



# Administrative Tools

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This chapter provides brief descriptions of and procedures for accessing a selection of tools and utilities for administering Cisco Unity Connection.

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## Bulk Administration Manager

The Cisco Unity Connection Bulk Administration Manager allows you to create, update, and delete multiple user accounts or system contacts at the same time by importing information contained in a comma separated value (CSV) file. In addition, it allows you to export information about users or system contacts from Cisco Unity Connection to a CSV file.

### To Access the Bulk Administration Manager

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- Step 1** On the Cisco Unity Connection server desktop, double-click the **Cisco Unity Tools Depot** icon.
  - Step 2** In the left pane of the Tools Depot window, expand **Administration Tools**.
  - Step 3** Double-click **Bulk Administration Manager**.
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For information on using the tool, see Bulk Administration Manager Help.

## Bulk Edit Utility

The Bulk Edit utility allows you to select large numbers of users or call handlers and make changes to them all quickly and easily.

### To Access the Bulk Edit Utility

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- Step 1** On the Cisco Unity Connection server desktop, double-click the **Cisco Unity Tools Depot** icon.
  - Step 2** In the left pane of the Tools Depot window, expand **Administration Tools**.
  - Step 3** Double-click **Bulk Edit**.
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For information on using the utility, see Bulk Edit Help.

## Cisco Unity Connection Administration

Cisco Unity Connection Administration is a web application that you use to do most administrative tasks, including specifying settings for users and implementing a call management plan.

For information on accessing and using Cisco Unity Connection Administration, see the [“Accessing and Using Cisco Unity Connection Administration”](#) appendix.

## Server Status Utility

The Cisco Unity Connection Server Status utility lets you monitor the status of the Cisco Unity Connection server, manage the server roles, and monitor the voice messaging ports.

### To Start the Server Status Utility

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- Step 1** On the Windows Start menu, click **Programs > Cisco Unity > Cisco Unity Connection Server Status**.
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For information on using the utility, see Server Status Help.

## Custom Key Map Tool

The Custom Key Map tool allows you to edit the key mappings associated with the Custom Keypad Mapping conversation that can be assigned to users in Cisco Unity Connection Administration.

### To Access the Custom Key Map Tool

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- Step 1** On the Windows Start menu, click **All Programs > Cisco Unity > Custom Key Map**.
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For information on using the tool, see the “Using the Custom Key Map Tool” section on page 10-8, and the Custom Key Map Help.

## Disaster Recovery Tools

The Cisco Unity Connection Disaster Recovery Backup tool captures all Connection-specific data off the server so that it can be restored by using the Cisco Unity Connection Disaster Recovery Restore tool. The Disaster Recovery Backup tool is useful for migration purposes or for disaster recovery using regular scheduled backups.

### To Access the Disaster Recovery Backup Tool

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- Step 1** On the Windows Start menu, click **All Programs > Cisco Unity > Cisco Unity Connection DiRT Backup**.
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For information on using the tool, see Disaster Recovery Backup Help.

### To Access the Disaster Recovery Restore Tool

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- Step 1** On the Windows Start menu, click **All Programs > Cisco Unity > Cisco Unity Connection DiRT Restore**.
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For information on using the tool, see Disaster Recovery Restore Help.

## Port Status Monitor

The Port Status Monitor allows you to monitor Cisco Unity Connection voice messaging port activity in real time.

### To Access the Port Status Monitor

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- Step 1** On the Windows Start menu, click **Programs > Cisco Unity > Port Status Monitor**.
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For information on using the tool, see Port Status Monitor Help.

## Port Usage Analyzer

The Port Usage Analyzer is a suite of four reports designed to give you a better idea of call-traffic loads experienced by the Cisco Unity Connection server.

### To Access the Port Usage Analyzer

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- Step 1** On the Windows Start menu, click **Programs > Cisco Unity > Port Usage Analyzer**.
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For information on using the tool, see Port Usage Analyzer Help.

## Remote Serviceability Kit

The Remote Serviceability Kit adds SNMP, SysLog, and Cisco Discovery Protocol (CDP) support to Cisco Unity Connection. After you install and configure the RSK, you can use a network management system like the Cisco Systems IP Communications Operations Manager to remotely monitor many aspects of your system.

Before you install and configure the Remote Serviceability Kit:

- You must install the Microsoft SNMP Service.
- We recommend that you install the Cisco Unity Event Monitoring Service, available at [http://www.ciscounitytools.com/App\\_EMS.htm](http://www.ciscounitytools.com/App_EMS.htm).

### To Install and Configure the Remote Serviceability Kit

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- Step 1** On the Cisco Unity Connection server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane of the Tools Depot window, expand **Diagnostic Tools**.
- Step 3** Double-click **Remote Serviceability Kit Configuration Wizard**.
- Step 4** Follow the on-screen prompts.
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For information on using the Remote Serviceability Kit, see Remote Serviceability Kit Help.

## Tools Depot

The Cisco Unity Tools Depot is a collection of utilities that perform a variety of administration, audio management, diagnostic, reporting, and phone system integration functions.

### To Access the Tools Depot

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- Step 1** Double-click the **Cisco Unity Tools Depot** icon on the Cisco Unity Connection server desktop.
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- On the Windows Start menu, click **All Programs > Cisco Unity > Cisco Unity Tools Depot**.
- The left pane of the Tools Depot lists all of the available utilities by category.
- Step 2** To run a utility, double-click the name in the left pane.
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For information on using a utility, see Help for the tool (click the name in the left pane).

Most of the utilities in the Tools Depot are also available on the Cisco Unity Tools website (<http://ciscounitytools.com>), where updates to utilities are frequently posted between Cisco Unity Connection releases. If the Connection server is connected to the Internet and you run a Tools Depot utility that is available on the Cisco Unity Tools website, the utility automatically checks to see whether an updated version is available. If the Connection server is not connected to the Internet, we recommend that you check the Cisco Unity Tools website to determine whether a later version of the utility is available.

You can sign up to be notified when the utilities posted on the Cisco Unity Tools website are updated. Go to <http://ciscounitytools.com> and click Sign Up Here.

## Cisco Voice Technology Group Subscription Tool

You can use the Cisco Voice Technology Group Subscription tool to be notified by e-mail of any Cisco Unity Connection software updates. To subscribe, go to the Cisco Voice Technology Group Subscription Tool page at <http://www.cisco.com/cgi-bin/Software/Newsbuilder/Builder/VOICE.cgi>.

