

# Remove Voicemails to Clean Up Space in Unity Connection

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## Introduction

This document describes how to remove voicemails from the mailboxes that are using the most space in Cisco Unity Connection.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of this topic:

- Cisco Unity Connection (CUC)

### Components Used

- Cisco Unity Connection (CUC) CLI

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

## Troubleshooting

These steps are especially important when the CUC server shows error “The Current Size of the 'Mailbox Store' has exceeded the Maximum Size.”. To solve this, do these steps:

1. Open the **CUC Publisher CLI**.
2. Locate the mailboxes which are using the most space:

```
run cuc dbquery unitymbxdb1 select first 10 bytesize,description from vw_mailbox order by bytesize desc
```

3. Mark as **Deleted** the voicemails from the largest mailbox:



**Note:** Replace USERID with the actual mailbox username.

---

```
run cuc dbquery unitymbxdb1 update tbl_FolderItem set deleted = 1 where folderobjectid = (select folder
```

Else, mark as **Deleted** the voicemails from the largest mailbox within a date range:



**Note:** Replace USERID with the actual mailbox username and replace the desired dates.

---

```
run cuc dbquery UnityMbxDb1 "update tbl_FolderItem set deleted = '1' where folderobjectid = (select fol
```

4. Delete the voicemails marked as **Deleted** from the largest mailbox:



**Note:** Replace USERID with the actual mailbox username.

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```
run cuc dbquery unitymbxdb1 execute procedure csp_FolderPurge (pfolderobjectid = (select folderobjectid
```

5. Refresh the folders count:

```
run cuc dbquery unitymbxdb1 execute procedure csp_FoldersRefreshCounts()
```

Repeat these steps as many times as needed, depending on the space you need to clean up.

Once the voicemails have been deleted, wait for 30 minutes. If the issue persists, reboot the CUC server to

ensure the voicemails are completely deleted.