



## Creating Multiple User Accounts from Cisco Unified CallManager Users

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An alternate way to add Connection voice mail users to the system is to create them from Cisco Unified CallManager users.

See the applicable section in this chapter, depending on the version of Cisco Unified CallManager:

- [Importing Cisco Unified CallManager Users by Using Cisco Unity Connection Administration \(Cisco Unified CallManager Version 5.x Only\)](#), page 9-1
- [Using the Integrated Mailbox Configuration Tool \(Cisco Unified CallManager Version 4.1\(x\) Only\)](#), page 9-2

### Importing Cisco Unified CallManager Users by Using Cisco Unity Connection Administration (Cisco Unified CallManager Version 5.x Only)

If the Connection server is integrated with a Cisco Unified CallManager 5.x phone system, you can use the Tools > Import CallManager Users page to automatically create multiple user with voice mail accounts from Cisco Unified CallManager users.

When user accounts are created this way, Connection takes the user Alias, Extension, First Name, and Last Name from Cisco Unified CallManager, and fills in the remaining information from the user template that you specify. It is important to note that the fields that are taken from Cisco Unified CallManager cannot be modified by using Connection Administration. Instead, the information must be changed in Cisco Unified CallManager, and then the Synchronize CallManager Users page of Connection Administration can be used to update the information in Connection.

Because Connection requires an AXL server to access to the Cisco Unified CallManager database, an AXL server must first be configured for the Cisco Unified CallManager server from which you are importing users. AXL servers are configured on the Edit > Cisco Unified CallManager AXL Servers page for the Cisco Unified CallManager 5.x phone system integration. Note that the Cisco Unified CallManager AXL service, which is not enabled by default, must be enabled so that it appears as an option on the Cisco Unified CallManager AXL Servers page.

The Synchronize CallManager Users page allows you to manually refresh information from Cisco Unified CallManager for voice mail users who were created by using the Import CallManager Users page.

Alternatively, you can use the Task Management pages to create a task to synchronize the Cisco Unified CallManager user data automatically on a regular schedule.

## Using the Integrated Mailbox Configuration Tool (Cisco Unified CallManager Version 4.1(x) Only)

See the following sections:

- [Creating Individual User Accounts by Using Integrated Mailbox Configuration, page 9-2](#)
- [Setting Up the Cisco Unity Connection Logon Account and Environment, page 9-2](#)
- [Creating a Cisco Unity Connection Voice Mailbox, page 9-3](#)
- [Troubleshooting, page 9-4](#)

## Creating Individual User Accounts by Using Integrated Mailbox Configuration

When Cisco Unity Connection is integrated with Cisco Unified CallManager version 4.1(x), Cisco Unified CallManager administrators can create regular individual Connection user accounts (referred to as voice mailboxes in Cisco Unified CallManager) from either the Directory Number Configuration page or the User Configuration page of the Cisco Unified CallManager Administration console. Connection user accounts are then created directly in SQL by using browser-encrypted secure transmission of credentials across the network.

When user accounts are created by using the Integrated Mailbox Configuration application, the accounts contain the minimum setup data that is provided by the Connection user template that is chosen. If any customization of the user account is necessary beyond what this template provides, you complete the customization by using Cisco Unity Connection Administration. Note that after the accounts are created, there is no automatic synchronization of user data between Connection and Cisco Unified CallManager. Any changes to user accounts that exist in both systems, and that must be kept synchronized, will need to be made manually in both systems.

## Setting Up the Cisco Unity Connection Logon Account and Environment

Do the following procedure to set up the voice mailbox creation environment on Connection and on Cisco Unified CallManager.

### To Set Up the Cisco Unity Connection Logon Account and Environment

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- Step 1** Complete the setup and integration of Connection and Cisco Unified CallManager version 4.1(x) according to instructions in the *Cisco Unity Connection Installation Guide*, the Cisco Unity Connection integration guide, and other applicable Cisco documentation.
  - Step 2** Confirm that the Connection voice mail ports have been configured in Cisco Unified CallManager. In Cisco Unified CallManager Administration, click **Feature** > **Voice Mail** > **Cisco Voice Mail Port**. Enter search criteria and click **Find**. The Connection voice mail ports should list the Cisco Unified CallManager to which they are registered and the IP address of the Connection server.
  - Step 3** Confirm that the Connection user templates for creating a user with a voice mailbox have been set up and are ready for use.

- Step 4** Confirm that Cisco Unified CallManager and Connection have been physically deployed on the same side of the firewall.
- Step 5** Confirm that Cisco Unity Connection Administration can be accessed by IP address. From the Cisco Unified CallManager server, open a web browser and browse to `https://<Connection IP Address>/cadmin`.
- Step 6** In the Cisco Unified CallManager Administration application, browse to **Cisco Unified CallManager Serviceability > Tools > Control Center**, click the Cisco Unified CallManager server name, and confirm that the RIS data collector is activated and running.
- Step 7** On the Connection server, browse to the **Cisco Unity Connection\Java\jakarta-tomcat-5.0\webapps\concerto\ccmpages\4.x** directory.
- Step 8** Copy the **Voicemailbox.asp** file from the Connection server to the `C:\CiscoWebs\Admin` directory on the Cisco Unified CallManager server.
- Step 9** In Cisco Unity Connection Administration, create a new user with the User Administrator role. When you use the Integrated Mailbox Configuration application from the Cisco Unified CallManager Administration interface, you will enter the logon credentials for this user in order to authenticate the request to Connection. See the “[Adding an Individual User Account by Using Cisco Unity Connection Administration](#)” chapter for instructions on creating user accounts.



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**Note** After creating the user account, we recommend that you set a unique password for this user.

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## Creating a Cisco Unity Connection Voice Mailbox

Note that Integrated Mailbox Configuration prompts you to authenticate with a user name and password once per session. If authentication succeeds, you will not be prompted to reauthenticate as long as you remain logged in to Cisco Unified CallManager Administration.

### To Create a Cisco Unity Connection Voice Mailbox by Using Cisco Unity Cisco Unified CallManager Integrated Mailbox Configuration

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- Step 1** Log on to the Cisco Unified CallManager Administration application.
- Step 2** Do one of the following sets of sub-steps:
- To create a voice mailbox from the User Configuration page:**
- Click **User > Global Directory**. The User Information page opens.
  - Search for a user. To see a list of all users, leave the User Search dialog box empty, and click Search.
  - From the list of users, click the name of the applicable user. The User Configuration page opens.
  - Click the **Create Voice Mailbox** link that appears next to the Primary Extension.



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**Note** The Create Voice Mailbox link will not appear unless the Voice Mail Profile for the user is associated with the Primary Extension Directory Number.

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- Continue with [Step 3](#).

**To create a voice mailbox from the Directory Number Configuration page:**

- a. Click **Device > Phone**. The Find and List Phones page opens.
- b. Search for a phone device. To see a list of all phone devices, leave the search dialog box empty, and click **Find**.
- c. From the list of devices, click the name of the applicable device. The Phone Configuration page opens.
- d. From the list of Directory Numbers on the left side of the page, click the applicable Base Phone. The Directory Number Configuration page opens.
- e. Click the **Create Voice Mailbox** link that appears in the top right corner of the page.




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**Note** The Create Voice Mailbox link will not appear unless you have previously configured a Voice Mail Profile setting to either include a pilot number or to specify None as the pilot number. If the Voice Mail Profile is set to No Voice Mail, the Create Voice Mailbox link will not appear.

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- f. Continue with [Step 3](#).

- Step 3** If the Enter Network Password screen appears, enter your Cisco Unity Cisco Unified CallManager Integrated Mailbox Configuration administrator name and password.
- Step 4** Confirm that the **Extension, Alias, First Name, Last Name, and Display Name** for the voice mailbox are as you want them to appear in Connection. Make changes if necessary.
- If no Display Name is entered, one will be created based on the Connection user template settings.
- Step 5** From the drop-down menu, select the **Voice Mailbox Template** to be applied to the voice mailbox. Integrated Mailbox Configuration allows you to select from a list of templates for creating a user with a voice mailbox; you cannot select a template for creating a user without a voice mailbox.
- Step 6** Confirm the **List in Directory** status. By default, this check box is checked, which overrides the setting on the user template.
- Step 7** Click **Insert**. The voice mailbox is added to Connection.
- Step 8** Confirm that the voice mailbox data is correct. If you made a mistake, click **Delete** and repeat this procedure, beginning with [Step 2](#).
- Step 9** Click **Close**.
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## Troubleshooting

### Diagnostics

If you are experiencing a problem with the Integrated Mailbox Configuration application, TAC may instruct you to enable debug diagnostics to assist in determining the source of the problem.

Diagnostic logs are written to the Cisco Unity Connection\Logs\cimc.log file. Note that the diagnostic files do not record the transmission of credentials across the network.

### To Enable Debug Diagnostics and Collect Logs

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- Step 1** On the Connection server, browse to the **Cisco Unity Connection\Java\jakarta-tomcat-5.0\webapps\concerto\WEB-INF\classes** directory.
- Step 2** Open the **log4j.properties** file using a text editor, such as Wordpad.
- Step 3** Locate the line that contains the text **log4j.logger.com.cisco=ERROR**.
- Step 4** Replace ERROR with **DEBUG**.
- Step 5** Save and close the file.
- Step 6** From the Services window, stop and restart the Apache Tomcat service:
- On the Windows Start menu, click **All Programs > Administrative Tools > Services**.
  - In the right pane, right-click **Apache Tomcat**.
  - Click **Restart**.
- Step 7** Collect diagnostic logs by browsing to the **Cisco Unity Connection\Logs** directory. Diagnostics are written to the **cimc.log** file.
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## Error Messages

The following errors may be displayed in the Integrated Mailbox Configuration application.

**Error Message** The page cannot be displayed.

**Explanation** There are several possible reasons for a page not being displayed:

- The Tomcat service is not running on the Connection server.
- The RIS Data Collector service is not running on the Cisco Unified CallManager server.
- Network access is not available.

**Recommended Action** Determine the state of network access and the status of applicable services (for example, status may indicate a shut down, a critical component that has been programatically stopped, or severe network latency). Restart the services and/or correct the cause of the network access problems.

**Error Message** Invalid parameter Alias

**Recommended Action** An alias may contain only the following alphanumeric characters and symbols: 0-9, A-Z, a-z, ~!@#\$%^&\_{}.'. The alias field is required and may not be left blank.

**Error Message** Invalid parameter First Name [Last Name, Display Name]

**Recommended Action** A first name, last name, or display name may contain only the following alphanumeric characters and symbols: 0-9, A-Z, a-z, ~!@#\$%^&\_{}.', space.

**Error Message** Object not found @TemplateObjectId

**Explanation** A problem was found with the voice mailbox template that was chosen.

**Recommended Action** Confirm that the template exists in Cisco Unity Connection Administration—expand Templates, then click User Templates. If the template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and click Find. If the template no longer exists, reset or close and reopen the Integrated Mailbox Configuration window, and select a different template.

**Error Message** Invalid parameter Dtmf Access Id

**Recommended Action** An extension may contain only the following alphanumeric characters and symbols: 0-9, A-Z, a-z, -\_~!@\$%&\*()=+,:;'?\.

**Error Message** Extension is already in use.

**Explanation** A voice mailbox with this extension already exists in Connection.

**Recommended Action** Choose another extension, or remove the user from Connection and create the voice mailbox again.

**Error Message** Duplicate Alias. An Alias must be unique within a location.

**Explanation** A voice mailbox with this alias already exists in Connection.

**Recommended Action** Change the alias or remove the user from Connection and create the voice mailbox again.

**Error Message** License violation: Subscribers

**Explanation** No licenses are available for creating additional users.

**Recommended Action** Review your license counts in Cisco Unity Connection Administration. (Expand System Settings > Licenses. On the Search Licenses page, from the Related Links drop-down list, choose View License Usage and click Go.)

**Error Message** There are not enough Unity Inbox [IMAP, Advanced User] licenses to proceed with this operation. Please see the licensing page for more information.

**Recommended Action** Review your license counts in Cisco Unity Connection Administration. (Expand System Settings > Licenses. On the Search Licenses page, from the Related Links drop-down list, choose View License Usage and click Go.) Confirm that the voice mailbox template you are using is associated with a class of service that has the features you want enabled.

**Error Message** The voice mailbox was not created.

**Recommended Action** To troubleshoot the failure, turn on diagnostics and check the cimc.log file for errors. See the [“To Enable Debug Diagnostics and Collect Logs” procedure on page 9-5](#).

**Error Message** Object not found @ObjectID

**Explanation** The voice mailbox associated with the ID that is being deleted could not be found.

**Recommended Action** Confirm that you have a connection to Microsoft SQL Server and that the voice mailbox exists.

**Error Message** Could not obtain Cisco Unity datastore connection.

**Recommended Action** Confirm that Microsoft SQL Server is running on the Connection server.

**Error Message** Error retrieving Cisco Unity server directory information.

**Recommended Action** Confirm that Microsoft SQL Server is running on the Connection server.

**Error Message** Could not locate Unity server; make sure the Unity Server is configured in Cisco Unified CallManager and that the correct IP address for the Unity server appears in the results on the Cisco Voice Mail Port Find/List page.

**Recommended Action** Confirm that:

- Cisco Unified CallManager is configured correctly for use with the Cisco Unity Cisco Unified CallManager Integrated Mailbox Configuration application.
- The Cisco Unified CallManager service is running.
- The Cisco RIS Data Collector service is running.
- The Voice Mail Profile in Cisco Unified CallManager is configured correctly.

