

Cisco Unity: Using Bulk Edit to Switch from Multiple Integrations to IP

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Introduction

This document describes how to use the Bulk Edit utility in order to quickly make the administration changes required in order to select which phone system subscribers and call handlers use, as well as which phone system Cisco Unity uses to dial message notifications. This process, based on step 7 of the Cisco CallManager Integration Guide, converts all Cisco Unity subscribers that use the legacy private branch exchange (PBX) system to the IP system.

When you change users and call handlers one at a time, it can take a large amount of time on large systems with thousands of users. The Bulk Edit utility allows you to convert all Cisco Unity subscribers and call handlers assigned to the legacy PBX system to the IP system.

Note: Run the Bulk Edit utility once for Cisco Unity subscribers and once for call handlers.

Prerequisites

Requirements

This document assumes that you have read and are familiar with the Integration Steps When Converting from a Dual Phone System Integration to a Cisco CallManager–Only Integration section in the Cisco CallManager Integration Guide.

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

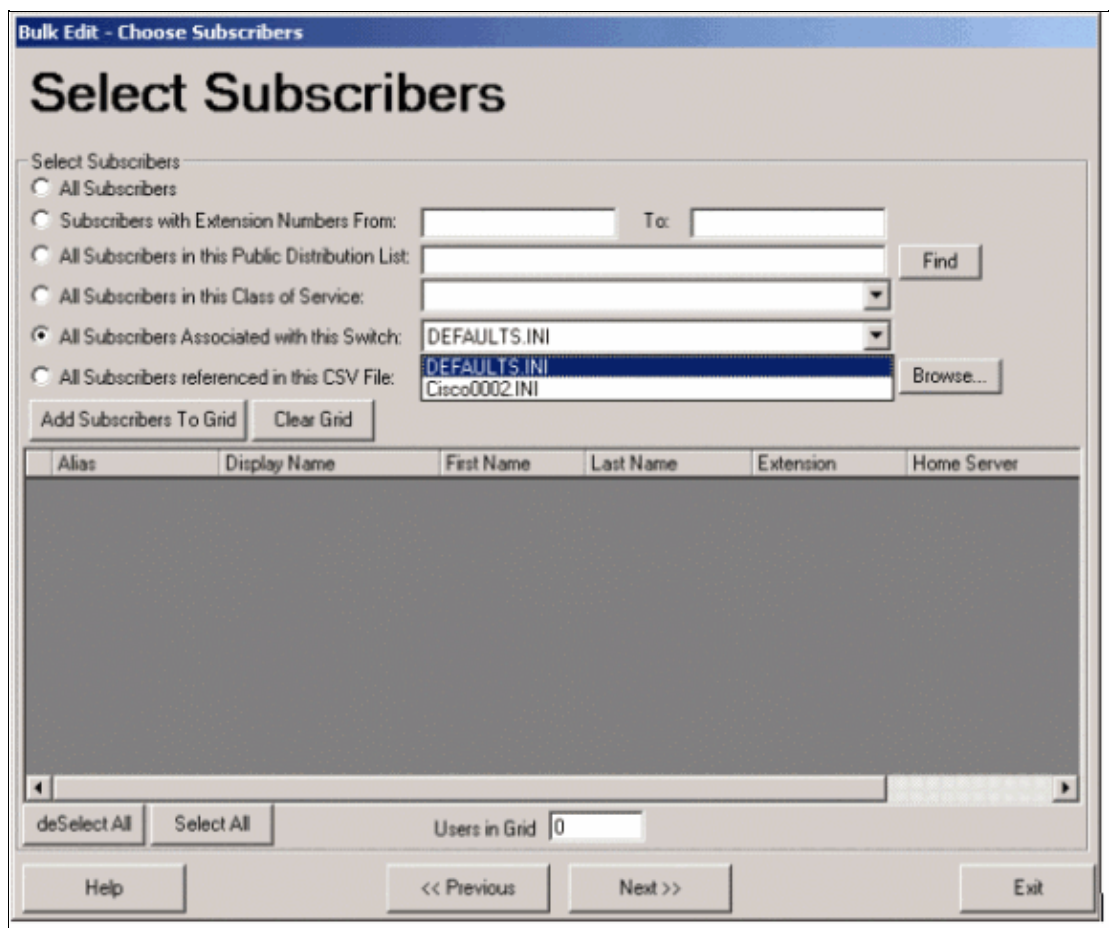
For more information on document conventions, refer to the Cisco Technical Tips Conventions.

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. There is a known problem with the version that ships with the first release of Cisco Unity 3.1(2). You can download the correct version from the Cisco Unity Utilities Software Download page (registered customers only).

Complete these steps in order to switch from multiple integrations to IP for Cisco Unity subscribers and call handlers using the Bulk Edit utility.

1. Launch the Bulk Edit utility on the Cisco Unity server, and choose **Start > Programs > Bulk Edit**.
2. From the Overview page, choose **Make changes to subscribers**, and click **Next**.
3. From the Select Subscribers page, choose **All Subscribers Associated with this Switch**, and choose the non-IP switch from the drop-down list.



Note: The legacy switch is still listed in the drop-down list even though the Dialogic software is uninstalled.

4. Click **Add Subscribers to Grid** in order to select all users associated with the legacy switch.
5. Click **Next**.
6. From the Select Subscriber Changes page, click the **Profile** tab, and choose the IP switch from the Change switch assignment to drop-down list.
7. Click the **Notification** tab.

Bulk Edit - Select Subscriber Changes

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.

Greetings	Caller Input	Messages	Notification	Extension
Profile	Account	Passwords	Conversation	Transfer

Set Subscriber for Self Enrollment at Next Login: <Don't Change>

List In Phone Directory: <Don't Change>

Change switch assignment to: <Don't Change>

Change subscriber's schedule to: <Don't Change>
DEFAULTS.INI
Cisco0002.INI

Change default language subscriber hears to: <Don't Change>

Change default language callers hear to: <Don't Change>

Change time zone for subscriber: <Don't Change>

Help << Previous Next >> Exit

8. From the Notification tab, click the **Home Phone** tab.
9. From the Change switch assignment to drop-down list, choose the IP switch.

Bulk Edit - Select Subscriber Changes

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.

Profile	Account	Passwords	Conversation	Transfer
Greetings	Caller Input	Messages	Notification	Extension
Phone 5	Phone 6	Text Pager 1	Text Pager 2	
Pager 2	Phone 2	Phone 3	Phone 4	
Home Phone	Work Phone	Pager Phone	Spare Phone	

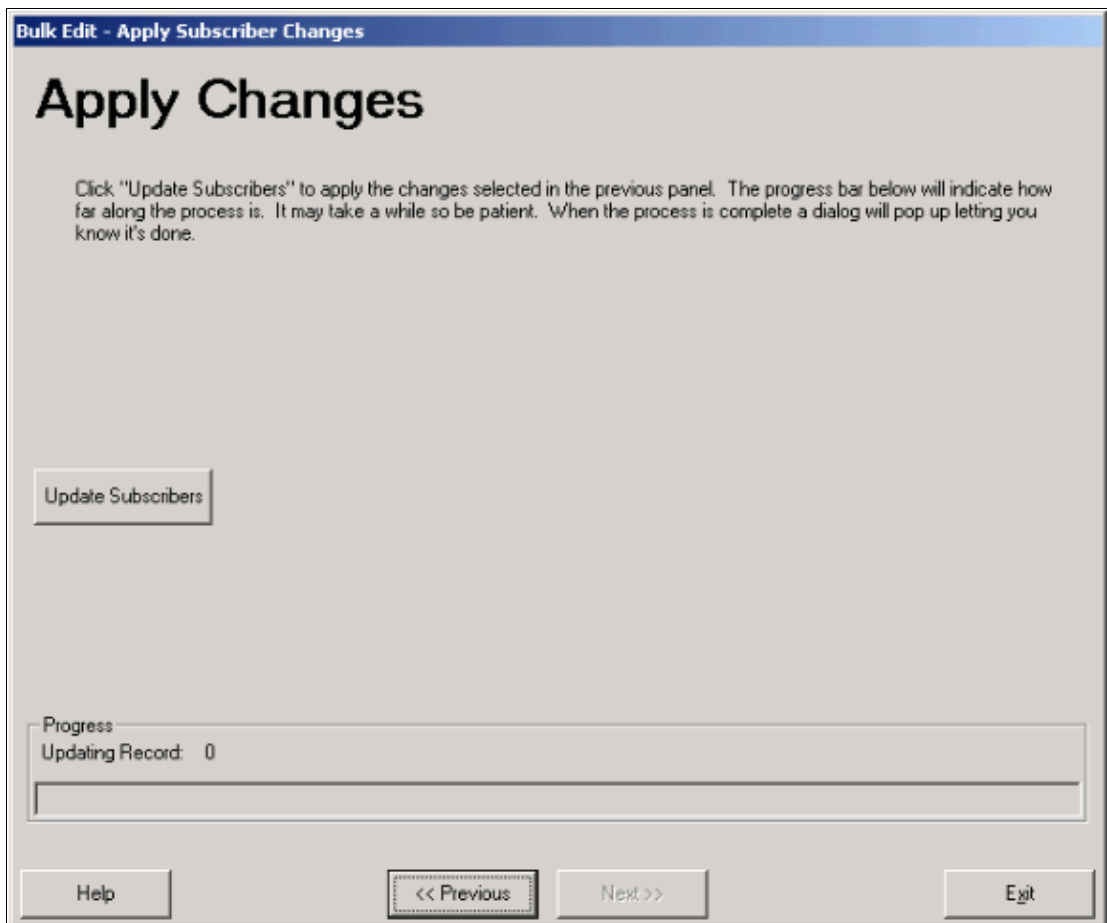
Disable Device: <Don't Change>

Change switch assignment to: <Don't Change>

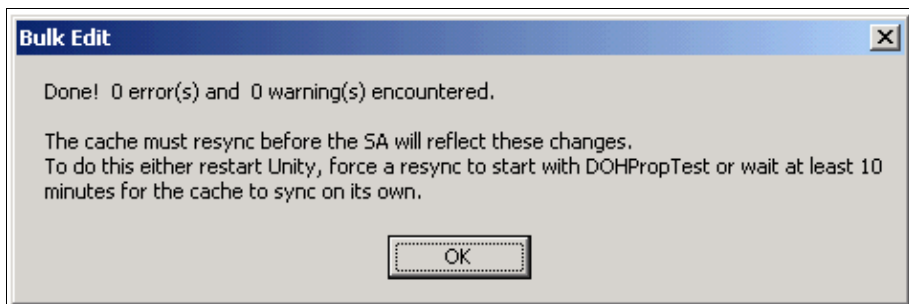
- <Don't Change>
- DEFAULTS.INI
- Cisco0002.INI

Help << Previous Next >> Exit

10. Repeat steps 8 and 9 for all notification devices (Work Phone, Pager Phone, Spare Phone, Pager 2, Phone 2, Phone 3, Phone 4, Phone 5, Phone 6, Text Pager 1, and Text Pager 2).
11. Click **Next**.
12. Click **Update Subscribers**.



13. Click **OK**.



14. Click **Cancel** when prompted in order to view the output log.
15. Click **Exit**.

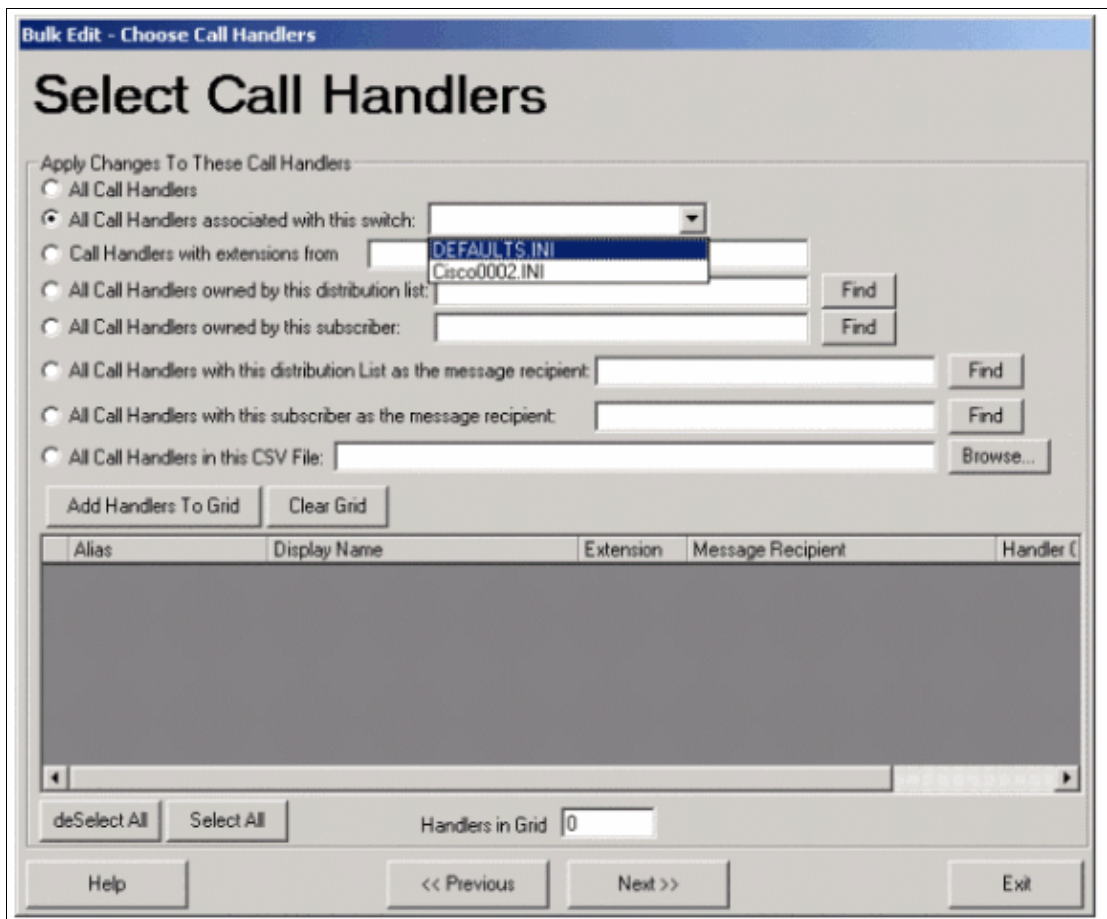
Use the Bulk Edit Utility for Call Handlers

Complete these steps in order to use the Bulk Edit utility for Call Handlers:

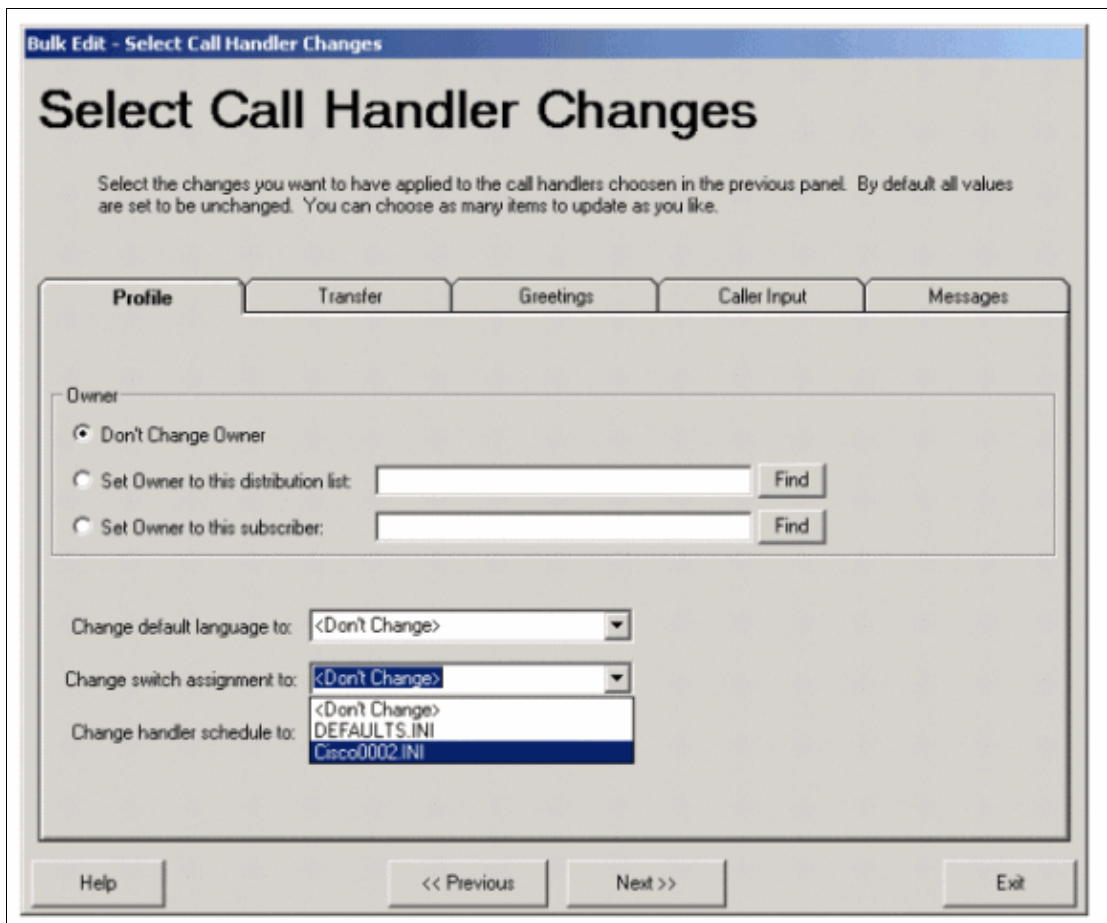
1. On the Cisco Unity server, choose **Start > Programs > Bulk Edit** in order to launch the Bulk Edit utility.
2. From the Overview page, choose **Make changes to Call Handlers**, and click **Next**.
3. From the Select Call Handlers page, choose **All Call Handlers associated with this switch**, and choose the non-IP switch from the drop-down list.

Note: The legacy switch is still listed in the drop-down list even though the Dialogic software is uninstalled.

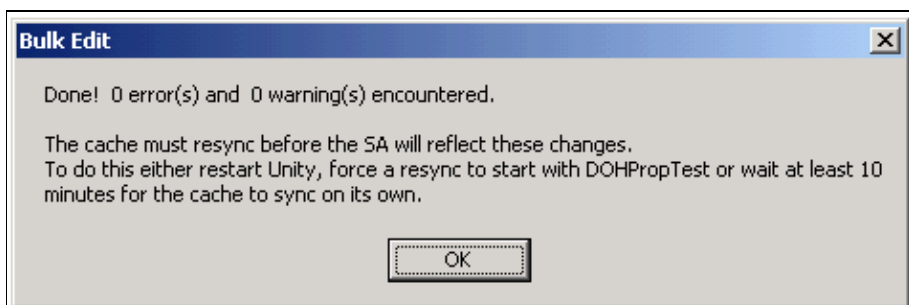
4. Click **Add Handlers to Grid** in order to select all call handlers associated with the legacy switch.
5. Click **Next**.



6. From the Select Call Handler Changes window, click the **Profile** tab.
7. From the Change switch assignment to drop-down list, choose the IP switch.



8. Click **Next**. There are no changes required for the Transfer, Greetings, Caller Input, and Messages tabs.
9. Click **Update Call Handlers**.
10. Click **OK**.



11. Click **Cancel** when prompted to view the output log.
12. Click **Exit**.

Verify the Result

Complete this procedure for verification purposes:

1. Open the Cisco Unity System Administration.
2. Open a subscriber profile.
3. Verify that the switch setting on the profile page is set to the correct switch.

Buddy Glass*

Profile

Subscriber Information

First name:

Last name:

Display name:

Class of service: [View](#)

Extension:

Fax ID:

Recorded voice:

Active schedule: [View](#)

Time zone:

Switch:

Set subscriber for self-enrollment at next login

Change Message Header for All Subscribers

In order to change the message header for all subscribers, you must change or update the *From* field for the message notification. Run this query in order to update the message notification From field:

```
UPDATE NotificationDevice
SET DivdevicePhoneNumber = 'Call xxx-xxx-xxxx to access your VM'
WHERE (Alias = 'Text for VMI')
```

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
Service Providers: Voice over IP
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 CallManager Integration Guide**
 - **Voice Technology Support**
 - **Voice and IP Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support – Cisco Systems**
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