



CHAPTER 7

Cisco Unity Connection 8.x Mailbox Store Settings

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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. 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.

Table 7-1 Search Mailbox Stores Page (continued)

Field	Description
Delete Selected	<p>To delete a mailbox store, check the check box to the left of the value of Mail Database for that store, and select Delete Selected. You can delete multiple mailbox stores at once.</p> <p>To delete a mailbox store, you must:</p> <ul style="list-style-type: none"> • Sign in to Cisco Unity Connection Administration on the publisher server as a user who has the System Administrator role. • Move all of the mailboxes out of the mailbox store. • 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. <p>You cannot delete the default mailbox store, UnityMbxDb1.</p>
Add New	To add a new mailbox store, select Add New. You must be signed in to Cisco Unity Connection Administration on the publisher server as a user who has the System Administrator role.

See Also

- The “[Managing Mailbox Stores in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

New Mailbox Store

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 in Cisco Unity Connection 8.x” section in the “[Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 8.x](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/user_mac/guide/8xcucmacx.html.
- The “[Controlling the Size of Mailboxes in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

- The “[Managing Mailbox Stores in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Edit Mailbox Store

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	<i>(Display only)</i> The system name for a specified Cisco Unity Connection mailbox store.
Server	<i>(Display only)</i> The name of the Cisco Unity Connection server.
Mounted	To enable full Cisco Unity Connection functionality, check the Mounted check box. If the Mounted 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 Connection Messaging Assistant and Cisco Unity Connection 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.
Total Size of All Voice Messages and Attachments	The amount of hard disk space currently occupied by all messages in the mailbox store. This includes voice messages and any attachments, for example, PDF files, which may be attached to a voice message that was sent by an IMAP client. Voice messages and attachments are not stored in the database; each .wav file and each attachment is stored in a file on a separate portion of the hard disk. The text associated with voice messages, if any, is stored in the database, not where voice messages are stored.
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 in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Search Mailbox Stores Membership

Table 7-4 Search Mailbox Stores Membership Page

Field	Description
Choose Membership Type	Select whether you want to search the mailbox store for user mailboxes or for templates that create mailboxes in this mailbox store.
Find User Mailboxes/Templates	If you chose a membership type of User Mailbox, enter specifications for the mailboxes that you want to find, and select Find. If you chose a membership type of User Template, enter specifications for the templates that you want to find, and select Find.
Move Selected Mailboxes	Available only if you chose a membership type of User Mailbox. To move mailboxes to another mailbox store, check the check boxes for the mailboxes that you want to move, select the mailbox store to which you want to move mailboxes, and select Move Selected Mailboxes.
Assign Selected Templates	Available only if you chose a membership type of User Template. To change templates so that they create mailboxes in another mailbox store, check the check boxes for the templates that you want to update, select the mailbox store in which you want the selected templates to create mailboxes, and select 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.
Display Name	(<i>Display only</i>) The name of the mailbox.

Edit Systemwide Mailbox Quotas

Table 7-5 Edit Systemwide Mailbox Quotas Page

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

Table 7-5 *Edit Systemwide Mailbox Quotas Page (continued)*

Field	Description
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>Note 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>
Full Mailbox Check for Outside Caller Messages	<p>Indicates whether Cisco Unity Connection first determines if a user mailbox is full before allowing an outside caller to leave a message for the user. (The maximum size of a mailbox is determined by quota settings either on the Message Storage > Mailbox Quotas page or, if the quota is overridden for an individual user, on the Mailbox page for that user.)</p> <p>When this check box is checked, if the user mailbox is full, the outside caller is not allowed to leave a message.</p> <p>When this check box is not checked, Connection does not determine whether the mailbox is full; the outside caller is allowed to leave the message even if mailbox is full.</p> <p>Note that this setting is applicable only to outside callers. If a Connection user signs in and sends a message to another user, Connection always checks whether the user mailbox is full regardless of whether this setting is enabled.</p> <p>Default setting: Check box not checked.</p>

See Also

- The “[Controlling the Size of Mailboxes in Cisco Unity Connection 8.x](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Search Message Aging Policy

Table 7-6 *Search Message Aging Policy Page*

Field	Description
Display Name	<p>The name of the message aging policy.</p> <p>Select the Display Name to go to the specific page for the class of service.</p>
Enabled	<p>If a message aging policy is enabled, the value of this column is True. If the policy is disabled, the value is false.</p> <p>To change the setting for a message aging policy, select the display name of the policy, and check or clear the Enabled check box.</p>
Delete Selected	To delete a message aging policy, check the check box to the left of the display name, and select Delete Selected. You can delete multiple message aging policies at once.
Add New	To add a message aging policy, select the Add New button. A new page opens, on which you enter data applicable to the new message aging policy.

New Message Aging Policy

Table 7-7 *Add Message Aging Policy Page*

Field	Description
Name	The name of the new message aging policy. Enter a name that will help you identify the policy later, for example, “Executives” or “All rules enabled.” This is especially useful if you are creating a large number of policies.

Message Aging Policy

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Table 7-8 *Message Aging Policy Page*

Field	Description
Display Name	The name of the message aging policy that was entered when the policy was created. You can enter changes to the name at any time.
Enabled	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. If no message aging rules are selected, this check box has no effect.

Message Aging Rules Based on When the Message Was Last Modified


Move New Messages to the Saved Messages Folder in ____ Days	<p>When this aging rule is enabled, Cisco Unity Connection automatically moves new messages to the Saved Messages folder the specified number of days after they were received.</p> <p>This option is most commonly used when the message action for a user is set to “Accept and Relay the Message,” which causes messages to be forwarded to an email address. If the user always checks voice messages by using the email inbox instead of by using Connection, checking this check box prevents the Connection inbox for the user from filling up.</p>
 <p>Caution</p>	<p>This rule, along with the other two message aging rules based on when the message was last modified, can cause voice messages to be deleted without the user ever knowing the messages existed.</p>
	<p>For example, suppose a policy is enabled and all three rules are enabled. If a user who is configured to use the policy goes on leave for longer than the number of days required for Connection to move the message to the Saved Messages folder, move the message again to the Deleted Items folder, and finally to delete the message, the user will have no indication that the message was ever received unless email or another type of notification is enabled. (A message waiting indicator on the user phone is turned off when all new messages are moved to the Saved Messages folder.)</p>

Table 7-8 **Message Aging Policy Page (continued)**

Field	Description
Send Alert to User Prior to Moving New Messages (Cisco Unity Connection 8.5 and later only)	<p>(Applicable only when the Move New Messages to the Saved Messages Folder in ____ Days check box is checked) Check this check box if you want users to be alerted prior to the action of moving their new messages to the saved messages folder. This field is used in conjunction with the Number of Days Alert Is Sent Prior to Moving Messages field to provide users with an email alert sent out the specified number of days prior to the action.</p> <p>Note The Corporate Email Address field on the Users > Users > Edit User Basics page must contain a valid email address or the alerts cannot be sent.</p> <p>Default setting: check box not checked</p>
Number of Days Alert Is Sent Prior to Moving New Messages (Cisco Unity Connection 8.5 and later only)	<p>(Applicable only when the Send Alert to User Prior to Moving New Messages check box is checked) Specify the number of days prior to taking action on the new messages that users will be alerted that the action will take place.</p> <p>Enter a number between 0 and 365 days. The default setting is 3 days.</p>
Move Saved Messages to the Deleted Items Folder in ____ Days	<p>When this aging rule is enabled, 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.</p>
Send Alert to User Prior to Moving Saved Messages (Cisco Unity Connection 8.5 and later only)	<p>(Applicable only when the Move Saved Messages to the Deleted Messages Folder in ____ Days check box is checked) Check this check box if you want users to be alerted prior to the action of moving their saved messages to the deleted messages folder. This field is used in conjunction with the Number of Days Alert Is Sent Prior to Moving Messages field to provide users with an email alert sent out the specified number of days prior to the action.</p> <p>Note The Corporate Email Address field on the Users > Users > Edit User Basics page must contain a valid email address or the alerts cannot be sent.</p> <p>Default setting: check box not checked</p>
Number of Days Alert Is Sent Prior to Moving Saved Messages (Cisco Unity Connection 8.5 and later only)	<p>(Applicable only when the Send Alert to User Prior to Moving Saved Messages check box is checked) Specify the number of days prior to taking action on the saved messages that users will be alerted that the action will take place.</p> <p>Enter a number between 0 and 365 days. The default setting is 3 days.</p>
Permanently Delete Messages in the Deleted Items Folder in ____ Days	<p>When this aging rule is enabled, Cisco Unity Connection automatically deletes messages the specified number of days after they are moved to the Deleted Items folder.</p>

Table 7-8 Message Aging Policy Page (continued)

Field	Description
Send Alert to User Prior to Deleting Secure Touched Messages (Cisco Unity Connection 8.5 and later only)	<p>(Applicable only when the Permanently Delete Messages in the Deleted Messages Folder in ____ Days check box is checked) Check this check box if you want users to be alerted prior to the action of permanently deleting their messages from the deleted messages folder. This field is used in conjunction with the Number of Days Alert Is Sent Prior to Deleting Messages field to provide users with an email alert sent out the specified number of days prior to the action.</p> <p>Note The Corporate Email Address field on the Users > Users > Edit User Basics page must contain a valid email address or the alerts cannot be sent.</p> <p>Default setting: check box not checked</p>
Number of Days Alert Is Sent Prior to Deleting Secure Touched Messages (Cisco Unity Connection 8.5 and later only)	<p>(Applicable only when the Send Alert to User Prior to Deleting Secure Touched Messages check box is checked) Specify the number of days prior to taking action on the deleted messages that users will be alerted that the action will take place.</p> <p>Enter a number between 0 and 365 days. The default setting is 3 days.</p>
Secure Message Aging Rules Based on When the Message Was Created	
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>
Send Alert to User Prior to Deleting Secure Touched Messages (Cisco Unity Connection 8.5 and later only)	<p>(Applicable only when the Permanently Delete Secure Touched Messages That Are Older Than ____ Days check box is checked) Check this check box if you want users to be alerted prior to the action of permanently deleting their secure touched messages. This field is used in conjunction with the Number of Days Alert Is Sent Prior to Deleting Messages field to provide users with an email alert sent out the specified number of days prior to the action.</p> <p>Note The Corporate Email Address field on the Users > Users > Edit User Basics page must contain a valid email address or the alerts cannot be sent.</p> <p>Default setting: check box not checked</p>
Number of Days Alert Is Sent Prior to Deleting Secure Touched Messages (Cisco Unity Connection 8.5 and later only)	<p>(Applicable only when the Send Alert to User Prior to Deleting Secure Touched Messages check box is checked) Specify the number of days prior to taking action on the secure touched messages that users will be alerted that the action will take place.</p> <p>Enter a number between 0 and 365 days. The default setting is 3 days.</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>

Table 7-8 Message Aging Policy Page (continued)

Field	Description
Send Alert to User Prior to Deleting Secure Messages (Cisco Unity Connection 8.5 and later only)	<p>(Applicable only when the Permanently Delete All Secure Messages That Are Older Than ____ Days check box is checked) Check this check box if you want users to be alerted prior to the action of permanently deleting all of their secure messages that are older than the specified number of days. This field is used in conjunction with the Number of Days Alert Is Sent Prior to Deleting All Secure Messages field to provide users with an email alert sent out the specified number of days prior to the action.</p> <p>Note The Corporate Email Address field on the Users > Users > Edit User Basics page must contain a valid email address or the alerts cannot be sent.</p> <p>Default setting: check box not checked</p>
Number of Days Alert Is Sent Prior to Deleting Secure Messages (Cisco Unity Connection 8.5 and later only)	<p>(Applicable only when the Send Alert to User Prior to Deleting Secure Messages check box is checked) Specify the number of days prior to taking action on the deleted messages that users will be alerted that the action will take place.</p> <p>Enter a number between 0 and 365 days. The default setting is 3 days.</p>

See Also

- The “Managing Message Aging Policies in Cisco Unity Connection 8.x” section in the “Controlling the Size of Mailboxes in Cisco Unity Connection 8.x” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Edit Message Aging Alert Text (Cisco Unity Connection 8.5 and Later Only)

Added November 16, 2010

Table 7-9 Edit Message Aging Alert Text Page (Cisco Unity Connection 8.5 and Later Only)

Field	Description
Language	Select the applicable language. Each language that is installed on the system has a separate set of message aging alerts.
Use Default Text	<p>Check this check box to use the default text in the Subject Line and Body Text fields when sending message aging alert emails to users. Uncheck this check box if you want to customize the Subject Line and/or Body Text of the message aging alert emails that are sent to users.</p> <p>Note that the default message aging alert text is different for each message aging rule; text for all five message aging rules can be customized separately. However, all message aging policies will use the text that is specified here on this page. For example, if you customize the Subject Line and Body Text for the Move Saved Messages to the Deleted Items Folder rule, that customized Subject Line and Body Text is used for all email alerts sent to users who are assigned to any message aging policy for which that rule is enabled with alerts.</p>

Table 7-9 **Edit Message Aging Alert Text Page (Cisco Unity Connection 8.5 and Later Only) (continued)**

Field	Description
Subject Line	<p>(<i>This field is editable only when the Use Default Text check box is not checked.</i>) Enter the text that you want to appear in the subject line of message aging alert emails.</p> <p>In addition to regular text, this field accepts the following parameters, which are replaced with applicable values when the alert messages are sent:</p> <ul style="list-style-type: none"> • %ARRIVALTIME%—replaced with the date and time that the message was received. • %MODIFICATIONTIME%—replaced with the date and time that the message was last touched by the recipient or the system. (For example, the recipient touches the message by saving, deleting, or opening and then saving the messages as new. The system touches the message when a message aging rule moves a new message to the saved messages folder or moves a saved message to the deleted items folder.) • %DAYSUNTIL%—replaced with the number of days until the applicable message aging action will be applied to the message. • %SENDER%—replaced with the display name of the sender of the message. • %RECIPIENT%—replaced with the display name of the recipient of the message. • %RECIPIENT_EXTENSION%—replaced with the extension number of the recipient of the message.
Body Text	<p>(<i>This field is editable only when the Use Default Text check box is not checked.</i>) Enter the text that you want to appear in the body of message aging alert emails.</p> <p>In addition to regular text, this field accepts the following parameters, which are replaced with applicable values when the alert messages are sent:</p> <ul style="list-style-type: none"> • %ARRIVALTIME%—replaced with the date and time that the message was received. • %MODIFICATIONTIME%—replaced with the date and time that the message was last touched by the recipient or the system. (For example, the recipient touches the message by saving, deleting, or opening and then saving the messages as new. The system touches the message when a message aging rule moves a new message to the saved messages folder or moves a saved message to the deleted items folder.) • %DAYSUNTIL%—replaced with the number of days until the applicable message aging action will be applied to the message. • %SENDER%—replaced with the display name of the sender of the message. • %RECIPIENT%—replaced with the display name of the recipient of the message. • %RECIPIENT_EXTENSION%—replaced with the extension number of the recipient of the message.

Edit Message Recording Expiration (Cisco Unity Connection 8.5 and Later Only)

Added November 16, 2010

Table 7-10 ***Edit Message Recording Expiration (Cisco Unity Connection 8.5 and Later Only)***

Field	Description
Enabled	<p>Check this check box to enable the automatic expiration (permanent deletion) of message recordings from user mailboxes. This field is used in conjunction with the Message Recordings Expire in ____ Days field to prevent users from saving copies of voice messages that they have received beyond the number of days specified.</p> <p>When these two fields are set, voice messages that are removed from user mailboxes are replaced with a recording that tells the user “This message is expired.”</p> <p>Default setting: Check box not checked</p>
Message Recordings Expire in ____ Days	<p>Enter the number of days from the day that a message is originally received that it will expire and be automatically deleted from a user mailbox. This field is used in conjunction with the Enabled check box to prevent users from saving copies of voice messages that they have received beyond the number of days specified.</p> <p>Note that if a user forwards a message in an attempt to circumvent the expiration policy, the counter on the message is not reset. The expiration of the WAV file is based on the date that the original copy of the message arrived in the user mailbox.</p> <p>When these two fields are set, voice messages that are removed from user mailboxes are replaced with a recording that tells the user “This message is expired.”</p> <p>Default setting: 180 days</p>

