



CHAPTER 10

Creating Multiple User Accounts from Cisco Unified Communications Manager Users

An alternate way to add Cisco Unity Connection voice mail users to the system is to create them by importing Cisco Unified Communications Manager (CM) (formerly known as Cisco Unified CallManager) users.

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

- [Importing Cisco Unified Communications Manager Users to Create Cisco Unity Connection Users \(Cisco Unified CM Version 5.x and Later\)](#), page 10-1
- [Importing Cisco Unified Communications Manager Users to Create Cisco Unity Connection Users \(Cisco Unified Communications Manager Version 4.1\(x\) Only\)](#), page 10-2

Importing Cisco Unified Communications Manager Users to Create Cisco Unity Connection Users (Cisco Unified CM Version 5.x and Later)

Because Connection requires an AXL server to access the Cisco Unified CM database, an AXL server must first be configured for the Cisco Unified CM server from which you are importing users. AXL servers are configured on the Telephone Integrations > Phone System > Edit > Cisco Unified CM AXL Servers page for Cisco Unity Connection Administration. For details on configuring AXL servers, see the “[Managing the Phone System Integrations](#)” chapter in the *System Administration Guide for Cisco Unity Connection*, available at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

You use the Tools > Import Users page in Cisco Unity Connection Administration to create multiple user with voice mail accounts from Cisco Unified Communications Manager users. You can also import application users into Connection without a voice mailbox.



Note

Cisco Unified Communications Manager users must have a Primary Extension defined or they will not appear on the Tools > Import Users page in Cisco Unity Connection Administration.

When user accounts are created this way, Connection takes the user Alias, Extension, First Name, and Last Name from Cisco Unified CM, and fills in the remaining information from the user template that you specify. Data from the fields that are taken from Cisco Unified CM cannot be modified by using Connection Administration. Instead, the information must be changed in Cisco Unified Communications Manager Administration.

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

Importing Cisco Unified Communications Manager Users to Create Cisco Unity Connection Users (Cisco Unified Communications Manager Version 4.1(x) Only)

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

When user accounts are created by importing users from Cisco Unified CM, 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 CM. 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.

To create Connection accounts by importing Cisco Unified CM users, do the following tasks in the order presented:

1. [Setting Up the Cisco Unity Connection Logon Account and Environment, page 10-2](#)
2. [Creating a Cisco Unity Connection Voice Mailbox in Cisco Unified CM Administration, page 10-3](#)

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 Communications Manager.

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 CM version 4.1(x) according to instructions in the *Installation Guide for Cisco Unity Connection*, 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 Communications Manager:
- a. In Cisco Unified CM Administration, click **Feature > Voice Mail > Cisco Voice Mail Port**.
 - b. Enter search criteria and click **Find**. The Connection voice mail ports should list the Cisco Unified CM 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 CM 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 CM server, open a web browser and browse to `https://<Connection IP Address>/cuadmin`.
- Step 6** In the Cisco Unified CM Administration application, browse to **Cisco Unified CM Serviceability > Tools > Control Center**, click the Cisco Unified CM server name, and confirm that the RIS data collector is activated and running.
- Step 7** Download the **Voicemailbox.asp** file from the Connection server. It is available from `https://<machine name>/concerto`.
- Step 8** Copy the **Voicemailbox.asp** file from the Connection server to the `C:\CiscoWebs\Admin` directory on the Cisco Unified CM server.
- Step 9** In Cisco Unity Connection Administration, create a new user with the User Administrator role.
- Step 10** From the **Edit > Change Passwords** page for the user, set a unique password for this user. Later, when you use Cisco Unified CM Administration to create Connection users, you will enter the logon credentials for this user to authenticate the request to Connection.
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Creating a Cisco Unity Connection Voice Mailbox in Cisco Unified CM Administration

Note that Integrated Mailbox Configuration will prompt 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 CM Administration.

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

- Step 1** Log on to the Cisco Unified CM 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.



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.

- Continue with [Step 3](#).

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

- 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.



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.

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

- Step 3** If the Enter Network Password screen appears, enter your Cisco Unity Cisco Unified CM 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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