

# Cisco Unity: Using Bulk Edit to Reset the TUI Password for a Group of Subscribers

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## Introduction

This document explains how to use the Cisco Unity Bulk Edit utility to reset or change the phone password for a group of subscribers.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unity for Exchange Version 3.0 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

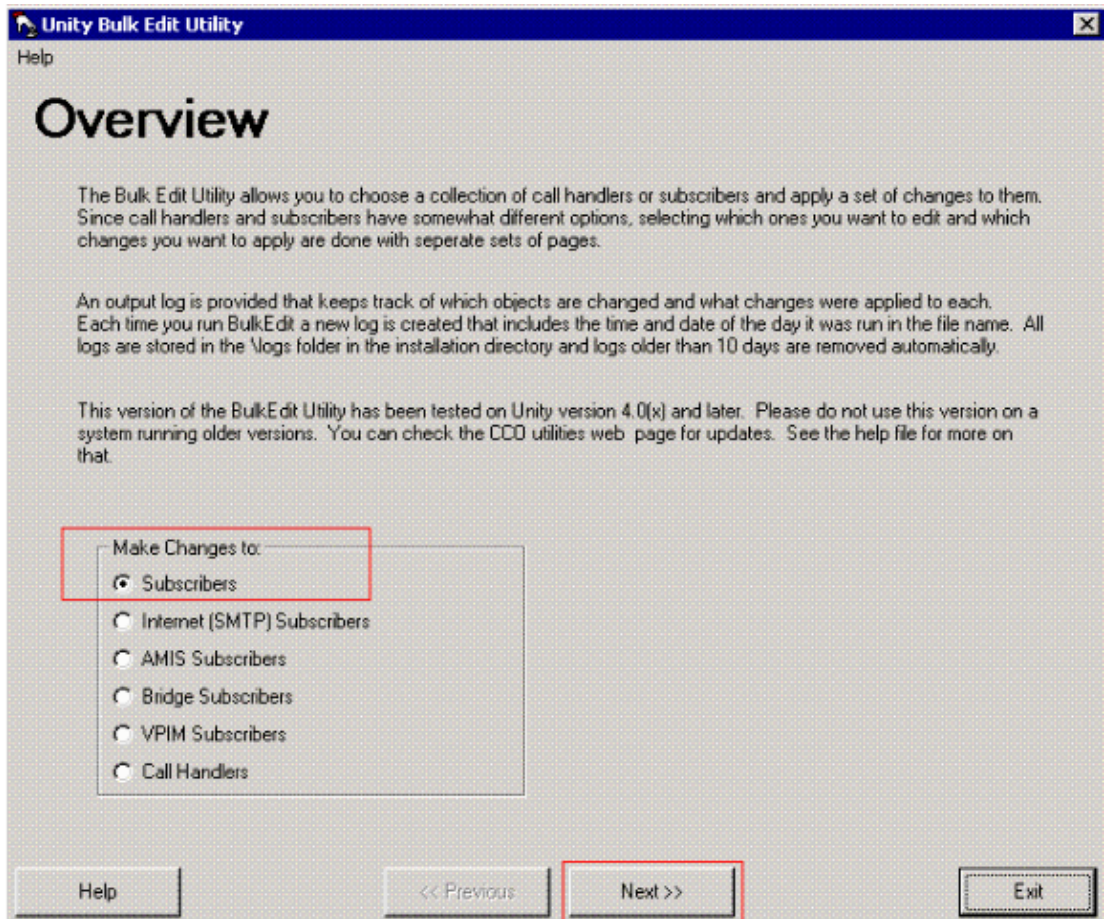
## Use the Bulk Edit Utility for Cisco Unity Subscribers

You must install the **Bulk Edit utility** on the Cisco Unity server. It ships with Cisco Unity 3.1(2) and later. You can download the correct version from the Cisco Unity Utilities Software Download page ( registered customers only) .

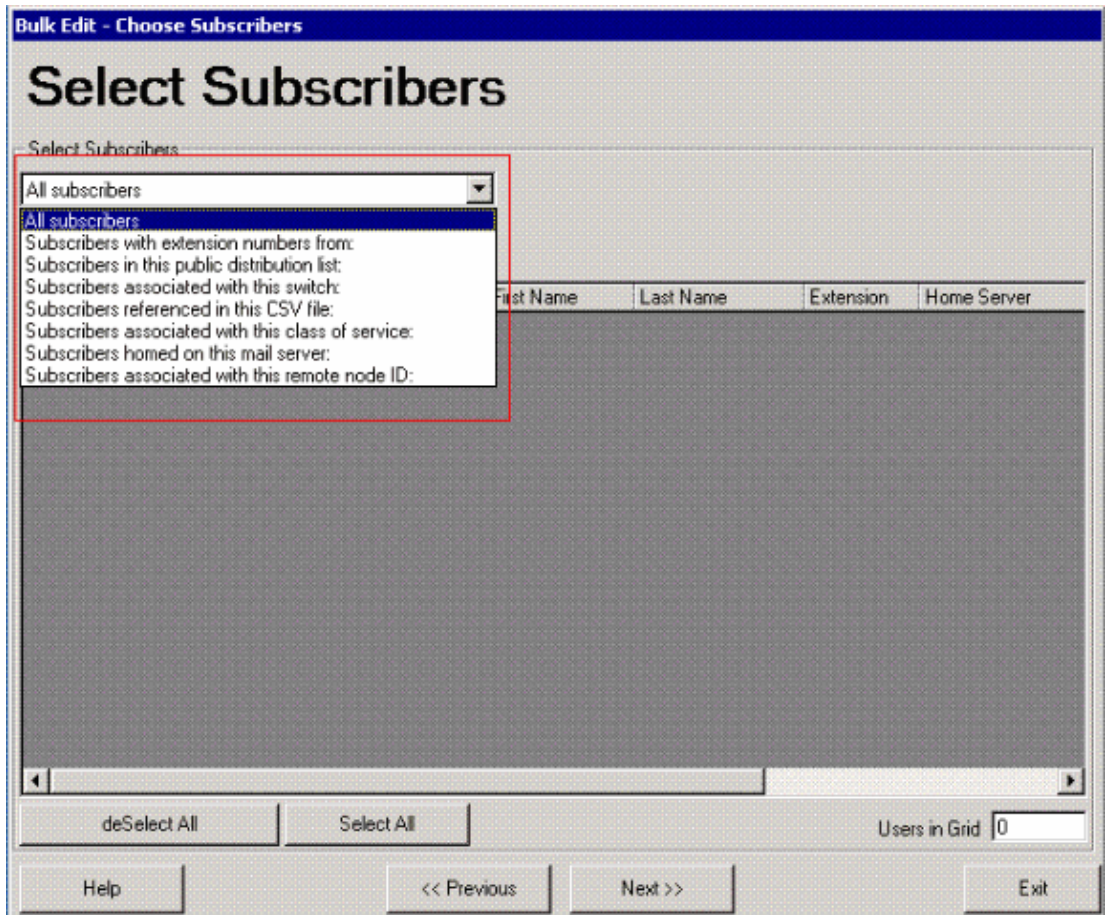
Complete these steps in order to change the Telephony User Interface (TUI) passwords for a group of subscribers using the Bulk Edit utility.

**Note:** This procedure only changes the TUI passwords for the subscribers, not the Graphical User Interface (GUI)/Web passwords.

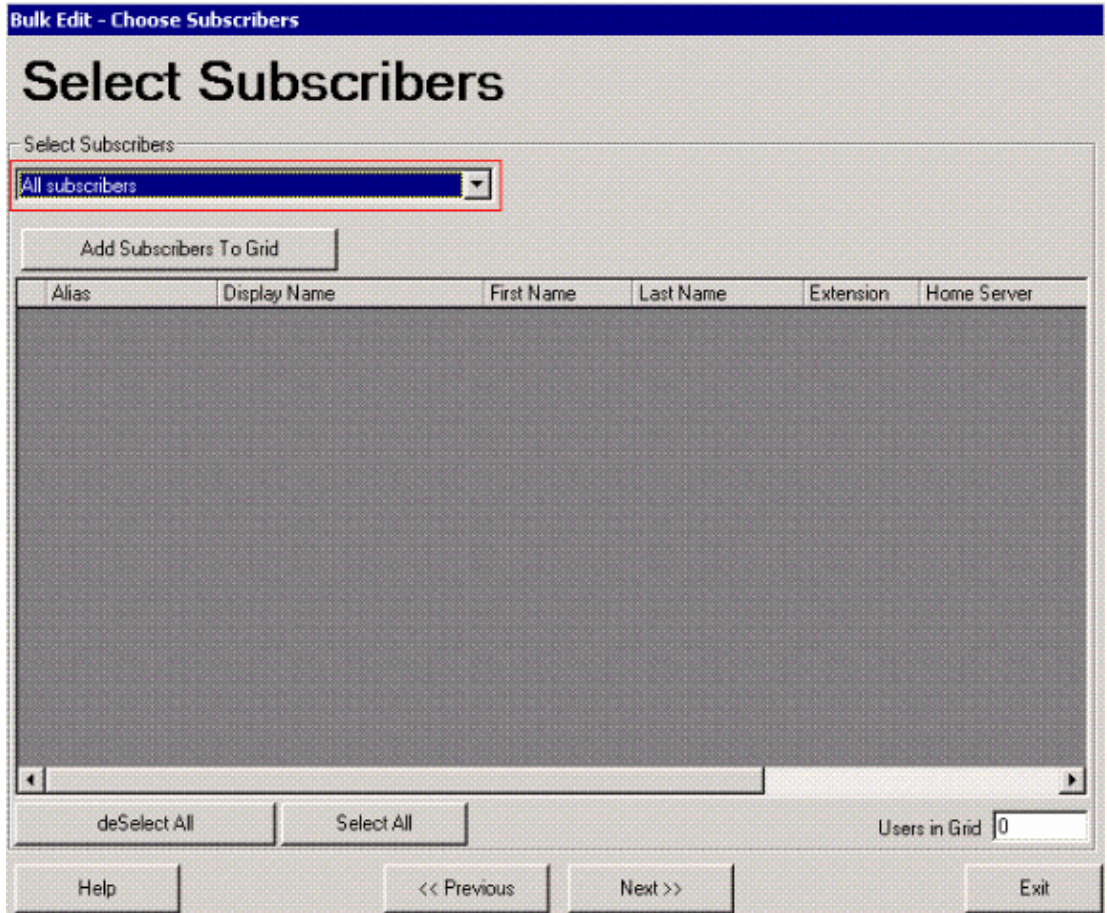
1. Launch the Bulk Edit utility on the Cisco Unity server by navigating to **Start > Programs > Bulk Edit**.
2. From the Overview page, choose **Make Changes to Subscribers** and click **Next**.



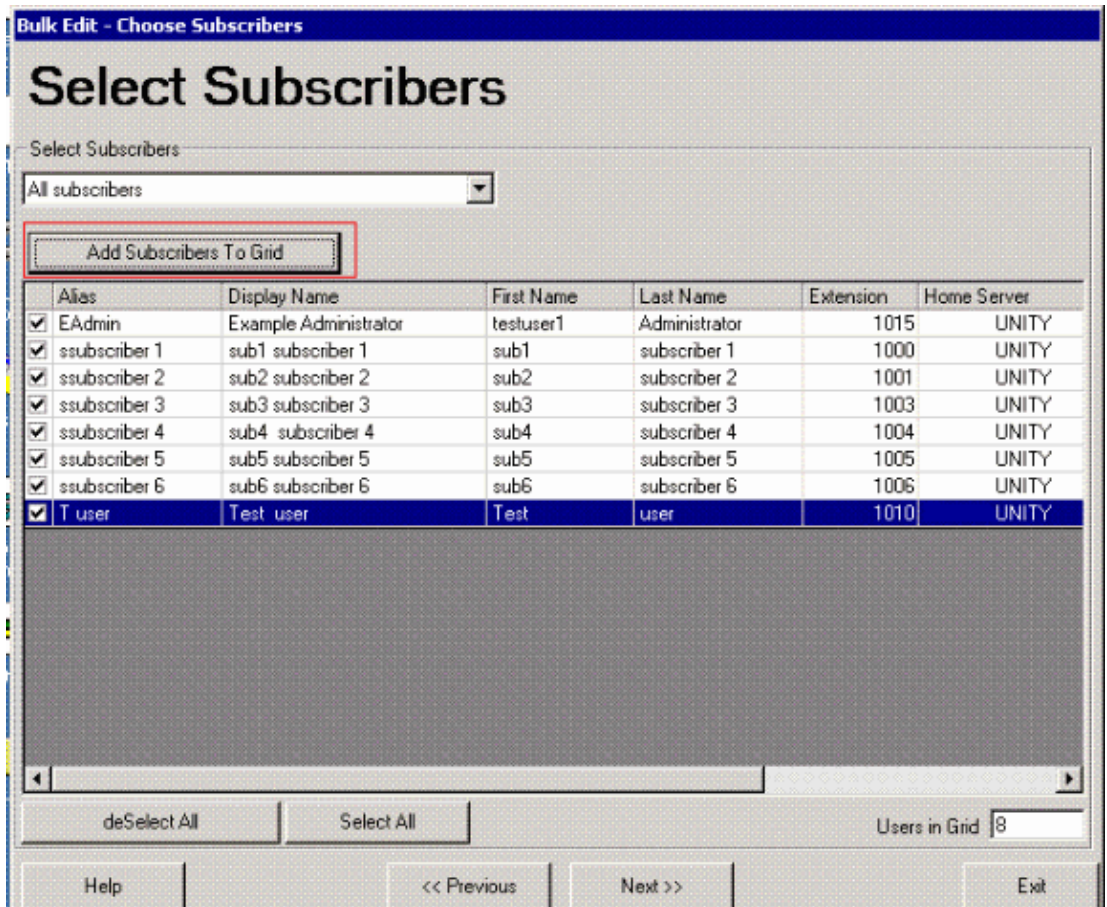
3. From the Select Subscribers page, select the subscribers for which you want to change the password. You have multiple options to select the subscribers as shown here:



As an example in this document, the option **All subscribers** is chosen. You can choose your option based on which all subscriber passwords should be changed. For example, if you want to change the phone passwords of just the subscribers which are homed in particular mail server, you can choose the option **Subscribers homed on this mail server:**. Then, choose the mailserver name in the pull down menu.



4. Click **Add Subscribers to Grid** in order to select the subscribers. The subscribers which fall in your filter criteria are displayed in the grid. All the subscribers displayed in the grid are selected by default. If you want to remove some from the list, you can remove them by unchecking the checkbox shown towards the subscriber.



5. Click **Next**.
6. On the Select Subscriber Changes page, select the **Passwords** tab. On this page, set **User Must Change Password at Next Login** to **True**. Check the **Force Phone Password to be** box and fill in the temporary password you would like to give to these subscribers. If you want the password of these subscribers not to expire, set the **Password Never Expires** to **True**.

# Select Subscriber Changes

Select the changes you want to have applied to the subscribers chosen in the previous panel. By default all values are set to be unchanged. You can choose as many items to update as you like.

Alt. Extensions	Exit Dest.	Features	Notification	Extension
Greetings	Caller Input	Messages	Conversation	Transfer
Profile	Account	<b>Passwords</b>		

User Cannot Change Password

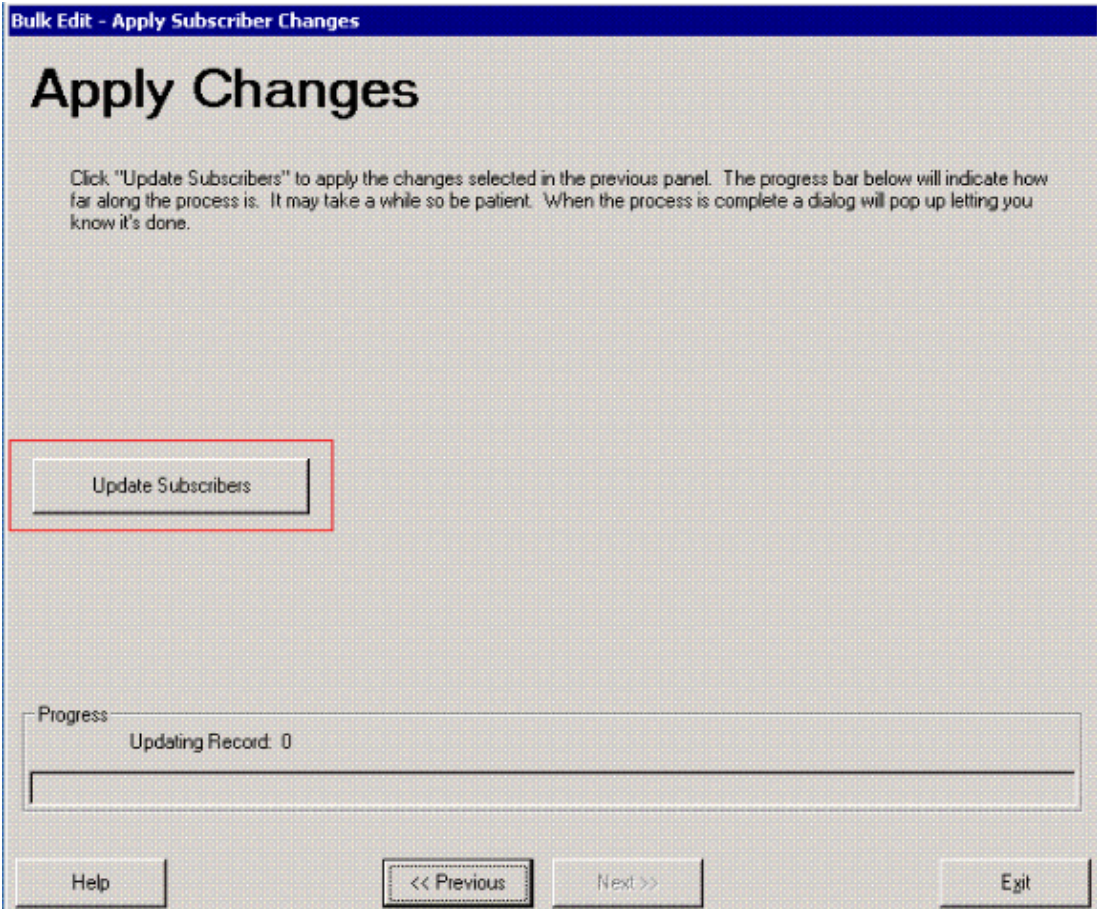
Password Never Expires

Force Phone Password to be:  (blank will disable password if checked)

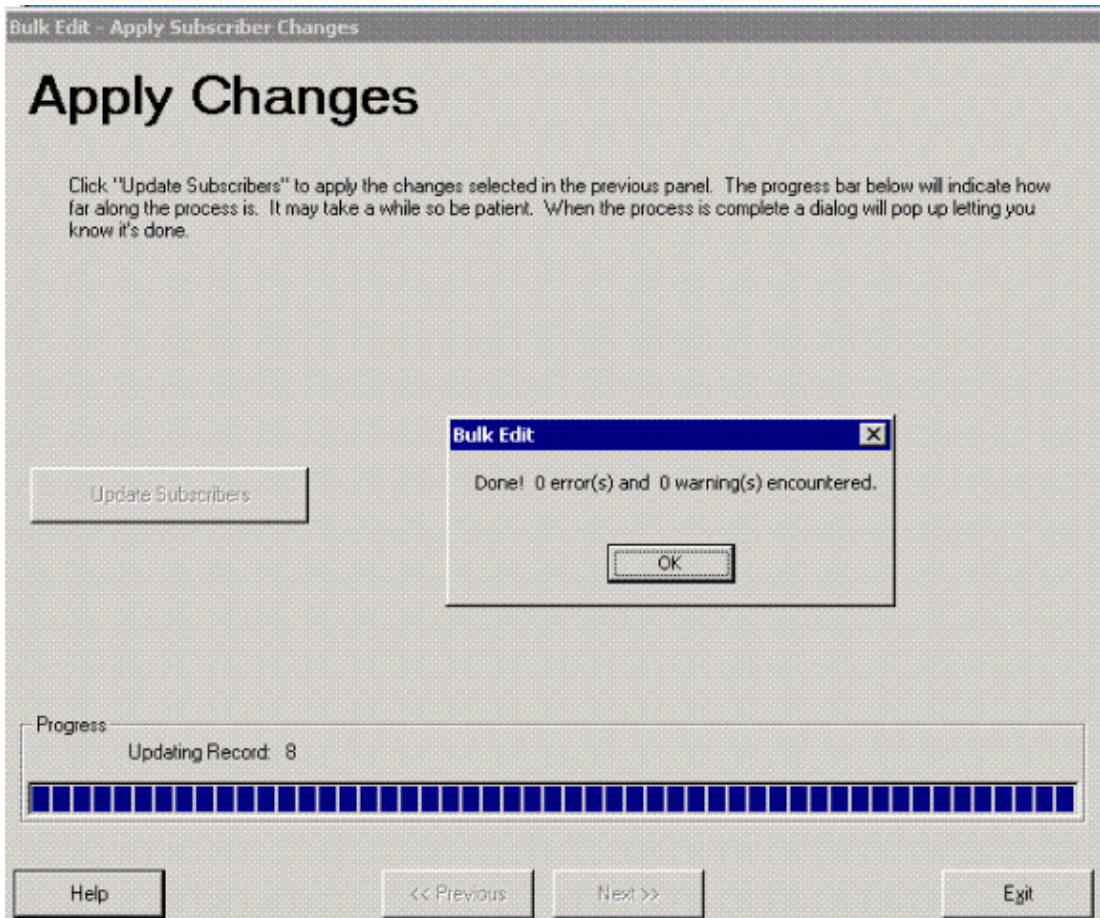
Help    << Previous    Next >>    Exit

7. Click **Next**.

8. Click **Update Subscribers**.



9. Click **OK** for the message that appears.



10. Click **Cancel** when prompted to view the output log. Then, click **Exit**.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
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Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

- **Cisco Unity System Administration Guide**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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