



About Subscriber Accounts

Overview: Subscriber Accounts

Anyone who has an account on Cisco Unity is a subscriber. You can create subscriber accounts either by importing or adding subscribers one at a time from within the Cisco Unity Administrator, or by using the Import utility to create multiple subscriber accounts at once. See [Chapter 13, “Creating Subscriber Accounts”](#) for detailed information about using the Cisco Unity Administrator or the Import utility to create subscriber accounts.

Refer to the following sections in this chapter for basic information on subscriber accounts:

- [Default Accounts, page 3-2](#)—This section describes the default administrator and other accounts created by the Cisco Unity Setup program.
- [Subscriber Settings that You Can Change, page 3-3](#)—This section lists the settings that you can change by using the Cisco Unity Administrator.
- [Settings that Subscribers Can Change, page 3-4](#)—This section lists the settings that subscribers can change by using the ActiveAssistant or by using the system conversation.
- [About Deleting Subscriber Accounts, page 3-6](#)—This section explains the safe way to delete subscriber accounts.

Default Accounts

While running the Cisco Unity Setup program, you are asked to choose the account that you want to use to administer Cisco Unity. The purpose of this account is to allow you to access the Cisco Unity Administrator for initial setup. You can choose the account that you used to install Cisco Unity, or you can choose another domain account. Once the installation is complete, whichever account you chose is automatically given access to the Cisco Unity Administrator, by association with a built-in account called Unity Installer_<server name>. Note that you can grant one or more domain accounts access to the Cisco Unity Administrator on one or more Cisco Unity servers without adding a new subscriber account for each one. See the “[Accessing and Exiting the Cisco Unity Administrator](#)” section on page 1-9 for details.

In addition to the account used to access the Cisco Unity Administrator, the Cisco Unity Setup program creates several other default accounts and public distribution lists that you use when managing the system. The Cisco Unity default accounts are detailed below. For a description of the default public distribution lists, see the “[Message Handling](#)” section on page 5-6 and the “[Subscriber Template Distribution Lists Settings](#)” section on page 11-24.

As a best practice, use the guidelines to secure Cisco Unity accounts as outlined in the white paper, “Security Best Practices for Cisco Unity 3.0,” available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/security.htm.

Example Administrator

The Example Administrator account, which Cisco Unity creates during installation, serves as a default owner, message recipient, and member of several Cisco Unity entities. The account alias is EAdministrator, and its phone password is 12345. The default extension is 99999. The Example Administrator has an Exchange mailbox and a Windows account.

Do not delete the Example Administrator account unless you have assigned valid subscribers as the owners, message recipients, and members (as appropriate) of the Cisco Unity entities with which the account is associated. See the “[Message Handling](#)” section on page 5-6 for additional information.

Cisco Unity Messaging System

The Cisco Unity Messaging System account sends notification when a Cisco Unity report is complete. This account also acts as a surrogate sender for messages from unidentified callers (external callers and any callers calling Cisco Unity from an internal extension that is not associated with a subscriber account, such as a conference room). Finally, this account receives nondelivery receipts for voice messages that cannot be delivered—for example, when a subscriber mailbox is full—which it then forwards to the public distribution list called Unaddressed Messages.

The alias for this account is `Unity_<servername>`. The account cannot be seen in the Cisco Unity Administrator, but the account is created in the Active Directory and the associated Exchange mailbox appears in the Exchange Administrator.

Example Subscriber

This account provides an example of typical subscriber settings; it is assigned to the default subscriber class of service. The alias for the account is `ESubscriber`, and the password is `12345`. The default extension is `99990`. You may delete this account at any time.

Subscriber Settings that You Can Change

Each subscriber account has numerous settings, which are categorized in the Subscriber section in the Cisco Unity Administrator as follows:

Subscriber and Subscriber template

You can specify settings for individual subscribers, or for a group of subscribers by using a subscriber template. Subscriber templates contain settings that are appropriate for subscribers of a particular type, such as a department. The template settings are applied to subscriber accounts as the individual accounts are created. Cisco Unity comes with a default subscriber template, which you can modify, and you can create an unlimited number of additional templates. See [Chapter 11, “Subscriber Template Settings”](#) for details.

Because changes to settings in the template do not affect existing subscribers, you should carefully review the subscriber template settings before using that template to add a subscriber. Once subscriber accounts are created, you modify the settings by making changes to individual subscriber pages in the Cisco Unity Administrator. See [Chapter 14, “Subscriber Settings”](#) for details.

Class of service

The class of service controls what a subscriber can do in Cisco Unity. A class of service:

- Controls attributes such as the maximum length of messages.
- Controls access to the Cisco Unity Administrator and to licensed features, such as text-to-speech e-mail.
- Specifies restrictions on numbers for fax delivery, message notification and call transfer.

Cisco Unity assigns new subscribers to the class of service that is specified in the template on which the subscriber account is based. See [Chapter 12, “Class of Service Settings”](#) for details.

Public distribution lists

Public distribution lists are used to send voice messages to multiple subscribers at the same time. Cisco Unity assigns new subscribers to the public distribution lists that are specified in the template on which the subscriber account is based. See [Chapter 15, “Public Distribution List Settings”](#) for details.

Account policy

The account policy governs passwords and lockouts for all Cisco Unity accounts. Cisco Unity comes with default account policy settings, which you can modify. See [Chapter 16, “Account Policy Settings”](#) for details.

Settings that Subscribers Can Change

Some of the settings that you enter on the subscriber pages of the Cisco Unity Administrator can also be changed by subscribers. Subscribers have two ways to customize their settings:

- By using the ActiveAssistant, which is a Web-based interface similar to the Cisco Unity Administrator
- By following prompts in the subscriber phone conversation

Subscribers can use the ActiveAssistant only if their class of service allows access to it. The class of service to which a subscriber is assigned also controls the ability to change some of these settings. See [Chapter 12, “Class of Service Settings”](#) for details.

Table 3-1 lists the ActiveAssistant and conversation settings that subscribers can change. The *Cisco Unity User Guide* and the *Cisco Unity at a Glance* cards provide subscribers with detailed procedures on changing these settings.

Table 3-1 Settings that Subscribers Can Change

ActiveAssistant Settings	Phone Conversation Settings
Greetings page: <ul style="list-style-type: none"> • Enable or disable greeting • Switch between system prompt and personal greeting • Record a personal greeting 	Record a personal greeting
Transfer and Screening page: <ul style="list-style-type: none"> • Transfer calls to an extension or send to the greeting • All call holding settings • All call screening settings 	Transfer calls to an extension or send to the greeting
Message Notification page: <ul style="list-style-type: none"> • All settings except switch 	<ul style="list-style-type: none"> • Enable or disable a notification device • Notification phone number
Message Playback and Message Addressing pages: <ul style="list-style-type: none"> • All settings except language 	Switch between addressing by name and by extension (by pressing ##)
Caller Options page: <ul style="list-style-type: none"> • Allow callers to edit messages • Allow callers to mark messages urgent 	None

Table 3-1 Settings that Subscribers Can Change (continued)

ActiveAssistant Settings	Phone Conversation Settings
Personal Settings page: <ul style="list-style-type: none"> • Recorded name • Usual fax phone number • Language • Directory listing status • Password 	<ul style="list-style-type: none"> • Recorded name • Usual fax phone number • Directory listing status • Password
Private Lists page: <ul style="list-style-type: none"> • All settings 	<ul style="list-style-type: none"> • Voice name • Add and delete members

About Deleting Subscriber Accounts

When a subscriber leaves the organization or otherwise no longer needs a Cisco Unity account, delete the account in the Cisco Unity Administrator. Deleting the Cisco Unity account does not delete the Windows and Exchange mailbox for that subscriber. These must be deleted separately, as appropriate, by someone with the necessary Windows administrator rights, after the subscriber account is deleted in the Cisco Unity Administrator.

It is important that you delete the subscriber in the Cisco Unity Administrator before you delete associated accounts in Exchange and Windows, so that Cisco Unity can perform the following tasks:

- Delete the subscriber from other Cisco Unity accounts, handlers, or call routing rules that send calls to the subscriber.
- Prompt you to reassign to another subscriber any call handlers that the subscriber owned or was the message recipient of.
- Prompt you to reassign to another subscriber any public distribution lists that the subscriber owned, and to remove the subscriber from all public distribution lists.

If you do not delete the account from within the Cisco Unity Administrator, none of this additional cleanup happens. Instead, the primary call handler remains associated with the deleted subscriber account and the extension assigned to the subscriber is not available for reuse. Additionally, any call handlers or subscriber accounts set up to transfer calls to the deleted account will continue to do so.

To identify call handlers that are associated with improperly deleted accounts, run the Unresolved References report. Then you can fix any “stranded” call handlers that you find by running the SysCheck utility. See the [“Unresolved References Report” section on page 22-18](#) for more information.

