

Cisco Unity 2.4.6: Voice Mail–only Account for Unified Messaging Exchange Site

Document ID: 4149

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Introduction

This document describes how to add a voice mail–only account to a Unified Messaging Exchange site. This document applies only to customers who have a main corporate site and one or more remote sites. The main site has a Cisco CallManager, Cisco Unity, and Exchange site. Each remote site has their own unique Exchange server and site. All remote users use phones that home to the Cisco CallManager at the main location.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity System Admin Web interface
- Regedit
- Exchange 5.5 Administrator

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unity 2.4.6(6.135)
- Exchange 5.5 SP 4

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

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

Problem

The problem is that the customer is unable to create Cisco Unity accounts, Unified Messaging, for the remote users as they all use their distinct Exchange server for their e-mail. The customer does not want to reinstall their remote Exchange sites in order to join the main Exchange server.

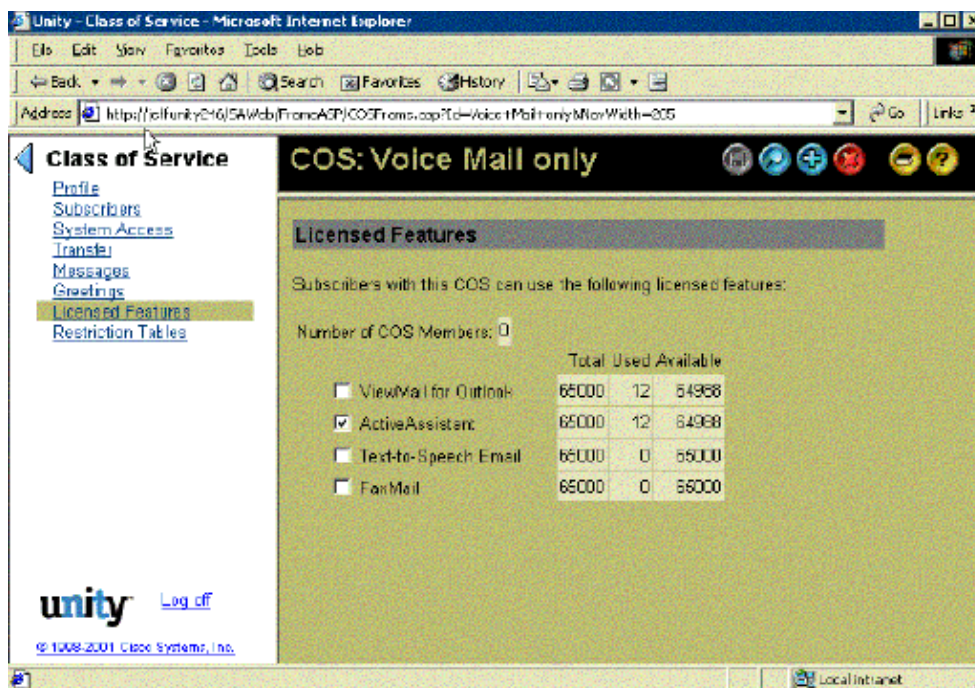
Solution

The solution is to create an Exchange account for each remote user on the main Exchange server. This account is used for voice mail only. The account needs to be designated as a voice mail account and hidden once created.

Create a Voice Mail-only Account

Complete these steps in order to create a voice mail-only account.

1. Go to the Unity Class of Service (COS) page.

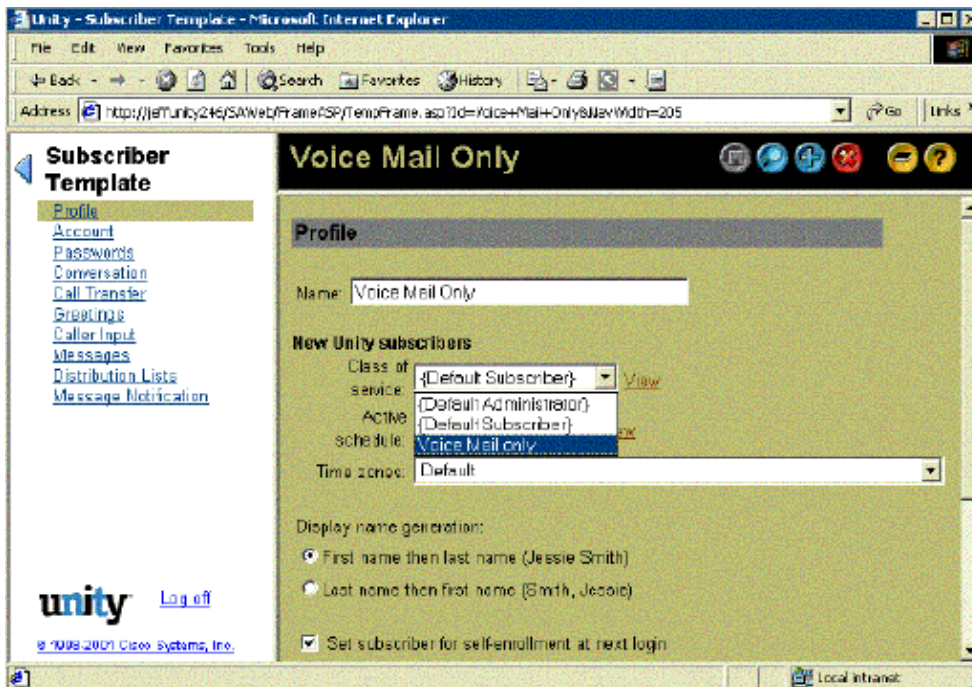


2. Create a new COS in Cisco Unity for voice mail-only users.

Make sure that **ActiveAssistant** is the only option assigned under Licensed Features. Name the COS something intuitive, such as Voice Mail Only.

3. Create a new Subscriber template to reflect the new COS.

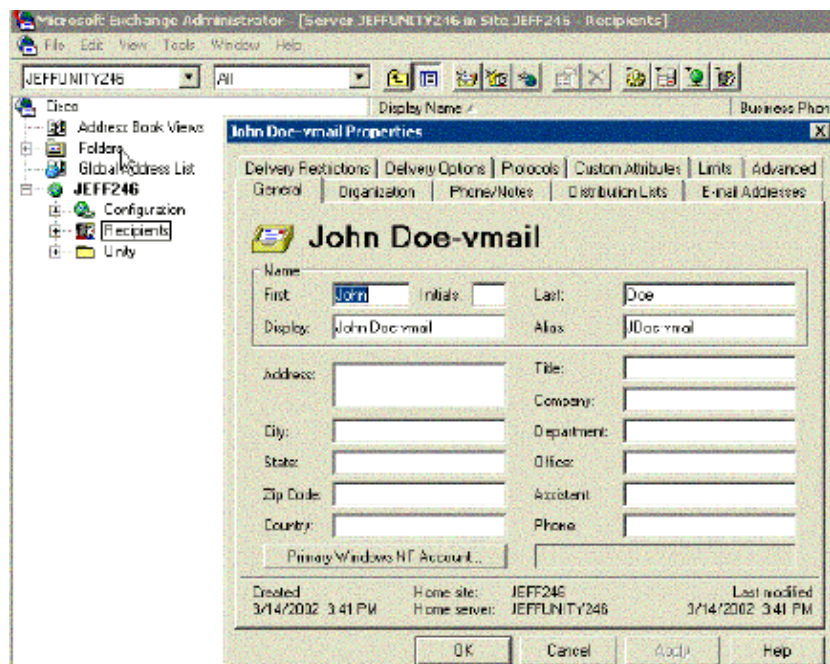
Keep the naming convention as intuitive as possible. The main difference in this template is class of service. Associate the COS created in step 1 to this Subscriber template.



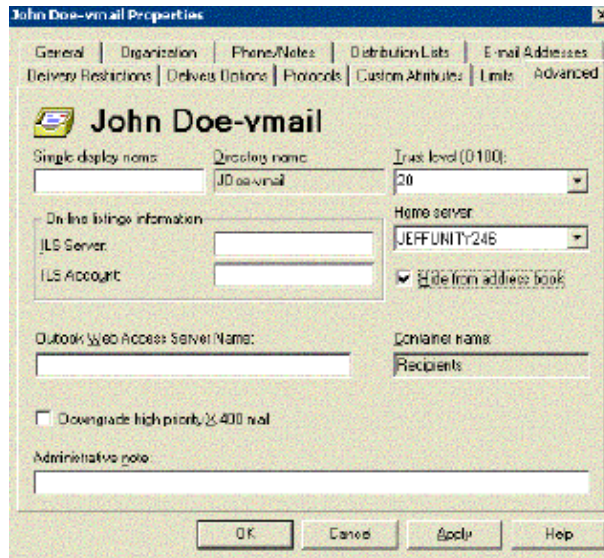
4. Create a new Exchange account for your remote user. This account does not have to be associated with an existing NT account.

- a. When Exchange prompts you to select an existing NT Account or create a new one, choose **Select an existing Windows NT account**, then click **OK**.
- b. When Exchange displays the existing accounts, do not select any. Click **OK**.

This creates an Exchange account necessary for voice mail only. Make sure the display name and alias are unique and descriptive, such as John Doe-vmail.

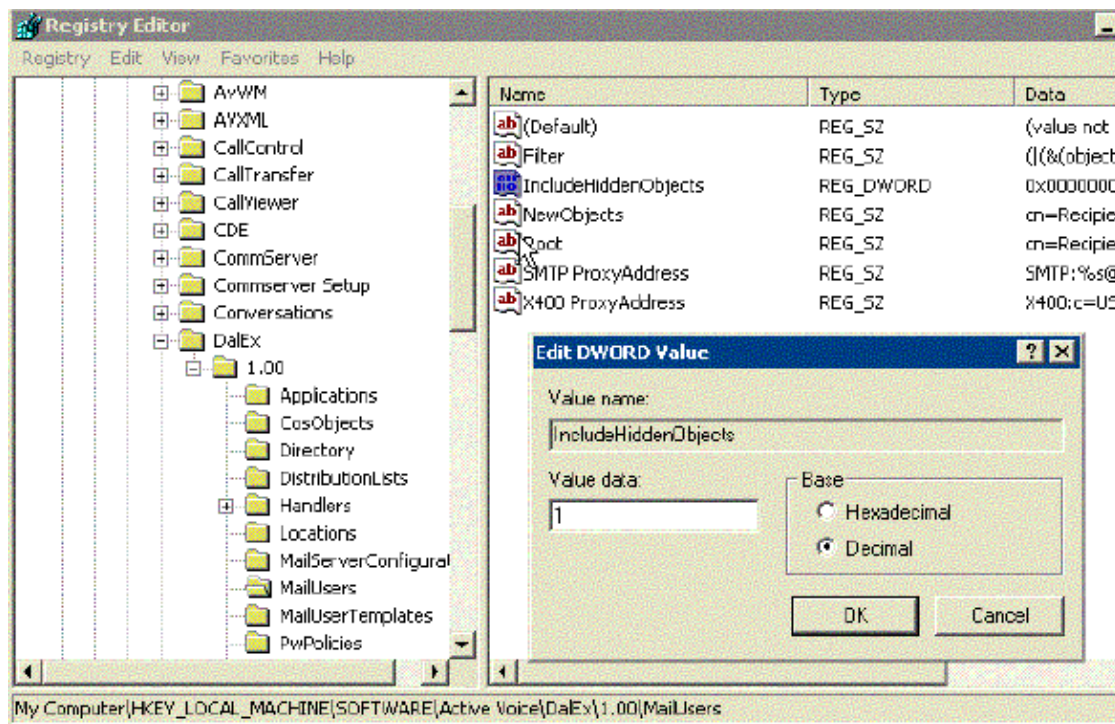


c. Go to Advanced tab and activate the **Hide from address book** option.

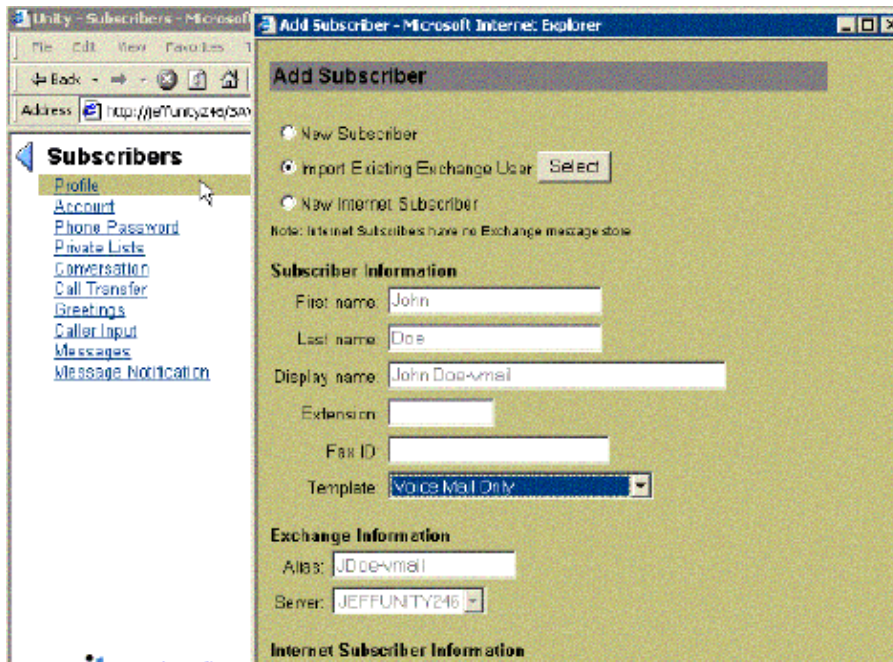


Note: Cisco Unity 2.4.5 does not support hidden accounts. If you upgraded from Unity 2.4.5 to 2.4.6, there is a Hidden Users Support that must be manually added. Complete these steps in order to add it:

- a. Go to the registry at **HKLM\Software\ActiveVoice\DaEx\1.0\MailUsers**.
- b. Add a key called **IncludeHiddenObjects** (DWORD) and set it to **1**.



- c. Restart Cisco Unity.
 - d. For hidden Distribution List support, modify a key by the same name under the **Distribution Lists** branch in DaEx\1.0.
5. Follow the procedure in Importing an Existing Exchange User in order to add the voice mail-only user , then click **Select** in order to pick the Exchange user.



Make sure you select the **Voice mail only template** that you created in step 2.
6. Assign the user the Directory Number and click **Add**.

Related Information

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

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Updated: Aug 03, 2006

Document ID: 4149
