



# Managing Multiple User Accounts with the Cisco Unity Connection 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.

CSV is a common text file format for moving data from one data store to another. For example, importing from a CSV file can be useful for transferring information from a corporate directory to Connection. Transferring the information allows users with voice mail to add corporate directory users who are not Connection users to their address books and to then create call-routing rules based on calls from such contacts.

Bulk Administration Manager has both a wizard and a command line interface that have equal functionality. The command line interface facilitates provisioning Connection by allowing you to script bulk operations.

Regardless of the mode used to run Bulk Administration Manager, it must be run with an account that has local administrator privileges.

Note that for making bulk edits in Connection, Bulk Administration Manager is most useful for changing multiple records where the changes are unique to each user—for example, to change user alternate extensions based on data from the corporate directory. However, the Cisco Unity Bulk Edit tool is the proper tool to use to make the same change to many users at once—for example, to change the saved message sort order for all users with voice mail. The Bulk Edit tool, and information and instructions for its use, are available in Cisco Unity Tools Depot.

Also note that Bulk Administration Manager can import from and export to CSV files only, and that the CSV files must follow specific formatting.

See Cisco Unity Connection Bulk Administration Manager Help for instructions on using the tool.

## To Access Cisco Unity Connection Bulk Administration Manager Help

- 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** Click **Bulk Administration Manager**.

