

Create Subscriber Accounts That Can Access Unity Administrator

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Introduction

To access the Cisco Unity Administrator[®], administrators can use one of these accounts: Administration or Windows Domain.

1. **Administration account:** This is the account that was selected during installation to administer Cisco Unity. The Administration account is automatically associated with a Cisco Unity subscriber account that has class of service (CoS) rights to access the Cisco Unity Administrator.
2. **A Windows Domain account, which is associated with a Cisco Unity subscriber account that has CoS rights to access the Cisco Unity Administrator:** This account must be a member of either of the following Administrators groups in order to log on to the Cisco Unity Administrator: Domain Administrators group, when the Cisco Unity server is a domain controller, or Local Administrators group, when the Cisco Unity server is a member server. Otherwise, the account must have the right to log on locally so that administrators can log on to the Cisco Unity Administrator from a computer other than the Cisco Unity server.

Note: Until you create a Cisco Unity subscriber account specifically for the purpose of administering Cisco Unity, you must use the Microsoft Windows[®] credentials associated with the Administration account to log on to the Cisco Unity Administrator.

Create an alternative subscriber to the Administrator to help limit the use of the Administration account. This ensures that additional accounts are available that can be used to access the Cisco Unity Administrator if the Administration account is deleted or corrupted.

Prerequisites

Requirements

Before you perform this configuration, you should be familiar with Cisco Unity 4.0 Administration and Microsoft Windows 2000 Domain Administration.

Components Used

The information in this document is based on Cisco Unity 4.x.

The information in this document was created from the devices in a specific lab environment. All 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 the Cisco Technical Tips Conventions for more information on document conventions.

Background Information

The Cisco Unity subscriber accounts that are used to access the Cisco Unity Administrator must have the appropriate CoS rights. In addition to CoS rights, subscriber accounts that are used to access the Cisco Unity Administrator must be associated with a Windows Domain account. For more information, refer to [Creating Subscriber Accounts That Can Be Used to Access the Cisco Unity Administrator](#).

Configuration

Class of Service System Access Settings

In this section, it is assumed that the subscriber that is selected to use the Cisco Unity Administrator page is associated with a Windows Domain account.

CoS access settings specify which tasks subscribers, including other system administrators, can perform in the Cisco Unity Administrator. You can customize access to Cisco Unity in several ways. For example, you can deny access either to the Cisco Unity Administrator or to specific pages within the Cisco Unity Administrator, such as CoS, subscriber, or distribution–list pages.

When you deny access to specific pages within the Cisco Unity Administrator, the links for these pages are disabled for the subscriber. Alternately, you can specify read, edit, add, or delete privileges for these pages or allow subscribers access to subscriber pages for the sole purpose of unlocking subscriber accounts or changing subscriber passwords.

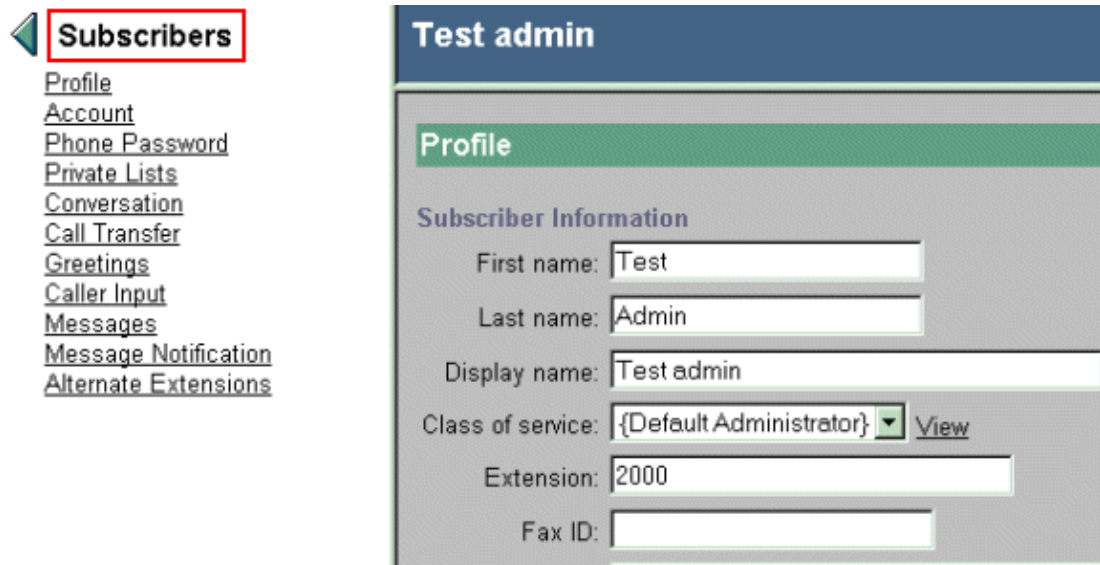
Note: A subscriber who has a disabled Active Directory account or who does not have a Windows Domain account cannot access the Cisco Unity Administrator, even if the subscriber has the proper CoS privileges needed to access it. When you use either the Cisco Unity Bulk Import Wizard or the Cisco Unity Administrator to create a subscriber who already has an Exchange mailbox, Cisco Unity neither enables an Active Directory account if it is disabled, nor creates a Windows Domain account for the user if one does not already exist.

You can use `GrantUnityAccess` to associate a subscriber account with a Windows Domain account, which allows an administrator to access the Cisco Unity Administrator. You can also use `GrantUnityAccess` to grant access for one or more Windows Domain accounts to the Cisco Unity Administrator, on one or more Cisco Unity servers, without adding a new subscriber account for each. For more details in regard to `GrantUnityAccess`, refer to [Administrator Account not Associated with Unity Subscriber](#).

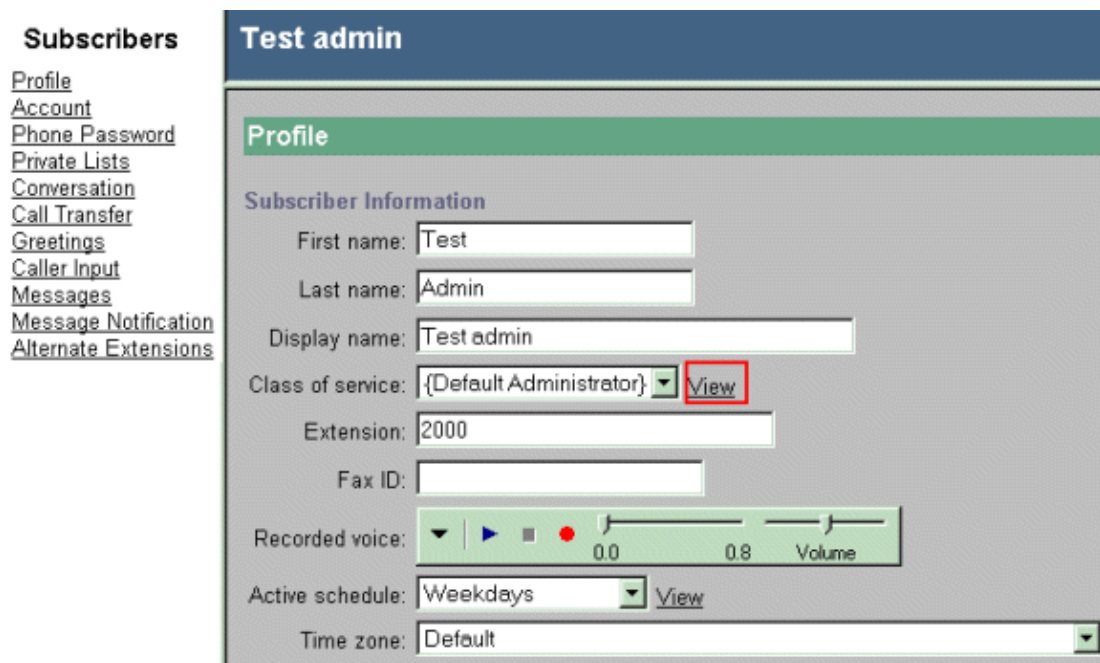
CoS can be used to grant enough system access for subscribers to enable them to perform the administrative

tasks related to Call Handlers, Directory Handler, or Restriction Tables. In order to login as a subscriber with full system access, usually the administrator selected at the time of installation of Cisco Unity, follow these steps:

1. Log in to the Cisco Unity Administrator.
2. Click **Subscribers** and choose the subscriber that should be added to the Administrator group.



3. Choose **Default Administrator** from the **Class of service** drop-down menu and click **View**.



4. Click **System Access** in the **Class of Service** menu.

5. Check **Call handlers access** to add or delete call handlers, as well as to edit or create the different levels of access available to the subscriber.

Class of Service	Read	Edit	Add	Delete
Class of Service access:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Directory Handlers	Read	Edit	Add	Delete
Directory Handlers access:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Subscribers	Read	Edit	Add	Delete
Subscribers access:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Can unlock subscriber accounts and change passwords				
Lists	Read	Edit	Add	Delete
Public distribution lists:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Schedules and holidays				
Call Management				
<input type="checkbox"/> Restriction tables access				
<input type="checkbox"/> Routing tables access				
<input checked="" type="checkbox"/> Call handlers access				

Verify

There is currently no verification procedure available for this configuration.

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Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Technical Support & Documentation – Cisco Systems**
- **Removing the Example Administrator Account in Cisco Unity 3.x**
- **Administrator Account not Associated with Unity Subscriber**

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