C H A P T E R 5

Restoring Microsoft Exchange Mailboxes in Cisco Unity Connection 8.5 and Later When Single Inbox is Enabled

This chapter contains the following sections:

Why Disabling Single Inbox is Important Before Restoring Exchange Mailboxes

If you want to restore Exchange mailboxes and the single-inbox unified messaging service capability is enabled for Cisco Unity Connection users whose Exchange mailboxes are being restored, you must disable single inbox for those users before you restore Exchange.

For information on how disabling single inbox affects synchronization behavior, see the "How Disabling and Re-enabling Single Inbox Affects the Synchronization of Unity Connection and Exchange Mailboxes" section on page 2-10.

⚠ **Caution** If you do not disable single inbox for Unity Connection users whose Exchange mailboxes are being restored, Unity Connection will not resynchronize voice messages that were received between the time that the backup from which you are restoring was created and the time that the restore is complete.

Unity Connection maintains a synchronization cache that tracks which voice messages have already been forwarded to Exchange. When you disable single inbox, the synchronization cache is automatically cleared. Here is how it works:

1. You back up Exchange.

2. A new voice message arrives.

3. Unity Connection synchronizes the voice message with the Exchange mailbox associated with the Unity Connection user.

4. Unity Connection updates the synchronization cache for that user to indicate that the message has been synchronized with Exchange.

5. A hard disk in the Exchange server fails.

6. You disable single inbox for the Unity Connection user whose Exchange mailbox was on the failed hard disk.

7. Unity Connection clears the synchronization cache for that user.

8. You replace the hard disk and restore Exchange from the backup that you made in 1.

9. You re-enable single inbox for the user.

10. Unity Connection performs a periodic comparison of the synchronization cache with the voice messages currently in Exchange.

11. Because the cache is empty, Unity Connection concludes that voice messages that are in the Unity Connection mailbox but not in the Exchange mailbox have not yet been synchronized with Exchange.

12. Unity Connection resynchronizes the Unity Connection mailbox with the Exchange mailbox, and rebuilds the synchronization cache.

If you restore Exchange mailboxes without disabling single inbox for the Unity Connection users, here is an explanation of why Unity Connection deletes all voice messages that were received after the backup from which you are restoring:

1. You back up Exchange.

2. A new voice message arrives.

3. Unity Connection synchronizes the voice message with the Exchange mailbox associated with the Unity Connection user.

4. Unity Connection updates the synchronization cache for that user to indicate that the message has been synchronized with Exchange.

5. A hard disk in the Exchange server fails.

6. You replace the hard disk and restore Exchange from the backup that you made in 1.

7. Unity Connection performs a periodic comparison of the synchronization cache with the voice messages currently in Exchange. The voice message that arrived in 2. is not in the Exchange mailbox for the associated Unity Connection user.

8. Unity Connection concludes that the voice message has already been synchronized with Exchange and does not resynchronize the message into the Exchange mailbox.

Task List for Restoring Microsoft Exchange Mailboxes in Cisco Unity Connection 8.5 and Later When Single Inbox is Enabled

1. Disable single inbox for selected users or for a unified messaging service. See the "Disabling Single Inbox for Cisco Unity Connection 8.5 and Later" section on page 5-3.

2. Restore Exchange mailboxes. For more information, see the applicable Microsoft documentation.

3. Re-enable single inbox by reversing the procedure that you used to disable single inbox in Task 1.:

- If you disabled single inbox for individual users by using Unity Connection Administration, repeat the "To Disable Single Inbox for Individual Users for Unity Connection 8.5 and Later" procedure on page 5-4, but check the **Synchronize Unity Connection and Exchange Mailboxes (Single Inbox)** check box.

- If you disabled single inbox for a unified messaging service, repeat the "To Disable Single Inbox for All of the Users Associated with a Unified Messaging Service" procedure on page 5-4, but check either the **Synchronize Connection and Exchange Mailboxes (Single Inbox)** check box or the **Enabled** check box, as applicable.

- If you disabled single inbox for individual users by using the Bulk Administration Tool, repeat the "To Disable Single Inbox for a Large Numbers of Selected Users by Using the Bulk Administration Tool for Unity Connection 8.5 and Later" procedure on page 5-5, but change the value of enableMbxSynch to **1**.

Disabling Single Inbox for Cisco Unity Connection 8.5 and Later

The first step in restoring Exchange mailboxes is to disable single inbox, as noted in the "Why Disabling Single Inbox is Important Before Restoring Exchange Mailboxes" section on page 5-1. You can do so in several ways, depending on how many Exchange mailboxes you are restoring, whether you are restoring Exchange mailboxes for all of the associated with a unified messaging service, and how concerned you are about affecting Unity Connection functionality during the restore.

Note   For information on how disabling single inbox affects synchronization, see the "How Disabling and Re-enabling Single Inbox Affects the Synchronization of Unity Connection and Exchange Mailboxes" section on page 2-10.

Restoring Exchange Mailboxes for a Small Number of Users

If you are restoring Exchange mailboxes for a small number of users, you can disable single inbox on individual user accounts by using Unity Connection Administration. See the "To Disable Single Inbox for Individual Users for Unity Connection 8.5 and Later" procedure on page 5-4.

Restoring Exchange Mailboxes for All of the Users Associated with a Unified Messaging Service, or Restoring Mailboxes When Unity Connection Functionality Is Not a Concern

When you are restoring Exchange mailboxes and either of the following is true, you can disable single inbox for a unified messaging service, which disables single inbox functionality for all users associated with the unified messaging service:

- You are restoring mailboxes for all of the users associated with a unified messaging service.

- You are restoring mailboxes for selected users associated with a unified messaging service, and you are restoring mailboxes during non-business hours, when interrupting single inbox functionality has less impact on users.

There are two ways to disable single inbox for a unified messaging service:

- *Disable only single inbox for a unified messaging service:* If you disable only single inbox, the Unity Connection conversation continues to play the options for the other unified messaging features. If a user selects one of these features while Exchange is unavailable, the Unity Connection conversation announces that access to messages is unavailable at this time.

- *Disable an entire unified messaging service:* If the unified messaging service also has the other unified messaging features enabled and you disable the service, the Unity Connection conversation stops playing the options for those features until the unified messaging service is re-enabled, which could be confusing for users.

See the "To Disable Single Inbox for All of the Users Associated with a Unified Messaging Service" procedure on page 5-4.

Restoring Exchange Mailboxes for Some but Not All Users Associated with a Unified Messaging Service When Unity Connection Functionality Is a Concern

When you are restoring Exchange mailboxes for a large number of users who are associated with a unified messaging service and both of the following are true, you can use the Bulk Administration Tool to disable single inbox for individual users:

- The unified messaging service also includes users whose mailboxes you are not restoring.

- You are restoring the mailboxes during business hours, when you want to minimize the impact on users whose mailboxes you are not restoring.

See the "To Disable Single Inbox for a Large Numbers of Selected Users by Using the Bulk Administration Tool for Unity Connection 8.5 and Later" procedure on page 5-5.

To Disable Single Inbox for Individual Users for Unity Connection 8.5 and Later

Step 1   In Unity Connection Administration, select **Users**.

Step 2   On the **Search Users** page, select the alias of the user account that you want to modify.

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

Step 3   On the **Edit** menu, select **Unified Messaging Accounts**.

Step 4   Select the unified messaging account that enables single inbox for this user.

Step 5   Uncheck the **Synchronize Unity Connection and Exchange Mailboxes (Single Inbox)** check box.

Step 6   Select **Save**.

Step 7   Repeat Step 1 through Step Step 6 for the remaining users.

To Disable Single Inbox for All of the Users Associated with a Unified Messaging Service

Step 1   In Unity Connection Administration, select **Unified Messaging > Unified Messaging Services**.

Step 2   On the **Search Unified Messaging Services** page, select the alias of the unified messaging service that you want to modify.

> **Note**   If the unified messaging service does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3   To disable only single inbox for the users associated with this unified messaging service, uncheck the **Synchronize Connection and Exchange Mailboxes (Single Inbox)** check box.

To disable the entire unified messaging service, uncheck the **Enabled** check box.

Step 4   Select **Save**.

Step 5   Repeat Step 1 through Step 4 for other unified messaging services for which you want to disable single inbox.

To Disable Single Inbox for a Large Numbers of Selected Users by Using the Bulk Administration Tool for Unity Connection 8.5 and Later

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Step 1   In Unity Connection Administration, select **Tools > Bulk Administration Tool**.

Step 2   Under **Select Operation**, select **Export**.

Step 3   Under **Select Object Type**, select **Unified Messaging Accounts**.

Step 4   Specify a filename for the CSV file to which unified messaging accounts are exported.

Step 5   Select **Submit**.

Step 6   Follow the onscreen prompts to save the CSV file.

Step 7   Open the CSV file.

Step 8   For the users for whom you want to disable the single-inbox feature, change the value of enableMbxSynch to **0**.

Step 9   In Unity Connection Administration, select **Tools > Bulk Administration Tool**.

Step 10   Under **Select Operation**, select **Update**.

Step 11   Under **Select Object Type**, select **Unified Messaging Accounts**.

Step 12   Specify the name of the CSV file that you updated in Step 8.

Step 13   Select **Submit**.