



Deleting Subscriber Accounts

Except for the procedure on how to delete a subscriber, this chapter contains information specific to deleting regular subscriber accounts. For information on deleting external subscriber accounts, refer to the following resources, as applicable:

- To delete AMIS subscriber accounts, refer to the “Deleting AMIS Subscribers” in the “AMIS Networking” chapter in the *Networking in Cisco Unity Guide*.
- To delete Internet subscriber accounts, refer to the “Deleting Internet Subscribers” in the “SMTP Networking” chapter in the *Networking in Cisco Unity Guide*.
- To delete Bridge subscriber accounts, refer to the “Deleting Bridge Subscribers” in the “Bridge Networking” chapter in the *Cisco Unity Bridge Networking Guide*.
- To delete **VPIM subscriber accounts**, refer to the “Deleting VPIM Subscribers” in the “VPIM Networking” chapter in the *Networking in Cisco Unity Guide*.

The *Networking in Cisco Unity Guide* is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html.

The *Cisco Unity Bridge Networking Guide* is available on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html.

How to Delete a Subscriber Account

When a subscriber leaves the organization or otherwise no longer needs a Cisco Unity account, delete the account 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 do 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
- Goodbye 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 26-11 for more information.

Use the following procedure to delete a subscriber account in the Cisco Unity Administrator.

To Delete a Subscriber Account

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- Step 1** From any subscriber page, click the **Delete** icon.
- Step 2** Click **Delete**.
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What Happens When a Regular Subscriber Account Is Deleted

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 that is 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.