



CHAPTER 4

Moving Microsoft Exchange Mailboxes for Unity Connection 8.5 and Later Users Configured for Unified Messaging

See the following sections:

- [Determining When You Must Update Cisco Unity Connection User Settings Manually After You Move Exchange Mailboxes](#), page 4-1
- [Moving Exchange Mailboxes to a New Exchange Server for Unity Connection 8.5 and Later](#), page 4-2
- [Replacing Unity Connection 8.5 and Later Unified Messaging Accounts After You Move Exchange Mailboxes](#), page 4-2

Determining When You Must Update Cisco Unity Connection User Settings Manually After You Move Exchange Mailboxes

If you create one or more unified messaging services for Exchange, as described in the “[Configuring Cisco Unity Connection 8.5 and Later and Microsoft Exchange for Unified Messaging](#)” chapter, one of the settings identifies the Exchange servers that Unity Connection communicates with:

- If you choose to allow Unity Connection to search for Exchange servers, Unity Connection can automatically detect when you move mailboxes from one version of Exchange to another and can automatically update Unity Connection user settings.
- If you choose a specific Exchange server, Unity Connection can sometimes detect when you move mailboxes from one Exchange server to another, and can automatically update hidden Unity Connection user settings. When Unity Connection cannot detect mailbox moves, you must manually replace the unified messaging account that accesses the old Exchange server with a unified messaging account that accesses the new server. [Table 4-1](#) identifies when Unity Connection can and cannot automatically detect mailbox moves between Exchange servers.

If Unity Connection cannot automatically detect mailbox moves, do the procedure in the “[Replacing Unity Connection 8.5 and Later Unified Messaging Accounts After You Move Exchange Mailboxes](#)” section on page 4-2.

Table 4-1 When Unity Connection Can Detect Mailbox Moves Between Exchange server (continued)

If you choose a specific	Unity Connection can automatically detect mailbox moves between the following Exchange versions								
	2003 and 2003	2003 and 2007	2003 and 2010	2007 and 2007	2007 and 2010	2010 and 2010	2007 and 2013	2010 and 2013	2013 and 2013
Exchange 2003 server	No	No	No	No	No	No	No	No	No
Exchange 2007 server	No	No	No	Yes	No	No	No	No	No
Exchange 2010 server	No	No	No	Yes	Yes	Yes	No	No	No
Exchange 2013 server	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes

Moving Exchange Mailboxes to a New Exchange Server for Unity Connection 8.5 and Later

If you add an Exchange server to the Exchange organization, you want to move Exchange mailboxes to the new server, and the Exchange mailboxes are associated with Unity Connection users who are configured for single inbox, you must grant the permissions that Unity Connection requires before you move the mailboxes. Otherwise, Unity Connection users will not be able to access their voice messages in the new location. This is true regardless of whether you allow Unity Connection to search for Exchange servers or you configure Unity Connection to communicate with a specific Exchange server.

For information on granting the necessary permissions, see the [“Creating the Unified Messaging Services Account in Active Directory and Granting Permissions”](#) section on page 2-28. Note that creating a new unified messaging services account for the new Exchange server is not necessary; you can also grant an existing unified messaging services account the permissions required to access the new Exchange server.

Replacing Unity Connection 8.5 and Later Unified Messaging Accounts After You Move Exchange Mailboxes

When Unity Connection cannot detect Exchange mailbox moves and, therefore, cannot automatically update the location of the Exchange mailbox for a Unity Connection user, you must manually create a new unified messaging account that accesses the new mailbox location and delete the unified messaging account that accessed the old mailbox location.



Caution

Between the time that you move Exchange mailboxes and the time that you update Unity Connection settings for the affected users, Unity Connection will not synchronize voice messages with the corresponding Exchange mailboxes.

To Replace Unity Connection 8.5 Unified Messaging Accounts After You Move Exchange Mailboxes

Step 1

Review the [“Determining When You Must Update Cisco Unity Connection User Settings Manually After You Move Exchange Mailboxes”](#) section on page 4-1 to determine whether Unity Connection can automatically detect mailbox moves for your Exchange configuration and Unity Connection settings:

- If Unity Connection can detect mailbox moves, skip the rest of this procedure.

- If Unity Connection cannot detect mailbox moves, continue with [Step 2](#).

- Step 2** If you moved the Exchange mailbox to an Exchange server for which there is currently no Unity Connection unified messaging service, create the service. For more information, see the “[Creating a Unified Messaging Service to Access Exchange from Cisco Unity Connection 8.5 and Later](#)” section on page 2-38.
- Step 3** Create a new unified messaging account for the user, and choose a unified messaging service that accesses the Exchange server to which the mailbox was moved. For more information, see the “[Creating Unified Messaging Accounts to Link Cisco Unity Connection 8.5 and Later Users to Exchange Mailboxes](#)” section on page 2-43.
- Step 4** Delete the unified messaging account that accessed the Exchange server from which the mailbox was moved:
- a. In Cisco Unity Connection Administration, expand **Users**, then select **Users**.
 - b. On the **Search Users** page, select the alias of a user.

**Note**

If the user alias does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Search**.

- c. On the **Edit User Basics** page, on the **Edit** menu, select **Unified Messaging Accounts**.
 - d. On the **Unified Messaging Accounts** page, check the check box to the left of the unified messaging account that you want to delete.
 - e. Select **Delete Selected**.
- Step 5** Repeat [Step 2](#) through [Step 4](#) for the other Unity Connection users whose Exchange mailboxes you moved.

