



CHAPTER 7

Adding, Modifying, or Deleting a User Template

Each account that you add in Cisco Unity Connection is based on a user template. Settings from the template are applied to the accounts as the accounts are created. Connection includes predefined templates, which you can modify. You can also create an unlimited number of additional templates.

See the following sections:

- [Cisco Unity Connection Default Templates, page 7-1](#)
- [Password Security Considerations for Template Defaults, page 7-1](#)
- [Adding a User Template, page 7-2](#)
- [Modifying a User Template, page 7-4](#)
- [Deleting a User Template, page 7-4](#)

Cisco Unity Connection Default Templates

Cisco Unity Connection comes with the following predefined user templates, which you can modify but not delete:

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| Voice Mail User Template | The settings on this template are suitable for most users. |
| Administrator Template | The settings on this template are suitable for users who will administer Connection. User accounts that are based on this template do not have voice mailboxes. By default, the template specifies the System Administrator role, which is the administrator role with the highest privileges. |

Password Security Considerations for Template Defaults

Consider the following as you prepare your templates for creating Connection end users and administrator accounts:

Users with Voice Mailbox Accounts

Default voice mail and web application passwords are applied to each user account that you create. These passwords are either the defaults set for the default Voice Mail User Template during installation, or defaults that are set on the Change Password page for the user template that you select when creating the

accounts. You will need to give these passwords to users so that they can log on to the Connection conversation and to the Cisco Personal Communications Assistant (PCA). To increase system security, we recommend that you instruct users to change both passwords as soon as possible, and that you enforce password complexity rules.

Users Without Voice Mailbox Accounts

A default web application password is applied to each administrative account that you create. If you base the new account on the default Administrator Template, keep in mind that the default password associated with the account is a randomly-generated string. Therefore, if you base new administrative accounts on the default Administrator Template, be sure to first enter a new default password for the template to replace the randomly-generated string, or make sure that you change the password for each new account as you create it. To increase system security, we recommend that you instruct administrators to change the password as soon as possible, and that you enforce password complexity rules.

Adding a User Template

Users with voice mailboxes are end users; users without voice mailboxes are system administrators. Do the applicable procedure to create a user template:

- [To Create an End User Template \(for Users with Voice Mailboxes\), page 7-2](#)
- [To Create an Administrator Template \(for Users Without Voice Mailboxes\), page 7-2](#)

To Create an End User Template (for Users with Voice Mailboxes)

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- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **User Templates**.
 - Step 2** On the Search User Templates page, click **Add New**.
 - Step 3** On the New User Template page, in the User Template Type field, click **User Template with Voice Mailbox**.
 - Step 4** In the Based on Template field, click a template upon which to base the new template.
 - Step 5** Enter an alias and display name.
 - Step 6** In the Phone System field, click the applicable phone system.
 - Step 7** Click **Save**.
 - Step 8** On the Edit User Template Basics page, enter additional settings, as applicable.
 - Step 9** When you have finished entering basic settings, click **Save**.
 - Step 10** On the Edit menu, click the applicable page to continue customizing settings for the new user template. If you change settings on a page, click **Save** before leaving the page.
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To Create an Administrator Template (for Users Without Voice Mailboxes)

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- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **User Templates**.
 - Step 2** On the Search User Templates page, click **Add New**.
 - Step 3** On the New User Template page, in the User Template Type field, click **User Template Without Voice Mailbox**.

- Step 4** In the Based on Template field, click a template upon which to base the new template.
- Step 5** Enter an alias for the account.
- Step 6** Enter additional information, as applicable, then click **Save**.
- Step 7** On the Edit User Template Basics page, enter additional information, as applicable. If you change any settings on the page, click **Save**.
- Step 8** On the Edit menu, click **Roles**.
- Step 9** On the Edit Roles page, click a role name in the Assigned Roles or Available Roles fields, then click the up or down arrow to move the role to the applicable field. (Note that by default, the template specifies the System Administrator role, which is the administrator role with the highest privileges.)
- Step 10** When the Assigned Roles field contains all of the applicable roles for the administrator, click **Save**.
- Step 11** On the Edit menu, click **Password Settings**.
- Step 12** On the Edit Password Settings page, enter settings for the password that the administrator will use when accessing Connection Administration:
- Verify that the **User Must Change at Next Login** check box is checked. When this check box is checked, the administrator will be required to change the password when logging on for the first time.
 - In the Authentication Rule field, click an applicable rule.
- Step 13** Click **Save**.
- Step 14** On the Edit Menu, click **Change Password**.

**Caution**


Do not skip the steps for entering a password for the new template ([Step 15](#) and [Step 16](#)). If you do not enter a password, a randomly-generated string will be entered as the default password. You will then be unable to log on to the account, and will be forced to log on to a different administrative account and change the password of the new account to remove the randomly-generated string.

- Step 15** On the Change Password page, enter a password in the Password field. Note that the password must meet the following requirements for password complexity:
- A minimum length requirement (as set on the Edit Authentication Rule page, in the Minimum Credential Length field)
 - Inclusion of at least one character from each of the following categories: upper-case letter, lower-case letter, number, and symbol (~ ! @ # \$ % ^ & * " ' , . : ; ? - _ () [] < > { } + = / \ |)
 - No characters repeated consecutively more than three times (for example, aaaB1C9 is invalid)
 - No inclusion of the alias or name of the administrator
- Step 16** Enter the password again in the Confirm Password field.
- Step 17** Click **Save**.

Modifying a User Template

Before you create Connection accounts, review the settings in the template(s) that you plan to use and determine whether you need to make any changes. Changes to template settings do not affect existing user accounts.

To Modify a User Template


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- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **User Templates**.
- Step 2** On the Search User Templates page, click the alias of the user template that you want to modify.
-  **Note** If the user 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**.
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- Step 3** On the User Template Basics page, change settings as applicable.
- Step 4** When you have finished changing settings, click **Save**.
- Step 5** From the Edit menu, you may also want to change settings on any (or all) of the available pages. If you change settings on a page, click **Save** before leaving the page.
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Deleting a User Template

Note that you cannot delete the default templates (Voice Mail User Template and Administrator Template).

Deleting a user template will not affect any user accounts that were based on that template when they were created.

To Delete a User Template

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- Step 1** In Cisco Unity Connection Administration, expand **Templates**, then click **User Templates**.
- Step 2** On the Search User Templates page, check the check box to the left of the alias of the user template that you want to delete.
-  **Note** If the user 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**.
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- Step 3** Click **Delete Selected**.
- Step 4** Click **OK**.
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