Unity Connection Message Hunter Recalls Messages that Were Sent Accidentally

TAC   **Document ID: 117733**

Contributed by Scott Hills, Cisco TAC Engineer.
Jun 13, 2014

Contents

Introduction

This document describes a tool, Message Hunter, that is used in order to recall sent messages in Cisco Unity Connection. It is possible that a confidential message might be sent to the wrong people or a message might be sent before it is complete. In the past, it has been a difficult process to recall these message. Now, Message Hunter can assist with this problem.

Problem

A message has been sent to a User or Distribution List that must be recalled.
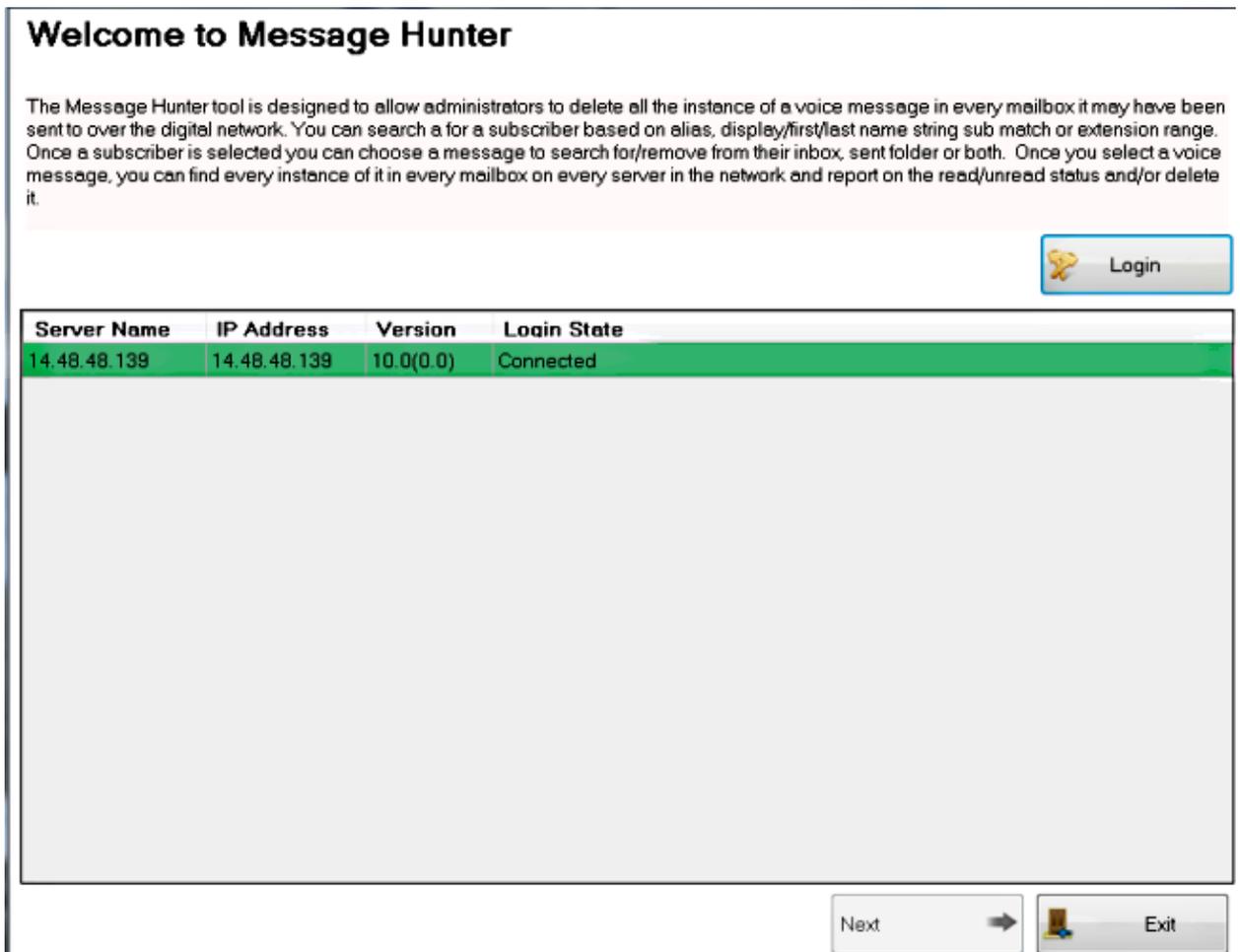
Solution

You can recall a message with a tool called Message Hunter. With this tool, you can search a user mailbox for a specific message. Then, you can find all copies of that message on other user mailboxes and delete all copies. Message Hunter also contains reporting options.

Complete these steps in order to download and use Message Hunter:

1. Download the tool from Connection Message Hunter. You also must load the Open Database Connectivity (ODBC) driver on your PC. The download site provides details and allows download of the ODBC driver. There is a video about this download in the Related Information section.

2. Log in to the tool with a Unity Connection account that has the Remote Administrator role.

3. Click the server and *Next* in order to be able to search for the user.

4. You can search for a user mailbox that received a copy of the message. If you have Unity Connection set to retain sent messages, then you can search for sent messages.

Select Subscriber

Here you can search subscribers on the Cisco Unity Connection server that you selected on previous page.

Select subscriber

Display Name

Scott Exchange

Alias

ScottExchange2010

Extension

6767

Search

Previous | Next | Exit

5. Click *Next* in order to display a drop–down menu that allows you to choose All Messages, Only Inbox Messages, or Only Sent Messages.
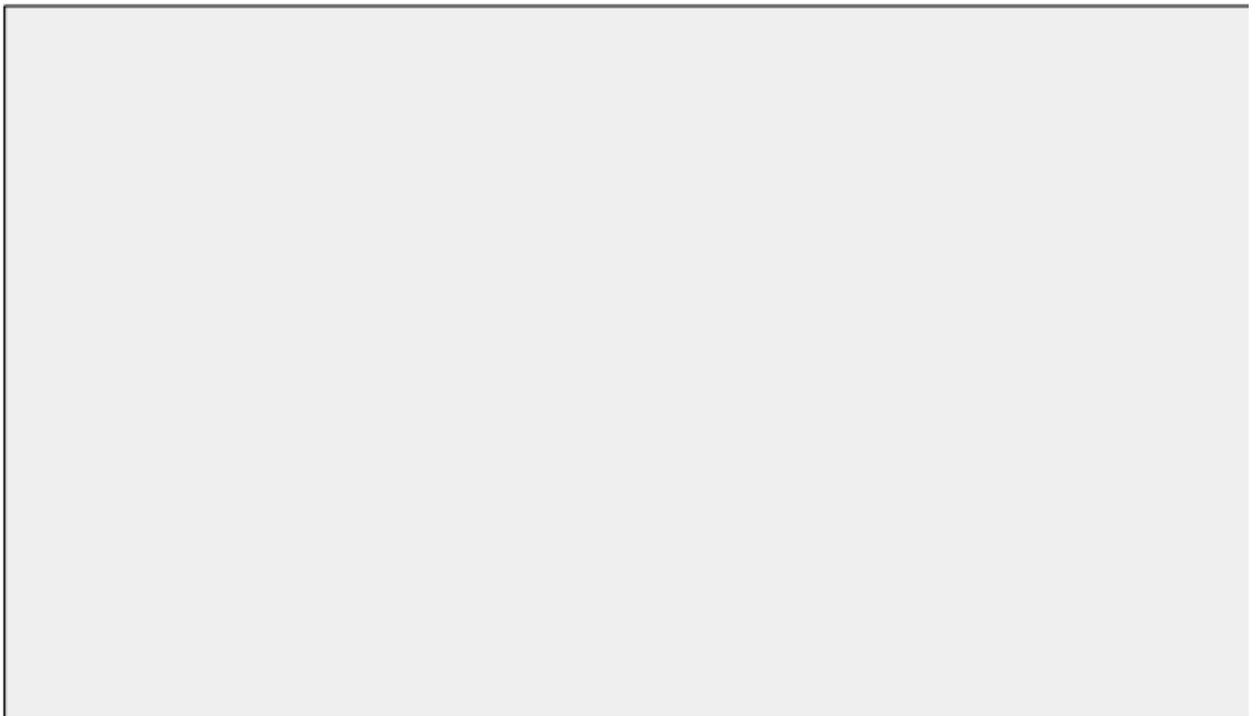
Select a Message for Deletion

Messages loading option
Subscriber: Scott Exchange
Connection Name: 14.48.48.139

Only sent messages ▼   Load Messages

Generate EML   ← Previous   Next →   🚪 Exit

6. In this scenario, the search is for a user mailbox that sent the message, so choose **Only Sent Messages**.

Note: In order for this option to display sent items on Unity Connection, you must navigate to **Web Page > System Settings > Advanced > Messaging > Sent Messages: Retention Period (in Days)** and increase the Sent Messages: Retention Period beyond 0 days before this message was sent.

Select a Message for Deletion

Messages loading option
Subscriber: Scott Exchange
Connection Name: 14.48.48.139

Only sent messages ▼   Load Messages

Read	Arrival Time	Sender Name	Caller Number	Subject
☐	5/28/2014 12:18 PM	Scott Exchange	6767	Message from Scott Exchange (6767)

Generate EML   ← Previous | Next →   Exit

7. Multiple messages might display. Choose the message that you are interested in and click *Next*.

On the next screen, a drop–down menu displays that allows you to choose which copies of messages you want deleted – All copies of the message, Only copies of message that have been seen, or Only copies of message that have not been seen.
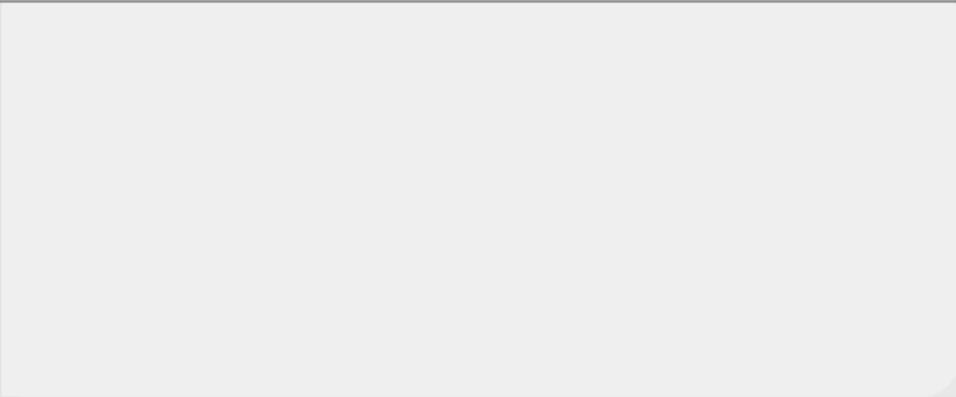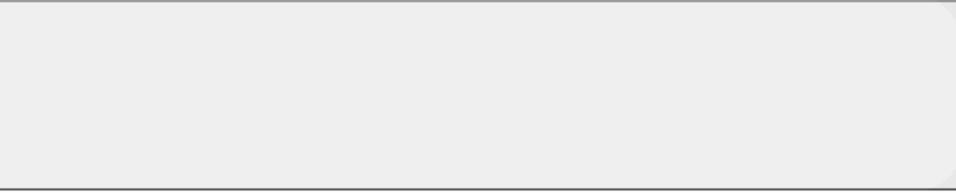
Delete Message Over Digital Network

Message search option over digital network

Message count: 0 | All copies of the message   ▾ | | Search ⟳ |

Option ☺   ← Previous | Delete All ⬤ | 🛑 Exit

8. Choose *All copies of message* and then click *Search* in order to display all of the mailboxes in which the message appears.

Delete Message Over Digital Network

Message search option over digital network.

Message count: 2

| | All copies of the message | ▼ | Search |

Count	Server Name	Arrival Time	Sender	Subject	Alias
1/2	14.48.48.139	5/28/2014 12:18:30 PM	Scott Exchange	Message from Scott Exchange (8767)	Test1
2/2	14.48.48.139	5/28/2014 12:18:30 PM	Scott Exchange	Message from Scott Exchange (8767)	ScottExchange2010

Option

Previous   Delete All   Exit

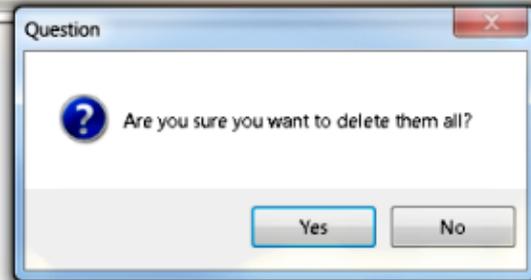9. Choose *Delete All* in order to remove the message from all of the mailboxes that contain it.

Related Information

Refer to these videos for more in−depth information.

- *Message Hunter Brief Review*
- *Message Hunter Basic Overview*
- *Message Hunter Diagnostics and Troubleshooting*
- *Installing and Configuration ODBC Access*

Updated: Jun 13, 2014   Document ID: 117733