



CHAPTER 22

Controlling the Size of Mailboxes

To help control the size of user voice mailboxes, you can use Cisco Unity Connection Administration to specify mailbox size quotas and to change the message aging policy. See the following sections:

- [Specifying Mailbox Size Quotas, page 22-1](#)
- [Changing the Message Aging Policy, page 22-2](#)

Specifying Mailbox Size Quotas

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To help control the size of user voice mailboxes, Cisco Unity Connection lets you specify quotas, or limits, on the maximum size of voice mailboxes. By default, Connection is configured with the systemwide mailbox size quotas listed in [Table 22-1](#). To change systemwide quotas, do the “[To Change the Default Systemwide Quotas](#)” procedure on page 22-2.



Caution

Quotas are not enforced for messages left by outside callers if the “Full Mailbox Check for Outside Caller Messages” check box is not checked. This check box appears on the System Settings > Advanced > Conversations page. For more information, see Help for that page.

You can override systemwide quotas by specifying custom quotas for users and for templates. For a procedure, see the “[Mailbox-Size Quotas](#)” section in the “Setting Up Features and Functionality That Are Controlled by User Account Settings” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Table 22-1 Mailbox-Size Quotas

Quota Level	Mailbox Size That Triggers Quota Action	Action When Quota Is Reached	Recording Time in Minutes Before Quota Is Reached				
			G.711 Mu-Law	G.711 A-Law	G.726 32 Kbps	PCM 8 kHz	G.729a
Warning	12 megabytes	The user is warned that the mailbox is reaching the maximum size allowed.	25	25	50	50	200
Send	13 megabytes	The user is prevented from sending any more voice messages.	27	27	54	54	217
Send/Receive	14 megabytes	The user is prevented from sending or receiving any more voice messages.	31	31	61	61	246

To Change the Default Systemwide Quotas

Step 1 In Cisco Unity Connection Administration, expand **Message Storage**, then click **Mailbox Quotas**.

Step 2 Set values for the following quotas, as applicable, by clicking **Custom** and then entering a value (in megabytes) in the adjacent field:

- Warning Quota
- Send Quota
- Send/Receive Quota

Note that the value for Warning Quota must be smaller than or equal to the value for Send Quota, and that the value for Send Quota must be smaller than or equal to the value for Send/Receive Quota.

Step 3 Click **Save**.

Changing the Message Aging Policy

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To help ensure that the hard disk where voice messages are stored does not fill up, you can configure Cisco Unity Connection message aging rules to automatically:

- 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.
- Based on the age of the messages, permanently delete secure messages that have been touched in any way (for example by saving, deleting, or opening but then saving messages as new). This rule is disabled by default.
- Based on the age of the messages, permanently delete all secure messages regardless of whether users have listened to or touched the messages in any way. This rule is disabled by default.

You can enable or disable these message aging rules, and you can specify a different number of days for each rule. You can also enable or disable the message aging policy; disabling the policy means that the rules are not enforced regardless of their settings.

If the message aging policy is enabled, and if one or more message aging rules are enabled, you can still disable message aging for individual users on the Voice Mailbox page. However, if the message aging policy is disabled, you cannot enable it for individual users.

Some of the message aging rules are based on when a message was last modified. To modify the status of a message, a user must do one of the following:

- In the Cisco Unity Inbox, mark the message as new, mark the message as deleted, or change the message subject, and click **Save**.
- From the phone interface, choose the option to mark the message as new, resave the message, delete the message, or restore a deleted message as saved.

Simply listening to the message, without choosing one of these options, does not change the status of the message.

To Change the Message Aging Policy

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- Step 1** In Cisco Unity Connection Administration, expand **Message Storage**, then click **Message Aging Policy**.
- Step 2** Change settings as applicable. See Help for information on individual fields.
- Step 3** Click **Save**.
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When the message aging policy is enabled for Connection, you can enable or disable the message aging policy for individual users and templates. (By default, user templates specify that message aging is enabled for users.)

For information on changing the message aging policy for individual users and for templates, see the “[Message Aging](#)” section in the “Setting Up Features and Functionality That Are Controlled by User Account Settings” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

