts, run the Unresolved References report. See the [“Unresolved References Report” section on page 24-11](#) for more information.