



Creating Subscriber Accounts

Overview: Creating Subscriber Accounts

Anyone who has an account on Cisco Unity is a subscriber. Each subscriber account is associated with a Windows account and an Exchange mailbox. Cisco Unity stores most of the information about subscriber accounts in a database on the Cisco Unity server. However, some subscriber account information is stored in the directory. When Cisco Unity is connected to an Exchange 5.5 server, each subscriber account uses custom attribute fields 12 and 14 as well as the voice mail attributes of the associated Exchange mailbox. When connected to an Exchange 2000 server, Cisco Unity extends the Active Directory schema in order to store subscriber account information.

When Cisco Unity is connected to an Exchange 5.5 server, you can only import Exchange 5.5 users. When Cisco Unity is connected to an Exchange 2000 server, you can import both Exchange 5.5 and Exchange 2000 users.

You create subscriber accounts by using either the Cisco Unity Administrator or the Cisco Unity Import utility.

Cisco Unity Administrator

Within the Cisco Unity Administrator, you can create subscriber accounts one at a time either by adding subscribers or by importing users from Exchange. When adding new subscribers, Cisco Unity creates the Windows account and Exchange mailbox automatically. When Cisco Unity is connected to Exchange 2000, and you add a subscriber, the subscriber mailbox is created in the domain and organizational unit (OU) that you specified when Cisco Unity was installed. If you want the subscriber mailbox to be in another domain, create the Windows

account and Exchange mailbox first, and then import the user into Cisco Unity. You can also create Internet subscribers and AMIS subscribers by using the Cisco Unity Administrator.

Import utility

The Cisco Unity Import utility is useful when you need to create many subscriber accounts at once. With the Import utility, you can create accounts by using information from a comma-separated value (CSV) file or from Exchange mailbox data. You can create Internet subscribers (but not AMIS subscribers) by using the Import utility.

To create subscriber accounts with user information from another voice messaging system or database, you can create a CSV file of the user data and import it into Cisco Unity. When importing from a CSV file, Cisco Unity creates the Windows account and Exchange mailbox for each subscriber. When Cisco Unity is connected to Exchange 2000, and you create subscriber accounts by using a CSV file, the mailboxes for the subscribers are created in the domain and OU that you specified when Cisco Unity was installed.

Before Creating Subscriber Accounts

Before creating subscriber accounts, make sure that you have created necessary public distribution lists, determined subscriber account policy, and set up the appropriate classes of service and subscriber templates. See [Chapter 3, “About Subscriber Accounts”](#) for details on how to perform these tasks.

Subscriber template settings include initial Windows and phone passwords for subscribers. The default phone password is 12345 and the default Windows password is 12345678. Before you create subscriber accounts, review the Windows password policy for the domain to make sure that the minimum length for passwords does not conflict with the default Windows password specified in the subscriber template. Cisco Unity will not create subscriber accounts when the length of the password on the subscriber template is less than the minimum length for passwords in the Windows domain. When creating accounts with Exchange mailbox data, Cisco Unity preserves the existing Windows passwords.

To create subscriber accounts, refer to the following sections in this chapter for more information:

- [About the Import Utility, page 14-3](#)—This section provides basic information about using the Import utility to import multiple Exchange users.

- [Running the Cisco Unity Import Utility, page 14-4](#)—This section provides procedures for using the Import utility.
- [Using the Cisco Unity Administrator to Add or Import Subscribers, page 14-14](#)—This section provides information about using the Cisco Unity Administrator to create subscriber accounts.
- [Adding Large Numbers of Subscribers to Cisco Unity, page 14-19](#)—This section describes how to use the Exchange 5.5 Optimizer on the Cisco Unity server after adding a large number of subscribers.
- [Hiding Recipients from the Address Book, page 14-20](#)—This section describes how to hide subscribers from the Exchange address book.

Once you create subscribers, you can modify individual subscriber accounts as needed. See the “[Subscriber Settings](#)” section on [page 15-1](#) for details.

About the Import Utility

You use the Cisco Unity Import utility to create multiple subscriber accounts at once, either by using information from Exchange mailboxes or from a comma-separated value (CSV) file.

Creating multiple accounts with Exchange mailbox data

When importing information from Exchange, the Import utility creates a maximum of 2500 Cisco Unity subscriber accounts at once. If you have more than 2500 Exchange users for whom you want to create Cisco Unity subscriber accounts, run the Exchange data through the utility multiple times. Once the Import utility has created a subscriber account for an Exchange user, the utility will not process the Exchange mailbox for that user when it is run again.

The Import utility can only import mailboxes from one server at a time. If you have Exchange mailboxes to import from different domains and servers, run the Import utility multiple times.

Creating multiple accounts with data from a CSV file

CSV is a common text file format for moving data from one data store to another. It can be used to copy subscriber information from voice messaging systems that run on different operating systems or that have different database structures than Cisco Unity. You can edit CSV files in a text editor or in a spreadsheet

application. When Cisco Unity is connected to Exchange 2000, and you create subscriber accounts by using a CSV file, the mailboxes for the subscribers are created in the domain and OU that you specified when Cisco Unity was installed.

When importing information from a CSV file, the Import utility creates subscriber accounts, Windows accounts, and Exchange mailboxes from the data in the CSV file. The Import utility processes a maximum of 2500 records at once. When you run the Import utility, any records beyond the first 2500 are saved to an output file that you specify during the import. If you have more than 2500 records with which to create subscriber accounts, run the Import utility multiple times, as needed. Use the output log file from the first import as the CSV file for the next import, and so on.

Running the Cisco Unity Import Utility

Before running the Import utility, review the settings in the subscriber template that you will use to create the accounts. If you need to make a change after creating the subscriber accounts, you will have to change each account individually; changes to settings in a template do not affect any of the existing subscriber accounts that are based on that template. See [Chapter 12, “Subscriber Template Settings”](#) for more information about subscriber templates.

If you are importing Exchange data, you also may want to print out a list of names and phone extensions for all of the Exchange users for whom you will create subscriber accounts. You may need to refer to this list during the import.

During the import, after the Import utility has examined the Exchange mailbox data or CSV source file, it displays a dialog box that reports the results of loading the source data, including the number of records found, the number of records successfully loaded, and the number of records with errors. If errors are reported, continue with the import and fix the errors later.

To create Cisco Unity subscribers by using the Import utility

If you are importing from a CSV file, see the [“Preparing for a CSV Import” section on page 14-7](#) before beginning this procedure.

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- Step 1** On the Cisco Unity server, click **Start > Programs > Cisco Unity > Unity Import**.

Step 2 Follow the on-screen instructions.

Use the following tables to learn more about the dialog boxes in the Import utility.

Table 14-1 Choose Type of Import Dialog Box

Field	Considerations
Comma-Separated Value (CSV) File	Check this box to have the Import utility translate a comma-separated value (CSV) file into Cisco Unity subscriber accounts. The CSV file can be created from user information from another voice message system or database.
MS Exchange Server	Check this box to have the Import utility create Cisco Unity subscriber accounts directly from Microsoft Exchange mailbox data. When Cisco Unity is connected to an Exchange 5.5 server, you must specify an Exchange 5.5 server. When Cisco Unity is connected to an Exchange 2000 server, you can specify either an Exchange 5.5 or Exchange 2000 server.

Table 14-2 Enter Import Information Dialog Box

Field	Considerations
Choose Source CSV File (<i>CSV imports only</i>)	Enter the location of the source CSV file containing data you want to import (the default is input.csv). You do not need to choose a source CSV file when importing Exchange data.
Save Output Log File As (<i>CSV imports only</i>)	Enter a location where the Import utility will save the output log file (the default is output.log). This file does not include records with errors. This file contains only records the utility could not import for any of these reasons: you selected not to import them; you tried to import more than 2500 records; or the import process was interrupted. The output log file can be edited and used again as a CSV source file.

Table 14-2 Enter Import Information Dialog Box

Field	Considerations
Subscriber Template	<p>Select the Cisco Unity subscriber template that best serves the subscribers whose records you are importing. Attributes in a subscriber template are applied to any new subscriber accounts. You can only specify one template for each run of the Import utility. To use more than one template, you must run the Import utility multiple times.</p> <p>If column headers in a source CSV file used for import correspond to attributes in the subscriber template, the values in the CSV file override the template values.</p> <p>For example, if the Import utility detects a column header in the source file called COS_NAME, each subscriber is assigned to the class of service (COS) named in this column. If no COS with that name exists in Cisco Unity, the Import utility creates a new COS with the name specified in the CSV file. The new COS is a copy of the COS specified in the active subscriber template.</p>
Error Log File	<p>Enter a location where the Import utility will save the error log file (the default is error.log). This file contains data that the Import utility could not import because of errors in the source file.</p> <p>When importing from a CSV file, the error log file can be corrected and used again as a CSV source file.</p>
Domain <i>(Exchange 2000 imports only)</i>	Select the domain from which to import subscribers.
Exchange Server	When importing Exchange mailbox data, select the Exchange server from which you would like to import subscribers.
Import Mail Users as Subscribers <i>(Exchange imports only)</i>	Select this option to indicate you would like to import traditional Exchange mail users into Cisco Unity.
Import Custom Recipients as Internet Subscribers <i>(Exchange imports only)</i>	Select this option if you would like to import custom recipients (known as mail-enabled contacts in Exchange 2000/Active Directory) from Exchange into Cisco Unity. Custom recipients are Exchange users who do not have message stores on Exchange. They can be imported as Internet subscribers, and will be able to receive voice messages at their e-mail addresses.

Table 14-3 Prepare Data Dialog Box

Field	Considerations
Selected	Uncheck the box of any record that you do not want to import. When importing from a CSV file, the Import utility saves the records that you do not import in the output log file.
DTMF ID <i>(Exchange imports only)</i>	<p>The numbers in the DTMF ID column will be used for subscriber extensions. Confirm that all subscriber extensions are set correctly, and change them if necessary. If the column is blank, enter the subscriber extensions.</p> <p>When Cisco Unity is connected to an Exchange 5.5 server, the Import utility uses the value in the Phone number field in the Exchange mailbox as the subscriber extension. When Cisco Unity is connected to an Exchange 2000 server, the Import utility uses the Telephone number field on the General tab of the user properties.</p> <p>Cisco Unity subscriber extensions must be dialable characters and cannot contain alphabetic or symbolic characters. The Import utility displays an error message box and will not proceed with the import when invalid characters are entered in the DTMF ID column.</p>

Preparing for a CSV Import

The first row in a CSV file must contain column headers that identify the type of data in the column. The information in the subsequent rows contains the subscriber information to be imported. There are many column headers that you can include in the CSV file, but only three are required. See [Table 14-4](#) for a list of the valid column headers. The following example shows the required headers:

```
LAST_NAME, FIRST_NAME, DTMF_ACCESS_ID
Abade, Alex, 2001
Bader, Kelly, 2002
Campbell, Terry, 2003
Cho, Li, 2004
```

Be aware that Exchange alias generation is determined by settings on the subscriber template used during the import; the settings in Exchange for alias name generation are not used.

When importing information for both regular and Internet subscribers, use a separate CSV file for each type of subscriber. If you include information for regular subscribers in a CSV file that has information about Internet subscribers, the Import utility creates Internet subscriber accounts for everybody.

To prepare a CSV file for importing regular subscribers

- Step 1** In the database that contains the data with which you want to create Cisco Unity accounts, save the data as a CSV file.
- Step 2** Open the CSV file in a spreadsheet application or another application in which you can edit the data.
- Step 3** In the first row, create column headers. The file must contain at least these three column headers: `FIRST_NAME`, `LAST_NAME`, and `DTMF_ACCESS_ID`. All column headers must be spelled as shown here, but case and the order in which they appear do not matter.
- Separate values by commas. Do not use a tab, spaces, or a semicolon to separate values in the file.
- All records must contain a valid entry for each column header.
- Step 4** If the file contains columns of data you do not want to import, title those columns `JUNK` and the Import utility will ignore them. The Import utility also ignores any columns titled `NOTES`.
- Step 5** Verify that each row contains the appropriate data corresponding to each column header.
- Step 6** Save the data as a CSV file. This is the CSV file you will use during the import.
- Step 7** Continue with the procedure in the [“Running the Cisco Unity Import Utility” section on page 14-4](#).
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To prepare a CSV file for importing Internet subscribers

- Step 1** Prepare the CSV file for import as documented in the previous procedure, [To prepare a CSV file for importing regular subscribers](#). Note that the column header `DTMF_ACCESS_ID` is optional for Internet subscribers but not for regular subscribers.

- Step 2** Add a column header called REMOTE_ADDRESS to the first row of the CSV file.
- Step 3** In each row that contains the Internet subscriber account information, enter the e-mail address for the subscriber in the REMOTE_ADDRESS column.
- Step 4** Continue with the procedure in the [“Running the Cisco Unity Import Utility” section on page 14-4.](#)

Table 14-4 CSV File Column Headers

CSV File Column Headers	Description	Values Accepted
DTMF_ACCESS_ID (required)	ID callers enter to reach subscriber (usually the same as extension).	Any combination of digits from 0 to 9, up to a maximum of 64 digits.
FIRST_NAME (required)	Subscriber first name.	Any combination of letters and numbers, up to a maximum of 64 characters.
LAST_NAME (required)	Subscriber last name.	Any combination of letters and numbers, up to a maximum of 64 characters.
AUDIO_SPEED	Defines the speed of message playback.	0 for low speed. 100 for medium speed (default value). 200 for fast speed.
AUDIO_VOLUME	Indicates the volume for message playback.	0 for low volume. 50 for medium volume (default value). 100 for high volume.
COS_NAME	Subscriber class of service (COS).	Any combination of letters and numbers, up to a maximum of 64 characters.

Table 14-4 CSV File Column Headers

CSV File Column Headers	Description	Values Accepted
JUNK	The Import utility ignores columns with this header. JUNK is interchangeable with the header NOTES.	Anything.
LIST_IN_DIRECTORY	Determines whether the subscriber is listed in the phone directory.	0 turns list in directory off. 1 turns list in directory on.
MAX_MSG_LENGTH	Indicates the maximum length of voice mail messages (in seconds) that outside callers can leave.	Any value from 0 to 999 seconds.
MWI_EXTENSION	The message waiting indicator (MWI) extension, if different from phone extension for the subscriber.	Any combination of digits from 0 to 9 for the extension, and “,” (comma) or “;” (semi-colon) for pause.
NOTES	The Import utility ignores columns with this header. NOTES is interchangeable with the header JUNK.	Anything.
NT_ALIAS	The Windows and Exchange alias, which is derived from a rule specified in the subscriber template, using a combination of first and last name.	Any combination of letters and numbers, up to a maximum of 64 characters.
REMOTE_ADDRESS	The e-mail (SMTP) address of an Internet subscriber. This column is used for Internet subscribers only. Note that the “DTMF_ACCESS_ID” column header is optional for Internet subscribers.	Anything.

Table 14-4 CSV File Column Headers

CSV File Column Headers	Description	Values Accepted
PRIMARY_FAX_NUMBER	The ID that callers enter to send faxes through fax to a subscriber. Defines the FAX_ID field on the subscriber profile page.	Any combination of digits from 0 to 9, up to a maximum of 64 digits.
USE_BRIEF_PROMPTS	Indicates whether the subscriber prefers brief or full menus.	0 turns brief menus on. 1 turns full menus on.
XFER_ANNOUNCE	Defines whether Cisco Unity says “transferring call” when the phone is answered on an incoming external call. For this to work, XFER_TYPE must be set to “supervised.”	0 turns transfer announce off. 1 turns transfer announce on.
XFER_CONFIRM	Defines whether Cisco Unity asks subscribers if they would like to take calls. For this to work, XFER_TYPE must be set to “supervised.”	0 turns transfer confirm off. 1 turns transfer confirm on.
XFER_HOLDING_MODE	Determines if the caller can be put on hold when an extension is busy. For this to work, XFER_TYPE must be set to “supervised.”	0 turns transfer holding mode off. 1 turns transfer holding mode on.
XFER_INTRODUCE	Defines whether subscribers hear “call for <the recorded voice name of the subscriber>,” or “call for <extension number>” when they answer an incoming external call. Used when two or more subscribers share a phone. For this to work, XFER_TYPE must be set to “supervised.”	0 turns transfer introduce off. 1 turns transfer introduce on.

Table 14-4 CSV File Column Headers

CSV File Column Headers	Description	Values Accepted
XFER_RINGS	When doing a supervised transfer, the number of rings to wait before activating the appropriate call handler.	Any digit from 1 to 9.
XFER_SCREENING	Sets call screening to off, on, or on with “memory” (the recorded name of the caller is added to the message). For this to work, XFER_TYPE must be set to “supervised.”	0 turns transfer screening off. 1 turns transfer screening on. 2 turns transfer screening on with memory.
XFER_TYPE	Used in conjunction with RNA_ACTION to determine whether Cisco Unity monitors the progress of a call until the subscriber answers the phone.	0 for unsupervised transfer; Cisco Unity does not monitor call progress. 1 for supervised transfer; Cisco Unity monitors call progress.

Correcting Import Errors

To correct errors, you use the error log file that you specified during the import. The error log file contains data that the Import utility could not import because of Exchange mailbox or CSV file errors. The Import utility reports the first error it detects in any Exchange mailbox or row in a CSV file. Once you correct that error, the Import utility may detect additional errors in the same mailbox or row when the data is imported again. You may need to repeat the process—running the Import utility and correcting an error—several times to find and correct all errors.

The first column of the error log file, titled NOTES, provides an error code that describes the error found in a record. The second column of the error log file (also titled NOTES) lists the column number in which the error can be found. Data columns are numbered sequentially beginning with one. You will also see the word ERROR next to the data item that contains the error.

To correct Exchange mailbox errors

- Step 1** Go to the directory location of the error log file you specified during the import.
- Step 2** Use a spreadsheet application to open and print the error log file. The error log file lists the first name and last name of the user for each Exchange mailbox that contains an error.
- Step 3** When importing from Exchange 5.5, open the **Microsoft Exchange Administrator**. When importing from Exchange 2000, open **Windows Active Directory Users and Computers**.
- Step 4** Double-click an Exchange mailbox that contains an error to see the properties.
- Step 5** Enter corrections in the appropriate boxes in the Exchange mailbox.
Refer to [Table 14-5](#) for information about the error codes listed in the error log file.
- Step 6** Click **OK**.
- Step 7** Repeat [Step 4](#) through [Step 6](#) for each Exchange mailbox listed in the error log file.
- Step 8** Run the Import utility again.
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To correct CSV file errors

- Step 1** Go to the directory location of the error log file you specified during the import.
- Step 2** Use a spreadsheet application to open and print the error log file. You will use the error codes in the file to make corrections.
- Step 3** Go to the directory location of the output log file you specified during the import.
- Step 4** Use a spreadsheet application to open the output log file.
- Step 5** Correct any records in the output file that are listed as errors in the error log file.
Refer to [Table 14-5](#) for information about the error codes listed in the error log file.
- Step 6** When you have finished editing the output log file, save it as a CSV file with a new name. This is your new source file.

Step 7 Run the Import utility again with the CSV source file that you saved in [Step 6](#).

Table 14-5 Import Utility Errors

Error Codes	Suggested Fixes
0-to-1 field	Use a 0 or 1.
0-to-2 field	Use a number from 0 to 2.
0-to-999 field	Use a number from 0 to 999.
1-to-9 field	Use a number from 1 to 9.
Alias	Use any combination of letters or numbers, up to 64 characters.
Audio speed	Use a number from 0 to 200.
Audio volume	Use a number from 0 to 100.
Comma-separated value (CSV) import object	Correct any typographical errors in the column headings. Go back to the original source for your data, and resave the CSV file.
Digits only field	Use only numbers.
DTMF ID	Use up to 40 numbers.
Extension	Use up to 40 numbers.
First name	Use only letters and numbers.
Internal processing error	The CSV file may be corrupted or incorrectly formatted.
Last name	Use only letters and numbers.
Must-have-something field	Use any value, including numbers and letters.
MWI extension	Use a number from 0 to 9, a “,” (comma) or a “;” (semi-colon).
Zero-or-date field	Use a 0 or date in the form mm/dd/yy.

Using the Cisco Unity Administrator to Add or Import Subscribers

Within the Cisco Unity Administrator, you can create subscriber accounts one at a time by either adding a subscriber or importing a user from Exchange.

Before creating subscriber accounts, review the settings in the subscriber template that you will use to create the accounts. Note that changes to settings in a template do not affect any of the existing subscriber accounts that were based on that template. See [Chapter 12, “Subscriber Template Settings”](#) for more information.

Adding New Subscribers

When Cisco Unity is connected to Exchange 2000, and you add a subscriber, the subscriber mailbox is created in the domain and OU that you specified when Cisco Unity was installed. If you want the subscriber mailbox to be in another domain, create the Windows account and mailbox first, and then import the user into Cisco Unity.

You can add the following types of subscribers:

- **New Exchange Subscriber**—When adding a new Exchange subscriber, Cisco Unity creates a Windows account and an Exchange mailbox for the subscriber as the subscriber account is created. Windows accounts created by Cisco Unity have limited rights and permissions, which you can modify in Windows as needed.
- **New Internet Subscriber**—Internet subscribers do not have Exchange mailboxes. Instead, messages for the subscriber are sent to an e-mail address that you supply when creating the account. An Internet subscriber is equivalent to a mail-enabled contact in Exchange 2000/Active Directory and a custom recipient in Exchange 5.5. See the [“Internet Subscribers” section on page 10-12](#) for basic information about Internet subscribers.
- **New AMIS Subscriber**—AMIS subscribers do not have Exchange mailboxes. Instead, messages for the subscriber are sent to another voice messaging system by using the Delivery Phone Number and Remote Mailbox Number that you supply. See the [“AMIS Subscribers” section on page 11-8](#) for basic information about AMIS subscribers.

To add a new subscriber

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- Step 1** Go to the **Subscribers > Subscribers > Profile** page.
 - Step 2** Click the **Add** icon.
 - Step 3** Select either **New Exchange Subscriber**, **New Internet Subscriber**, or **New AMIS Subscriber**.

- Step 4** Enter the appropriate information on the Add Subscriber page.
 - Step 5** Click **Add**.
 - Step 6** On the subscriber record, customize settings as appropriate, and then click the **Save** icon.
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Importing Existing Exchange Users

You can import users from Exchange 2000/Active Directory or from Exchange 5.5. You can import the following types of users:

- **Non-Internet Subscriber**—This is simply a user with an Exchange mailbox.
- **Internet subscriber**—An Internet subscriber is equivalent to a mail-enabled contact in Exchange 2000/Active Directory and a custom recipient in Exchange 5.5.

To import an Exchange user

- Step 1** Go to the **Subscribers > Subscribers > Profile** page.
- Step 2** Click the **Add** icon.
- Step 3** Select **Import Existing Exchange User**.
- Step 4** Click **Select**.
- Step 5** Select whether to import a **Non Internet Subscriber** (a user with an Exchange mailbox) or an **Internet Subscriber** (an Exchange 2000 mail-enabled contact or an Exchange 5.5 custom recipient).
- Step 6** Indicate whether to search by first name, last name, or Exchange alias. When Cisco Unity is connected to an Exchange 2000 server, you can also indicate the domain for the search.
- Step 7** Enter the appropriate name or alias. You also can enter * to display a list of all mail users, or enter one or more characters followed by * to narrow your search.
- Step 8** Click **Find**.
- Step 9** On the list of matches, click the name of the Exchange user to import.
- Step 10** Enter the appropriate information on the Add Subscriber page.

Step 11 Click **Add**.

Step 12 On the subscriber record, customize settings as appropriate, and then click the **Save** icon.

Use the following table to learn more about the settings on the Add Subscriber page.

Table 14-6 Add Subscriber Page

Field	Considerations
First Name/Last Name	Enter the first and last names of the subscriber. The names entered here are used for directory assistance. When importing an existing Exchange user, these fields are filled in automatically.
Display Name	Cisco Unity creates a default display name for the subscriber, which you can modify. This is the subscriber name as displayed in the Cisco Unity Administrator, Exchange, Windows, and subscriber reports. In most cases, only the first 40 characters are displayed. When importing an existing Exchange user, the Display Name is filled in automatically.
Extension	Enter the number that callers dial to reach the subscriber. Enter numerals only, according to the extension numbering plan for your organization. Each extension associated with the Cisco Unity server must be unique. Cisco Unity checks whether the extension has already been assigned to another subscriber, call handler, or any other entity that accepts extensions. If the extension is in use, you are prompted for another extension.
Fax ID	Enter the number that callers dial to send a fax to the subscriber. The Fax ID in a subscriber account maps to the Fax box on the Phone/Notes property page in the subscriber Microsoft Exchange mailbox. When you import subscribers who have Exchange mailboxes, this value is copied from Exchange into Cisco Unity. If you change this value in Cisco Unity, it is copied to the Exchange mailbox.
Template	Select the template on which to base the new subscriber account. The template affects most subscriber settings.

Table 14-6 Add Subscriber Page

Field	Considerations
Alias	<p>Cisco Unity creates a default alias based on rules for aliases on the Subscribers > Subscriber Template > Profile page.</p> <p>Note that changing the setting in the Template box on this page can change the alias, if you choose a template that has a different rule for aliases.</p> <p>When you click Add, Cisco Unity checks whether the alias is unique. If the alias is in use, you are prompted to provide a new one.</p>
Exchange Server <i>(Exchange users only)</i>	<p>Select the Exchange server (also referred to as the home server) on which the subscriber messages are stored. When Cisco Unity is connected to an Exchange 5.5 server, you can only select an Exchange 5.5 home server. When Cisco Unity is connected to an Exchange 2000 server, you can select either an Exchange 5.5 and Exchange 2000 server.</p> <p>Assign subscribers to the Exchange server that is on the Cisco Unity server only in the following circumstances: if Cisco Unity is a stand-alone server, if the subscribers access Cisco Unity only by phone, or if there are fewer than 200 subscribers. Otherwise, assign subscribers to another Exchange server.</p> <p>When you specify any server other than the Cisco Unity server as the home Exchange server for a subscriber, it may be several minutes before the subscriber can access the account. With Exchange 5.5 servers, once the account is accessible, the subscriber must log on before messages can be left.</p>
Mailstore <i>(Exchange 2000 only)</i>	Select the mailbox store on which the subscriber messages are stored.
SMTP address <i>(Internet subscribers only)</i>	Enter the e-mail (SMTP) address assigned to the Internet subscriber. Internet subscribers do not have mailboxes. Instead, messages for the subscriber are sent to this e-mail address. (An Internet subscriber is equivalent to a mail-enabled contact in Exchange 2000/Active Directory and a custom recipient in Exchange 5.5.)
Remote Mailbox Number <i>(AMIS subscribers only)</i>	Enter the mailbox number that the remote voice messaging system uses to route AMIS messages to this subscriber.

Table 14-6 Add Subscriber Page

Field	Considerations
Delivery Phone Number <i>(AMIS subscribers only)</i>	Enter the phone number that Cisco Unity dials to connect to the remote voice messaging system for outgoing AMIS calls to this subscriber.

Adding Large Numbers of Subscribers to Cisco Unity

The information in this section applies only to Cisco Unity servers that are connected to Exchange 5.5. It is not problematic to add a large number of subscribers to Cisco Unity when the server is connected to Exchange 2000.

When you add large numbers of subscribers (more than 100) to Cisco Unity, run the Exchange 5.5 Optimizer on the Cisco Unity server after adding the subscribers. Otherwise, you may encounter problems with Cisco Unity not accepting dialed extensions for subscribers and call handlers, and with conversation-related errors in the event log.

If there are other Exchange servers in the site, you do not need to run Exchange Optimizer on the other Exchange servers.

To run Exchange 5.5 Optimizer on the Cisco Unity server

- Step 1** Shut down the Cisco Unity server, if it is running.
- Step 2** On the Windows Start menu, click **Programs > Microsoft Exchange > Microsoft Exchange Optimizer**.
- Step 3** Follow the on-screen instructions. If Exchange Optimizer recommends that you move files, you can safely choose not to do so.
- Step 4** If the Exchange 5.5 Optimizer displays an error message saying that a service could not be shut down, perform the following actions:
 - Exit the **Exchange Optimizer**.
 - Right-click the **Cisco Unity** icon in the status area of the taskbar, and click **Exit**.
 - Start the **Exchange Optimizer** and follow the on-screen instructions.

Step 5 When Exchange Optimizer is finished, restart the Cisco Unity server.

Hiding Recipients from the Address Book

In the Microsoft Exchange Administrator (for Exchange 5.5), you can choose to hide mailboxes, custom recipients, and distribution lists from the Exchange address book. Similarly, in Windows Active Directory for Users and Computers, you can hide users and groups from Exchange address lists. Even when recipients are hidden, Cisco Unity is able to deliver messages to them. You may want to use this setting, for example, when creating Cisco Unity subscriber accounts for voice mail-only users. Hiding voice mail-only subscribers from the Address Book helps to prevent their mailboxes from filling up with e-mail that they cannot access and delete.

The functionality for delivering messages to hidden recipients is available in Cisco Unity version 2.46 and later.