



CHAPTER 12

Migrating User Accounts and Messages

Use the information in this chapter to export user data and, optionally, voice messages from Cisco Unity 4.x or later, or from Cisco Unity Connection 1.x, and import it into Cisco Unity Connection 2.x.

Task List for Migrating Cisco Unity or Cisco Unity Connection 1.x Users and Messages to Connection 2.x

The following task list assumes that you have already installed and configured a Connection 2.x system. To migrate Cisco Unity or Connection 1.x user data and messages to Connection 2.x, do the following tasks:

1. If you do not already have a secure shell (SSH) server application installed on a server that is accessible to the Connection 2.x server, install one. The migration tools that import Cisco Unity or Connection 1.x data into Connection 2.x use SSH to access the exported user data and messages.
2. Download the applicable utility for exporting user data and messages from Cisco Unity or from Connection 1.x:
 - To export user data and messages from Cisco Unity 4.x or later, download the Unity to Connection Migration Export utility, available at http://www.ciscounitytools.com/App_CUCMigrationExport.htm.
 - To export user data and messages from Connection 1.x, download the Connection 1.x to 2.x Export utility, available at http://www.ciscounitytools.com/App_CUC1xTo2xMigrationExport.htm.
3. Log on to the Cisco Unity or Connection server from which you want to export user data and messages, and install the export utility that you downloaded in Step 2.
4. Run the Cisco Unity or Connection export utility, and export user data and messages to a server on which an SSH server application is installed and that is accessible to the Connection 2.x server. For more information on running the utility, see the online Help.
5. By default, the utility for importing user data uses the same template to create all user accounts. If you want to create user accounts using two or more templates, make multiple copies of the CSV file and edit as applicable. See the “[Preparing to Create User Accounts by Using Multiple Templates](#)” section on page 12-2.
6. Import user data and messages. For more information, see the “[Importing User Data and Messages](#)” section on page 12-2.

Preparing to Create User Accounts by Using Multiple Templates

The utility that exports user data from Cisco Unity or from Connection 1.x creates one CSV file with data for all users, and the utility that imports this data into Connection 2.x creates all of the new user accounts by using the same template. If you want to create user accounts by using two or more templates, you may want to split the CSV file into one file per template. (Depending on how you want to split users among templates, it might be faster to create all user accounts with the same template and then update user settings individually.)

To Prepare Multiple CSV Files for Creating User Accounts by Using Multiple Templates

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- Step 1** In the location to which you exported Cisco Unity or Connection 1.x data, create a subdirectory for each template that you want to use. Give each subdirectory the same name as the corresponding template.
 - Step 2** Copy the CSV file to each subdirectory. Use the same file name as the original CSV file, or the import will fail.
 - Step 3** Copy all of the voice name WAV files from the location to which you exported Cisco Unity or Connection 1.x data to each subdirectory that you created in [Step 1](#). File names are in the format <user_alias>_VOICE_NAME.wav.

When you import user data from a CSV file, the corresponding voice name WAV files are also imported. The import utility looks for these files only in the directory that contains the CSV file from which you are importing.

- Step 4** Open the CSV file in each subdirectory, and delete the rows for the users who you do not want to import by using the corresponding template.

For example, if you were editing the CSV file in a SalesStaffTemplate directory, you would delete all of the rows for all of the users who you do not want to create by using the SalesStaffTemplate.

Importing User Data and Messages

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If you exported both user data and messages, you must import user data before you import messages.



Caution

Passwords for Cisco Unity web applications cannot be exported because they are stored in Active Directory. When you create new user accounts by importing data, every account will get the same password, which is the password in the template that you specify when you import data.

When you import user data into Cisco Unity Connection 2.x, the Migrate Users utility does not verify that passwords meet the password requirements that are specified by Connection credential policies. The first time that users log on to the Connection 2.x phone user interface or log on to a web application, they are prompted to change the password. Credential policies will enforce password requirements. If the user data that you import contains any blank passwords, those new user accounts will be created with the default password of the chosen template.

To Import User Data Into a Connection 2.x System

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- Step 1** In Cisco Unity Connection Administration, expand **Tools**, expand **Migration Utilities**, and click **Migrate Users**.
- Step 2** In the **Server Name or IP Address** field, enter the name or the IP address of the SSH server to which you exported Cisco Unity or Connection 1.x user data.
- Step 3** In the **Path Name** field, enter the path to the directory that contains the user data that you want to import. The format of the path depends on how you configured the SSH server application for access to that directory.
- Step 4** In the **User Name** and **Password** fields, enter the account name and password for an account that has the permissions required to access the server and files to which you exported the data.
- Step 5** For **User Template**, choose the template whose settings you want to apply to all of the users you are creating with the imported data.
- Step 6** In the Failed Objects Filename field, enter the file name for the log file. Connection will save information in the specified file about users whose data could not be imported.
- Step 7** Click **Submit**.

When the import is finished, the Status displays “Bulk Administration Tool completed,” as well as the number of users for which the import process succeeded and the number for which it failed.

- Step 8** If the import failed for any users, review the file that you specified in [Step 6](#) for information on which user accounts could not be created, and correct the errors as applicable.

You can ignore errors for accounts that are common to all versions of Connection, for example, Operator and UndeliverableMessagesMailbox.

If the import failed for only a few accounts, it may be faster to create the missing accounts manually in Cisco Unity Connection Administration.

**Caution**

If you create accounts manually and you want to import messages that you exported from Cisco Unity or Connection 1.x, you must give each account the exact alias and SMTP address that the corresponding Cisco Unity or Connection 1.x account had. If you give the new account a different alias and/or SMTP address, Connection 2.x will not be able to associate the imported messages with the new accounts.

If you want to correct user data that could not be imported and reimport it, do the following:

- a. Save the log file locally. This file, which contains only rows for the users who could not be imported, is the file you specified in the Failed Objects Filename field in [Step 6](#).
- b. Correct data in the log file.
- c. Change the name of the log file to match the name of the CSV file that you imported from:
 - For Cisco Unity, change the file name to UnityMigrationOutput.csv.
 - For Cisco Unity Connection, change the file name to CUCMigrationOutput.csv.
- d. Copy the renamed log file into the directory that contains the CSV file that you imported from, and overwrite the original CSV file.
- e. Repeat [Step 2](#) through [Step 8](#) until all of the accounts are successfully imported.

**Caution**

If you exported messages as well as user data, you must successfully create all user accounts before you import messages, or the message import will fail.

- Step 9** If you created more than one CSV file so that you could import by using more than one template, repeat [Step 2](#) through [Step 8](#) for each of the remaining CSV files that you created in the “[To Prepare Multiple CSV Files for Creating User Accounts by Using Multiple Templates](#)” procedure on page 12-2.

To Import Messages Into a Connection 2.x System

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, expand **Migration Utilities**, and click **Migrate Messages**.
- Step 2** In the **Server Name or IP Address** field, enter the name or the IP address of the SSH server to which you exported Cisco Unity or Connection 1.x user data and messages.
- Step 3** In the **Path Name** field, enter the path to the directory that contains the messages that you want to import.
- The format of the path depends on how you configured the SSH server application for access to that directory.
- Step 4** In the **User Name** and **Password** fields, enter the account name and password for an account that has the permissions required to access the server and files to which you exported the data.
- Step 5** Click **Submit**.
- When the import is finished, the Status displays “Bulk Administration Tool completed,” as well as the number of messages migrated.
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