



# CHAPTER 21

## Resetting Passwords and PINs

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You can reset the password that users use when they log on to the Cisco Unified IP Phone User Options window. You can also reset the PINs for the extension mobility feature that users use when they log in to Cisco Unified IP Phones. Use this action when you must reset a group of users to a default password or to a default PIN without updating any other attributes.

### Resetting Passwords and PINs

You have two ways to choose users for resetting passwords and PINs:

- [Using Query to Reset User Password and PIN, page 21-1](#)
- [Using a Custom File to Reset User Password and PIN, page 21-3](#)

### Using Query to Reset User Password and PIN

To use a query to locate users and reset passwords and PINs to a default value, use the following procedure.

#### Procedure

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**Step 1** Choose **Bulk Administration > Users > Reset Password/PIN > Query**.

The Reset Password/PIN for Users Query window displays.

**Step 2** To locate the users that you want to reset, define the query filter.

**Step 3** From the first Find User where drop-down list box, choose one of the following criteria:

- User ID
- First Name
- Middle Name
- Last Name
- Manager
- Department

From the second Find User where drop-down list box, choose one of the following criteria:

- begins with

- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 4** Specify the appropriate search text, if applicable, and click **Find**.



**Note** To choose users from more than one department, enter multiple departments separated with a comma in this field. For example, to choose users from departments 12 and 14, enter **12, 14** in the third box instead of performing two operations.



**Tip** To find all users that are registered in the database, click **Find** without entering any search text.

**Step 5** To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat Steps 3 and 4.

**Step 6** Click **Find**.

A list of discovered users displays by

- User ID
- First Name
- Middle Name
- Last Name
- Manager
- Department Name
- LDAP Sync Status

**Step 7** Click **Next**.

**Step 8** Enter the values that you want to update for all the records that you defined in your query.

- **Password**—Enter the default password that users use when they log on to the Cisco Unified IP Phone User Options window.
- **Confirm Password**—Reenter the password.
- **PIN**—Enter the default PIN for the extension mobility feature that users should use when they log in to a Cisco Unified IP Phone.
- **Confirm PIN**—Reenter the PIN.

**Step 9** In the Job Information area, enter the Job description.

**Step 10** To change passwords or PINs immediately, click the Run Immediately radio button. Click Run Later to change them at a later time.

**Step 11** To create a job for resetting passwords or PINs, click **Submit**.

**Step 12** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 67, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 68-3](#).

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#### Additional Topics

See the [“Related Topics” section on page 21-4](#).

## Using a Custom File to Reset User Password and PIN

To locate users and to reset passwords and PINs to default values, you can create a custom file of user IDs by using a text editor.

#### Before You Begin

1. Create a text file that lists each user ID on a separate line for which you want to reset password or PIN.
2. Upload the custom file into Cisco Unified Communications Manager first node. See [“Uploading a File” section on page 2-3](#).



#### Note

Do not use the insert or export transaction files that are created with bat.xlt for the reset transaction. Instead, you must create a custom file with details of the user records that need to be reset. Use only this file for the reset transaction. In this custom reset file, you do not need a header, and you can enter values for user ID.

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To reset user passwords and PINS by using a custom file, use the following procedure.

#### Procedure

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- Step 1** Choose **Bulk Administration > Users > Reset Password/PIN > Custom File**.  
The Find and List Users - Reset Pwd/Pin for users based on custom file window displays.
- Step 2** In Reset Pwd/PIN for Users where drop-down list box, choose the field that you used in the custom file from the following options:
  - User ID
  - First Name
  - Middle Name
  - Last Name
  - Department
- Step 3** In the In Custom File drop-down list box, choose the filename for the custom file.
- Step 4** In the Job Information area, enter the Job description.
- Step 5** To change passwords or PINs immediately, click the Run Immediately radio button. Click Run Later to change them at a later time.
- Step 6** To create a job for resetting passwords or PINs, click **Submit**.
- Step 7** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu.  
For more information on jobs, see [Chapter 67, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 68-3](#). The log file displays the number of users that were updated and the number of records that failed, including an error code.

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**Additional Topics**

See the [“Related Topics” section on page 21-4](#).

## Related Topics

- [Using Query to Reset User Password and PIN, page 21-1](#)
- [Using a Custom File to Reset User Password and PIN, page 21-3](#)