



CHAPTER 8

Messaging and Default Accounts Overview

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

See the following sections:

- [About Default Accounts, page 8-1](#)
- [About Message Handling, page 8-3](#)
 - [How Cisco Unity Handles New Messages, page 8-3](#)
 - [How Cisco Unity Handles Full Mailboxes, page 8-4](#)
 - [How Cisco Unity Handles Messages Without a Specific Recipient, page 8-6](#)
 - [How Cisco Unity Handles Private Messages, page 8-7](#)
 - [How Cisco Unity Handles Messages That Contain Text, page 8-7](#)

About 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 2-1 for more information about administrative accounts.)

In addition to the account that is used to access the Cisco Unity Administrator, 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.

Example Administrator

During installation, Cisco Unity creates the Example Administrator account based on the {Default Administrator} template. The account is assigned to the Default Administrator class of service, which offers the highest level of system access.

The Example Administrator has an Exchange mailbox and an Active Directory account. The account alias is EAdministrator, and the default extension is 99999. The default phone password for the Example Administrator is 12345. (Note that the default password may be different for your system. If your system is a new installation, the installer was prompted to change the default phone password for the {Default Administrator} template during installation. However, if your system was upgraded from a version earlier than Cisco Unity version 4.0(4), the installer was not prompted to change the default phone password during installation.)

To help protect Cisco Unity from unauthorized access and toll fraud, it is a good idea to specify a long—20 or more digits—and non-trivial password for this account. You can change the phone password for the Example Administrator account on the Subscribers > Subscribers > Phone Password page in the Cisco Unity Administrator at any time.

The Example Administrator account serves as a default owner, message recipient, and member of the following Cisco Unity entities:

- Unaddressed Messages distribution list (by default, the Example Administrator is the only member of this distribution list)
- All Subscribers distribution list
- Operator call handler
- Opening Greeting call handler
- Goodbye call handler
- Example Interview call handler
- Default Directory handler
- Default Administrator Class of Service (by default the Example Administrator is the only account with this class of service)

The Example Administrator subscriber account cannot 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 Server and Active Directory tools. For example, you might want to delete the account if the licensed subscriber limit has been reached, or if the account is perceived to be a security hazard even with a strong password.

Do not delete the Example Administrator account unless you have finished assigning the appropriate subscriber(s) or public distribution list(s) as message recipients or members (as applicable) of the Cisco Unity entities with which the account is associated. For more information on the impact of deleting the Example Administrator account, see the [“Deleting Subscriber Accounts” section on page 21-29](#).

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. 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 can be seen in Active Directory Users and Computers. The mailbox has the display name Unity Messaging System.

We recommend that you run the Message Store Manager Utility report on a regular basis to confirm that the Unity_<Servername> mailbox is empty (or you can view the mailbox by using Exchange System Manager). However, do not set a mailbox size limit for the Unity_<Servername> mailbox. The Unity_<Servername> mailbox should not have any messages in it, but setting a mailbox size limit may adversely affect messages passing through this mailbox.

About Message Handling

See the following sections:

- [How Cisco Unity Handles New Messages, page 8-3](#)
- [How Cisco Unity Handles Full Mailboxes, page 8-4](#)
- [How Cisco Unity Handles Messages Without a Specific Recipient, page 8-6](#)
- [How Cisco Unity Handles Private Messages, page 8-7](#)
- [How Cisco Unity Handles Messages That Contain Text, page 8-7](#)

How Cisco Unity Handles New Messages

When a subscriber listens to a new message, depending on the action that the subscriber takes while listening, Cisco Unity will either mark the message as read, or will leave the message marked as a new message.

For a new message, the following actions by the subscriber either during or after message playback will mark the message as read:

- Save
- Delete
- Skip message, mark as saved
- Hang-up (Note however that the message is marked as read only if the Mark a Message as Saved Upon Hang-up or Disconnection setting is enabled for the subscriber; otherwise, the message is marked as new)

For a new message, the following actions by the subscriber either during or after message playback will leave the message marked as new:

- Reply (and reply to all)
- Forward
- Skip message, save as new
- Skip message, save as is
- Play message properties
- Toggle urgent flag
- Play previous message
- Play next message
- Play first message
- Play last message
- Find a message by number
- Send quick message
- Call the subscriber (live reply)
- Hang-up (Note however that the message is marked as new only if the Mark a Message as Saved Upon Hang-up or Disconnection setting is disabled for the subscriber; if the setting is enabled, the message is marked as read)

How Cisco Unity Handles Full Mailboxes

This section explains what Cisco Unity subscribers and callers experience when subscribers have full mailboxes.

What Subscribers Experience When Their Mailboxes Exceed Their Limits

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

- **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, “Your Inbox is almost full. If your Inbox exceeds its storage limit, you will not be able to send or receive new messages. To reduce the size of your Inbox, delete some messages now. You will be reminded to do so each time you log on until your Inbox is no longer close to its storage limit.” A similar message is displayed in the Cisco Unity Inbox.
- **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, “Your Inbox is full. You cannot send new messages. Delete some messages now.” A similar message is displayed in the Cisco Unity Inbox.
- **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.” A similar message is displayed in the Cisco Unity Inbox.

Additionally, when a subscriber mailbox reaches the Prohibit Send And Receive limit, ViewMail will not load when the subscriber starts Outlook. The ViewMail form cannot be published until the mailbox size is reduced.

For ways in which you and subscribers can manage subscriber mailbox size, see the “Best Practices for Managing Subscriber Mailbox Size” section in the “Configuring Cisco Unity for Maintenance Tasks” chapter of the *Maintenance Guide for Cisco Unity*.

For more information on Exchange 2000 and Exchange 2003 storage limits, see the “Setting a Maximum Size for Exchange Mailboxes” section in the “Configuring Exchange for Maintenance Tasks” chapter in the *Maintenance Guide for Cisco Unity*, or see the Microsoft Exchange documentation.

The *Maintenance Guide for Cisco Unity* is available at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.

What Callers Experience When a Subscriber Mailbox Has Reached the Prohibit Send and Receive Limit

By default, Cisco Unity does not check whether 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, Cisco Unity handles the message as follows:

- If the message was left by an unidentified caller, 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 that are 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 nondelivery receipt (NDR) message to the subscriber who left the message.

Cisco Unity can be set to check whether a subscriber mailbox has exceeded the Prohibit Send and Receive limit when an outside caller tries to leave a message for the subscriber. In this circumstance, when the mailbox is full, the outside caller hears the following prompt: “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 whether 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 that Cisco Unity will check whether 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.

See the following [“To Enable the Full-Mailbox Check and Prompt for Outside Callers”](#) procedure 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 in the following circumstances:

- 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).
- When an outside caller leaves a message for an interview handler.

**Note**

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 **Cisco Unity 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 **Conversation—Full Mailbox Check Feature**.
 - Step 4** In the New Value list, click **1**, and then click **Set**.
 - Step 5** When prompted, click **OK**.
 - Step 6** In the Unity Settings pane, click **Conversation—Full Mailbox Check Prompt**.
 - Step 7** In the New Value list, click **1**, and then click **Set**.
 - Step 8** When prompted, click **OK**.
- You do not need to restart Cisco Unity to enable the registry changes.
- Step 9** Click **Exit**.
-

How Cisco Unity Handles Messages Without a Specific Recipient

In some situations, messages left in Cisco Unity are not associated with a specific recipient; these messages must be screened and routed to the applicable 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. (See the [“To Add Subscribers to the Unaddressed Messages Distribution List” procedure on page 8-6](#) for instructions.)

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.

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 any of these call handlers are sent to the Unaddressed Messages distribution list.

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.

To Add Subscribers to the Unaddressed Messages Distribution List

-
- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Public Distribution Lists** page.
 - Step 2** Click the **Find** icon.
 - Step 3** Double-click the **Unaddressed Messages** distribution list.
 - Step 4** Change settings as applicable, and then click the **Save** icon.
-

How Cisco Unity Handles Private Messages

Messages marked private cannot be forwarded by phone, from Cisco Unity ViewMail for Microsoft Outlook, or from the Cisco Unity Inbox. This includes any voice message that a Cisco Unity subscriber marked private, and as applicable, any e-mail message that a subscriber or another sender marked private in Outlook. In addition, when a message is marked private, the Copy and Copy To options are disabled on the Options menu on the Media Master control bar in ViewMail for Outlook and the Cisco Unity Inbox.

For subscribers who require more secure messaging, consider the following:

- You can set up secure messaging and enable subscribers to use it. Secure messaging provides security through the use of public/private key encryption for voice messages. Secure messages cannot be heard by anyone other than a Cisco Unity subscriber who is authenticated with their Cisco Unity server. For information on how to set up secure messaging, see the “Secure Messaging” section in the “Securing Subscriber Messages” chapter of the *Security Guide for Cisco Unity*. The guide is available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.
- You can prevent subscribers from saving any voice message—regardless of its sensitivity—to their hard disks by disabling the Copy to File option on the Options menu of the Media Master control bar in the Cisco Unity Inbox. To learn more, see Advanced Settings tool Help (in the Unity Settings list, click Unity Inbox—Disable Copy to File Option in Media Master). The Advanced Settings tool is available in Tools Depot.

How Cisco Unity Handles Messages That Contain Text

If your organization has both Voice Messaging and Unified Messaging subscribers, messaging between the two types of subscribers can be problematic. This is because Voice Messaging subscribers cannot use the Cisco Unity conversation or the Cisco Unity Inbox to access text in e-mail messages. In addition, when a message contains both a voice recording and a text message—as may be the case when a Unified Messaging subscriber uses Cisco Unity ViewMail for Microsoft Outlook to send, reply to, and forward messages to Voice Messaging subscribers, the Cisco Unity conversation and the Cisco Unity Inbox present only the voice portion of the message. Moreover, Cisco Unity informs neither the sender nor the recipient that all or a portion of a message is unavailable to the recipient.

You can set up Cisco Unity so that it rejects messages sent to Voice Messaging subscribers if the messages contain text. In this way, you can ensure that Voice Messaging subscribers receive only those messages that they can play in their entirety. At the same time, when Cisco Unity rejects messages that contain text, Unified Messaging subscribers receive a nondelivery receipt (NDR) and can learn to adjust their messaging habits accordingly.

For more information, see the following sections:

- [Using the Message Store Manager to Change How Cisco Unity Handles Messages That Contain Text, page 8-8](#)
- [Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them, page 8-8](#)
- [Task List for Setting Up Cisco Unity to Reject Messages That Are Sent to Voice Messaging Subscribers When the Messages Contain Text, page 8-11](#)

Using the Message Store Manager to Change How Cisco Unity Handles Messages That Contain Text

The Message Store Manager utility allows you to set up agents that perform the task that you assign them to do. You specify which subscriber mailboxes are members of an agent; only the mailboxes that you specify are affected by the task performed by the agent.

To set up Cisco Unity so that it rejects messages that are sent to Voice Messaging subscribers, if the messages contain text, you need to create two agents:

- The first agent applies a rule that rejects messages that contain text. The agent applies the rule to the subscriber mailboxes that you specify as agent members. You can use a Cisco Unity distribution list, class of service, extension range, or an imported CSV file to specify agent members. However, we recommend that you use a distribution list or class of service, because as you add members to the distribution list or class of service, membership in the agent will be automatically updated at the same time.
- The second agent removes the rule that was applied by the first agent from subscriber accounts that no longer need it. Once the first agent is set up, it will continue to reject messages that contain text until the second agent removes it. If you do not set up the second agent, even after you remove a subscriber from the distribution list or class of service that you specified as a member of the first agent, the first rule will continue to reject messages from that subscriber mailbox if the messages contain text. We recommend that you set up both agents at the same time, setting the second agent to remove the rule from all subscriber mailboxes on the server except those that are associated with Voice Messaging subscribers. When the agents are set up this way, you will not have to create a new agent to remove the rule from a single mailbox each time that a Voice Messaging subscriber is removed from the distribution list or class of service that you specified for the first agent.

You schedule when and how often you want each agent to run. For example, you may choose to run the agents nightly or weekly, depending on how often you add or remove subscribers from the class of service or distribution list that you use to specify agent membership. As you determine a schedule for running the agents, consider that when Voice Messaging subscribers are set to not appear in the Outlook address books, the agents will take longer to run. Also note that while an agent is running, any previously hidden mailboxes appear in address books, and then, when the agent has completed its task, the mailboxes are hidden once again. For this reason, you may want to schedule the agents to run when subscribers are not likely to use the system. (Voice Messaging subscribers are often prevented from appearing in the Outlook address book as way of discouraging people from inadvertently sending e-mail messages to a Voice Messaging account.)

When you set up the agents, you can activate the Subscriber Message Store Status report (or you can schedule the report to run at a later time) to gather detailed data about each subscriber mailbox that is a member of the agent. When the value of the VM Mailbox Rule column equals one (1), the rule associated with the first agent has been applied; when the value equals zero (0), the rule has not been applied to the mailbox.

For more information on working with Message Store Manager to set up agents and run reports, see Message Store Manager Help.

Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them

When you set up Cisco Unity so that it rejects messages sent to Voice Messaging subscribers when the messages contain text, Voice Messaging subscribers continue to receive receipts, faxes, and voice messages as before, but many other types of messages are no longer delivered. Knowing how Cisco Unity handles messages differently can help you prepare both Voice Messaging and Unified Messaging subscribers for the change.

Table 8-1 compares how Cisco Unity handles messages by default, to how Cisco Unity handles messages after you have set it to reject messages that are sent to Voice Messaging subscribers when the messages contain text. Keep in mind that when Cisco Unity rejects a message, it does so when the Voice Messaging subscriber is the sole recipient of the message, and also when the subscriber is one of many recipients, as may be the case when a message containing text is sent to a distribution list. Note that in a few cases, Cisco Unity does not reject certain types of messages that you may expect, while it rejects others that you may not expect.

Table 8-1 How Messages That Contain Text Are Handled When Sent to Voice Messaging Subscriber

Type of Message	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
Voice message with text in subject line	ViewMail	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Does not deliver message; sends an NDR to sender.
Voice message with text in subject line	Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Same as default.
Voice message with text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Voice message with a non-WAV attachment	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
Reply to voice message with voice recording and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Reply to voice message with text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
Reply to voice message with non-WAV attachment	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
Reply to voice message with no voice recording, no change to subject line, and no text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
Reply to voice message with change to text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Reply to voice message with change to subject line	ViewMail	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Does not deliver message; sends an NDR to sender.

Table 8-1 How Messages That Contain Text Are Handled When Sent to Voice Messaging Subscriber (continued)

Type of Message	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
Reply to voice message with change to subject line	Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Same as default.
Reply to voice and text message with voice recording and deletion of all text	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Reply to voice and text message with voice recording	Cisco Unity conversation	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Reply to voice and text message with voice recording	Cisco Unity Inbox or ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Reply to e-mail message with voice recording and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Reply to e-mail message with voice recording	Cisco Unity conversation or ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Reply to e-mail message with text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with voice introduction and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with non-WAV attachment	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with change to text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with change to subject line	ViewMail	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with change to subject line	Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Same as default.

Table 8-1 How Messages That Contain Text Are Handled When Sent to Voice Messaging Subscriber (continued)

Type of Message	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
Forwarded voice and text message with or without voice introduction	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Forwarded voice and text message with or without voice introduction	Cisco Unity conversation or the Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice and text message with deletion of all text	ViewMail	Delivers message as voice message.	Same as default.
Forwarded e-mail with text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
Forwarded e-mail message with voice introduction and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded e-mail message with voice introduction	Cisco Unity conversation or ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Forwarded e-mail message with no change to subject line or additional text	Cisco Unity conversation or ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
E-mail message with WAV attachment	E-mail program	Delivers message as e-mail message that Voice Messaging subscribers cannot access; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
E-mail message	E-mail program	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.

Task List for Setting Up Cisco Unity to Reject Messages That Are Sent to Voice Messaging Subscribers When the Messages Contain Text

Complete the following tasks to set up Cisco Unity so that it rejects messages that are sent to Voice Messaging subscribers when the messages contain text:

1. Identify the Voice Messaging subscribers on your Cisco Unity server. For example, create a class of service or public distribution list for Voice Messaging subscribers, and then use the Cisco Unity Administrator or Bulk Edit to assign the appropriate subscribers to it. (Note that how you differentiate Voice Messaging subscribers from Unified Messaging subscribers is up to you; nothing in the way that you created them, nor in how they are licensed, identifies them as Voice Messaging or Unified Messaging subscribers for this feature.)

2. Set up the two agents that will enable Cisco Unity to reject messages that are sent to Voice Messaging subscribers when the messages contain text. See the [“To Set Up an Agent to Reject Messages That Contain Text When the Messages Are Sent to Voice Messaging Subscribers” procedure on page 8-13](#) and the [“To Set Up an Agent to Ensure Unified Messaging Subscribers Receive Messages That Contain Text” procedure on page 8-13](#).
3. Customize ViewMail for Outlook so that when it is installed on subscriber workstations, messages that are sent to Voice Messaging subscribers are checked for text. You need to do this even if you are upgrading subscriber workstations from a customized version of ViewMail 4.1(1) to ViewMail 4.2(1). See the [“To Customize ViewMail for Outlook Version 4.1\(1\) and Later to Check for Text When Subscribers Send Messages to Voice Messaging Subscribers” procedure on page 8-14](#).
4. Install the customized version of ViewMail on all subscriber workstations. See the [“To Install the Customized Version of ViewMail on All Subscriber Workstations” procedure on page 8-14](#).

**Note**

If you already installed a standard version of ViewMail on subscriber workstations, you cannot simply install the customized version of ViewMail to enable the feature. You also cannot repair the existing installation to enable the feature. To enable the feature if you already installed a standard version of ViewMail, you must change the value of a registry key to 1 on each subscriber workstation. The registry key is HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\NoTextToVM. It is a DWORD key. You can edit the registry on each subscriber workstation, or you can use a software publishing tool to update the key value on all subscriber workstations at once.

5. Subscribers who use Microsoft Outlook 2002 and later will get a Microsoft Outlook security alert when they use the customized version of ViewMail. Tell subscribers that they can safely click Yes in response. The standard text for the security alert informs users that an application is attempting to access the Outlook Address Book, and asks them if they want to allow it. (In fact, ViewMail does not access the Address Book, but it does check for text in each message that triggers the alert.) To learn more about the Microsoft Outlook Security feature—as well as how to customize or disable it, see the Microsoft Office Assistance topic “Customizing the Outlook Security Features Administrative Package,” in the “Administering Outlook Security” chapter of the Messaging Deployment Guide on the Microsoft website.
6. Consider letting subscribers know what to expect now that Cisco Unity rejects messages sent to Voice Messaging subscribers when the messages contain text. Give everyone a list of Voice Messaging subscribers so that they know which subscribers cannot receive messages that contain text. In addition, tell Unified Messaging subscribers that if they receive an NDR in response to a message that they sent to a Voice Messaging subscriber, they should remove all text before attempting to resend the message. Remind them that NDRs can also be triggered when a recipient has a full mailbox.

**Note**

When you move a Voice Messaging subscriber mailbox from one Exchange server to another, the rules associated with the mailbox continue to work after the move. The same is true when you move a Voice Messaging subscriber from one Cisco Unity server to another. If the other Cisco Unity server is not already set up to reject messages that contain text, consider enabling it so that messages to Voice Messaging subscribers are handled consistently. Alternatively, you can create a new agent to remove the rule from the individual mailbox before moving the subscriber to the other Cisco Unity server.

To Set Up an Agent to Reject Messages That Contain Text When the Messages Are Sent to Voice Messaging Subscribers

- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, under Administrative Tools, double-click **Message Store Manager**.
- Step 3** From the File menu, click **New Agent**.
- Step 4** Enter a name for the agent, then click **OK**. For example, consider naming the agent, “Reject Text to VM Subscribers.”
- Step 5** Right-click the **Included** folder, and click the option that allows you to specify that only Voice Messaging subscribers are members of the agent. For example, if you created a class of service to identify Voice Messaging subscribers on your server, you would click Add Class of Service.
- Step 6** Click the applicable class of service or distribution list, then click **OK**.
- Step 7** Click the **Scripts** directory.
- Step 8** From the list displayed in the right pane, right-click **Add VM Mailbox Rules** and click **Activate**.
- Step 9** In the MSM Script dialog box, click the **Schedule** tab. Specify how often you want the agent to run.



Note The agent takes longer to run if any members are currently hidden from Outlook address books.

- Step 10** Click **OK** to close the MSM Script dialog box.
-

To Set Up an Agent to Ensure Unified Messaging Subscribers Receive Messages That Contain Text

- Step 1** From the File menu, click **New Agent**.
- Step 2** Enter a name for the agent, then click **OK**. For example, consider naming the agent, “Remove VM Subscribers Rule.”
- Step 3** Right-click the **Included** folder, and click the option that allows you to specify all subscribers as members of the agent. For example, if you have an All Subscribers distribution list, you would click Add Distribution List.
- Step 4** Click the applicable class of service or distribution list, then click **OK**.
- Step 5** Right-click the **Excluded** folder, and click the option that allows you to specify that Voice Messaging subscribers are excluded as members of the agent. For example, if you created a class of service to identify Voice Messaging subscribers, you would click Add Class of Service.
- Step 6** Click the applicable class of service or distribution list, then click **OK**.
- Step 7** Click the **Scripts** directory.
- Step 8** From the list displayed in the right pane, right-click **Delete VM Mailbox Rules** and click **Activate**.
- Step 9** In the MSM Script dialog box, click the **Schedule** tab and specify how often you want the agent to run.



Note The agent takes longer to run if any members are currently hidden from Outlook address books.

- Step 10** Click **OK** to close the MSM Script dialog box.
-

To Customize ViewMail for Outlook Version 4.1(1) and Later to Check for Text When Subscribers Send Messages to Voice Messaging Subscribers

-
- Step 1** Download ViewMail or browse to the ViewMail directory on the Cisco Unity DVD, as applicable. See the applicable *Release Notes for Cisco Unity ViewMail for Microsoft Outlook* for the version of ViewMail that you are customizing. The document is available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.
- Step 2** In the ViewMail directory, browse to the ENU language folder.
- Step 3** Open the **VMOInit.VBS** file in a text editor such as Notepad.
- Step 4** Enter **Session.Property("NOTEXTTOVM") = "1"** immediately before the End Function line, as shown below:
- ```
Function VMOInitFn()
rem Session.Property("EXTENSION") = ""
rem Session.Property("UNITYSERVER") = ""
Session.Property("NOTEXTTOVM") = "1"
End Function
```
- Step 5** Save the script file and close the text editor.
- Step 6** Open a Command Prompt window. (On the Windows Start menu, click **Programs > Accessories > Command Prompt**.)
- Step 7** Change to the **ViewMail > ENU** directory.
- Step 8** Enter **vmaddbin ViewMail.MSI VMOInit.VBS**, and press **Enter**. (When the script completes, your cursor returns to the command line.)
- Step 9** Close the Command Prompt window.
- 

### To Install the Customized Version of ViewMail on All Subscriber Workstations

- 
- Step 1** For the version of ViewMail that you customized in the “[To Customize ViewMail for Outlook Version 4.1\(1\) and Later to Check for Text When Subscribers Send Messages to Voice Messaging Subscribers](#)” procedure on page 8-14, review the applicable *Release Notes for Cisco Unity ViewMail for Microsoft Outlook* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html) for requirements, installation instructions, and other important information.
- Step 2** By using the ViewMail.msi file that you customized, install ViewMail on all subscriber workstations. You can install ViewMail by using any of the methods described in the applicable *Release Notes for Cisco Unity ViewMail for Microsoft Outlook*.
-