



# CHAPTER 7

## Mailbox Stores

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## Search Mailbox Stores

**Table 7-1**      **Search Mailbox Stores Page**

| Field           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mail Database   | <i>(Display only)</i> The system name for a specified Cisco Unity Connection mailbox store.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Access Enabled  | <i>(Display only)</i> Indicates whether access to the mailbox store is currently enabled. When a mailbox store is disabled, you cannot move mailboxes into it or out of it.<br><br>Access is always enabled except when the mailbox store is being backed up or when access has been manually disabled.                                                                                                                                                                                                                                                                                                                                                                                                 |
| Status          | <i>(Display only)</i> Indicates the current status of the mailbox store. Possible values include OK, Creating, Creation Failed, Deleting, and Deletion Failed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Display Name    | <i>(Display only)</i> The name of the mailbox store.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Delete Selected | To delete a mailbox store, check the check box to the left of the value of Mail Database for that store, and click Delete Selected. You can delete multiple mailbox stores at once.<br><br>To delete a mailbox store, you must: <ul style="list-style-type: none"><li>• Log on to Cisco Unity Connection Administration on the publisher server as a user who has the System Administrator role.</li><li>• Move all of the mailboxes out of the mailbox store.</li><li>• Change all templates that currently create new mailboxes in the mailbox store you are deleting so that they create new mailboxes in another mailbox store.</li></ul> You cannot delete the default mailbox store, UnityMbxDb1. |

**Table 7-1** Search Mailbox Stores Page (continued)

| Field   | Description                                                                                                                                                                        |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Add New | To add a new mailbox store, click Add New. You must be logged on to Cisco Unity Connection Administration on the publisher server as a user who has the System Administrator role. |

**See Also**

- The “[Managing Mailbox Stores](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.

## New Mailbox Store

Revised May 2009

**Table 7-2** Add Mailbox Store Page

| Field                       | Description                                                                                                                                                                                                                                                                                    |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Display Name                | Enter a name that describes something about the mailbox store, for example, the department whose mailboxes are stored in the mailbox store.                                                                                                                                                    |
| Maximum Size Before Warning | The maximum size that you want Cisco Unity Connection to allow for this mailbox store. If the mailbox store reaches 90 percent of this value, Connection logs a warning in the system log. If the mailbox store reaches 100 percent of this value, Connection logs an error in the system log. |

**See Also**

- 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*.
- The “[Controlling the Size of Mailboxes](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.
- The “[Managing Mailbox Stores](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.

## Edit Mailbox Store

Revised May 2009

**Table 7-3** Edit Mailbox Store Page

| Field         | Description                                                                                                                                 |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Display Name  | Enter a name that describes something about the mailbox store, for example, the department whose mailboxes are stored in the mailbox store. |
| Mail Database | (Display only) The system name for a specified Cisco Unity Connection mailbox store.                                                        |
| Server        | (Display only) The name of the Cisco Unity Connection server.                                                                               |

**Table 7-3**      **Edit Mailbox Store Page (continued)**

| Field                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Access Enabled              | To enable full Cisco Unity Connection functionality, check the Access Enabled check box.<br><br>If the Access Enabled check box is not checked, Connection users cannot check messages, and you cannot change mailbox store settings in Cisco Unity Connection Administration. However, callers can still leave messages, which are queued for delivery when the mailbox store is available again. You can still change directory settings in Connection Administration, and users can change settings by using the Cisco Unity Assistant and Cisco Unity Personal Call Transfer Rules. |
| Number of Mailboxes         | <i>(Display only)</i> The number of voice mailboxes in the database that is specified in the Mail Database field.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Current Size (Kilobytes)    | The amount of hard disk space currently occupied by all messages in the mailbox store.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Maximum Size Before Warning | The maximum size that you want Cisco Unity Connection to allow for this mailbox store. If the mailbox store reaches 90 percent of this value, Connection logs a warning in the system log. If the mailbox store reaches 100 percent of this value, Connection logs an error in the system log.                                                                                                                                                                                                                                                                                          |
| Creation Date               | <i>(Display only)</i> Shows the date and time when the mailbox store was created.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

**See Also**

- The “[Managing Mailbox Stores](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.

## Search Mailbox Stores Membership

**Table 7-4**      **Search Mailbox Stores Membership Page**

| Field                             | Description                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Choose Membership Type            | Choose whether you want to search the mailbox store for user mailboxes or for templates that create mailboxes in this mailbox store.                                                                                                                                                                                                            |
| Find User Mailboxes/<br>Templates | If you chose a membership type of User Mailbox, enter specifications for the mailboxes that you want to find, and click Find.<br><br>If you chose a membership type of User Template, enter specifications for the templates that you want to find, and click Find.                                                                             |
| Move Selected Mailboxes           | Available only if you chose a membership type of User Mailbox.<br><br>To move mailboxes to another mailbox store, check the check boxes for the mailboxes that you want to move, choose the mailbox store to which you want to move mailboxes, and click Move Selected Mailboxes.                                                               |
| Assign Selected Templates         | Available only if you chose a membership type of User Template.<br><br>To change templates so that they create mailboxes in another mailbox store, check the check boxes for the templates that you want to update, choose the mailbox store in which you want the selected templates to create mailboxes, and click Assign Selected Templates. |
| Alias                             | A unique text name for a mailbox.                                                                                                                                                                                                                                                                                                               |
| First Name                        | The first name of the user or contact.                                                                                                                                                                                                                                                                                                          |
| Last Name                         | The last name of the user or contact.                                                                                                                                                                                                                                                                                                           |

**Table 7-4**      **Search Mailbox Stores Membership Page (continued)**

| Field        | Description                                      |
|--------------|--------------------------------------------------|
| Display Name | ( <i>Display only</i> ) The name of the mailbox. |

## Message Aging Policy

**Table 7-5**      **Message Aging Policy Page**

| Field                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enabled                                                                  | <p>If message aging rules are selected, check this check box to cause the rules to be enforced, or uncheck this check box to cause the rules to be ignored.</p> <p>If no message aging rules are selected, this check box has no effect.</p>                                                                                                                                                                                                                                                                                                                                           |
| Move Saved Messages to the Deleted Items Folder in ____ Days             | Cisco Unity Connection automatically moves messages to the Deleted Items folder the specified number of days after they were last saved. Note that simply listening to a message is not sufficient to reset the clock and prevent the message from being moved to the Deleted Items folder after the specified number of days. The user must explicitly choose the option to save the message.                                                                                                                                                                                         |
| Permanently Delete Messages in the Deleted Items Folder in ____ Days     | Cisco Unity Connection automatically deletes messages the specified number of days after they are moved to the Deleted Items folder.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Permanently Delete Secure Touched Messages That Are Older Than ____ Days | <p>When this aging rule is enabled, Cisco Unity Connection automatically deletes secure messages that are older than the specified number of days and have been have touched by users in some way (for example by saving, deleting, or opening and then saving the messages as new).</p> <p>For example, if this rule is configured to age a touched message after 7 days and a user comes back from a 14-day vacation, any secure message older than 7 days is deleted soon after the user touches it. (The task that deletes aged messages runs approximately every 30 minutes).</p> |
| Permanently Delete All Secure Messages That Are Older Than ____ Days     | <p>When this aging rule is enabled, Cisco Unity Connection automatically deletes all secure messages that are older than the specified number of days. Note that the deletion occurs regardless of whether users have listened to or touched the messages in any way.</p> <p>This aging rule is useful for companies that want to enforce a strict message retention policy or are trying to meet the message retention requirements of the Sarbanes-Oxley Act.</p>                                                                                                                    |

### See Also

- The “[Changing the Message Aging Policy](#)” section in the “Controlling the Size of Mailboxes” chapter of the *System Administration Guide for Cisco Unity Connection*.

# Edit Systemwide Mailbox Quotas

**Table 7-6**      *Edit Systemwide Mailbox Quotas Page*

| Field              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Warning Quota      | <p>When a user is configured to use system settings for voice mailbox quotas, and when the mailbox for that user reaches the size specified in the Warning Quota field, the user is warned that the mailbox is reaching the maximum size allowed.</p> <p>The default Warning Quota is 12 megabytes. This translates to approximately 200 minutes of recording with the G729a codec, and approximately 25 minutes of recording with the G711 codec.</p> <p><b>Note</b>    The value for Warning Quota must be smaller than the value for Send Quota, and the value for Send Quota must be smaller than the value for Send/Receive Quota.</p>          |
| Send Quota         | <p>When a user is configured to use system settings for voice mailbox quotas, and when the mailbox for that user reaches the size specified in the Send Quota field, the user is prevented from sending any more voice messages.</p> <p>The default Send Quota is 13 megabytes. This translates to approximately 217 minutes of recording with the G729a codec, and approximately 27 minutes of recording with the G711 codec.</p> <p><b>Note</b>    The value for Warning Quota must be smaller than the value for Send Quota, and the value for Send Quota must be smaller than the value for Send/Receive Quota.</p>                              |
| Send/Receive Quota | <p>When a user is configured to use system settings for voice mailbox quotas, and when the mailbox for that user reaches the size specified in the Send/Receive Quota field, the user is prevented from sending or receiving any more voice messages.</p> <p>The default Send/Receive Quota is 14 megabytes. This translates to approximately 233 minutes of recording with the G729a codec, and approximately 29 minutes of recording with the G711 codec.</p> <p><b>Note</b>    The value for Warning Quota must be smaller than the value for Send Quota, and the value for Send Quota must be smaller than the value for Send/Receive Quota.</p> |

## See Also

- The “[Controlling the Size of Mailboxes](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.

