

# Cisco Unity Connection Server Unable to Purge Deleted Voice Mail

Document ID: 109468

## Contents

### Introduction

#### Prerequisites

- Requirements

- Components Used

- Conventions

**Error: Your mailbox is full. You cannot send any new messages unless you delete messages now.**

- Problem

- Solution

#### Delete Voicemail Without Saving to Deleted Items Folder

- Problem

- Solution

#### Unable to Forward Messages to External SMTP Address

- Problem

- Solution

#### CUC Plays Message from Unity Connection Messaging System

- Problem

- Solution

### Related Information

## Introduction

Deleted messages can be recovered or retrieved from the Deleted Items folder of the Cisco Unity Connection Inbox. This feature is useful when the subscriber deletes a message by mistake, but it can also cause problems if deleted messages accumulate. Messages should be purged periodically from the Deleted Items folder. This document describes how to troubleshoot the issue of deleted messages that are not purged from the Deleted Items folder.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

# Error: Your mailbox is full. You cannot send any new messages unless you delete messages now.

## Problem

You use IMAP through a Cisco Unity Connection connected to an Outlook client, and callers are told that their mail box is full even when there are no messages. In addition, this error message appears:

```
Your mailbox is full. You cannot send any new messages unless you delete messages now
```

This problem can occur when messages accumulate in the Deleted Items folder since the Cisco Unity Connection server does not purge the deleted messages.

## Solution

In order to help ensure that the hard disk that stores voice messages does not fill up, configure the Cisco Unity Connection message aging rules:

- Move read messages to the Deleted Items folder after a specified number of days. This rule is disabled by default.
- Permanently delete messages in the Deleted Items folder after a specified number of days. This rule is enabled by default.

In order to purge the deleted messages from the Deleted Items folder, complete these steps:

1. From the Cisco Unity Connection Administration page, go to **System Settings** and click **Message Aging Policy**.

Refer to Changing the Message Aging Policy for more information.

2. Make sure that the check box for **Permanently Delete Messages in the Deleted Items Folder in X Days** is checked and choose the number of days that you want to keep the voice mails in the Deleted folder.
3. Click **Save**.
4. Restart the *Connection System Agent* service.

## Delete Voicemail Without Saving to Deleted Items Folder

### Problem

When subscribers delete voice messages within Unity Connection, the messages are automatically moved to the Deleted Items folder. The issue is to find a way to force Unity Connection to automatically erase the voice messages without moving the messages to the Deleted Items folder.

### Solution

Complete these steps in order to resolve this issue:

1. Choose **Class of Service** in the left navigation pane.
2. Choose the class of service and the users who are assigned to that particular class of service in the list.
3. Navigate to Message Options, and check the **Delete Messages without saving to the Deleted Items**

**folder** check box.

**Note:** The default setting for this option is disabled (unchecked). Check this check box to indicate that Cisco Unity Connection permanently removes messages when users who are assigned to this class of service delete them. Uncheck the check box to instead have Cisco Unity Connection to move deleted messages to the Deleted Items folder, which allows users to retrieve them later.

## Unable to Forward Messages to External SMTP Address

### Problem

In Unity Connection 8.5, users cannot forward messages to external with the VMO client. This message is received:

```
message undeliverable.
```

### Solution

Go to the **Cisco Unity Connection administration** page. Then, go to **System settings > General Configuration > When a recipient can not be found** and choose **Relay Message to Smart Host**.

For more information, refer to System Administration Guide for Cisco Unity Connection.

## CUC Plays Message from Unity Connection Messaging System

### Problem

When a user calls to retrieve messages via the telephone user interface (TUI) and hits the Cisco Unity Connection subscriber, the message is played as from Unity Connection Messaging System instead of the caller ID.

### Solution

This issue is not seen when you call the publisher, but this issue is observed when the TUI calls come into the secondary server. Since the problem was observed on the Unity Connection cluster can be because appropriate services are not rebooted across cluster wide. In order to resolve this issue, reboot of the server. This is documented in Cisco bug ID CSCti37610 (registered customers only) .

## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

