



## Creating Subscriber Accounts

### Overview: Creating Subscriber Accounts

Anyone who has an account on Cisco Unity is a subscriber. You create regular and external (AMIS, Bridge, Internet, or VPIM) subscriber accounts by using either the Cisco Unity Bulk Import wizard or the Cisco Unity Administrator.

#### Creating Regular Subscriber Accounts

To learn more about creating regular subscriber accounts, see the following sections in this chapter:

- [Before Creating Regular Subscriber Accounts, page 15-2](#)—This section describes the issues that you must consider before creating subscriber accounts.
- [About Regular Subscriber Accounts and Data Storage, page 15-4](#)—This section describes how creating subscriber accounts works, and where Cisco Unity stores subscriber account information. It also discusses how Cisco Unity handles user data imported from different Exchange 5.5 sites and Exchange 2000 routing groups.
- [Using the Cisco Unity Bulk Import Wizard to Create Multiple Subscriber Accounts, page 15-5](#)—This section provides basic information about using the Cisco Unity Bulk Import wizard to create regular subscriber accounts, either by importing user data into Cisco Unity from the Exchange 5.5 directory or Active Directory, or from a CSV file.
- [Using the Cisco Unity Administrator to Create Individual Subscriber Accounts, page 15-18](#)—This section provides information about using the Cisco Unity Administrator to create a regular subscriber account by adding a new user to or by importing existing user data from Exchange.
- [After Creating Subscriber Accounts, page 15-23](#)—This section lists the tasks to consider once you have created Cisco Unity subscriber accounts.

#### Creating External Subscriber Accounts

Refer to the following task lists, as applicable:

- To create AMIS subscriber accounts, refer to the “Task List: Setting Up Cisco Unity To Use AMIS” in the “AMIS Networking” chapter in the *Networking in Cisco Unity Guide*.
- To create Internet subscriber accounts, refer to the “Task List: Setting Up Cisco Unity To Use SMTP Networking” in the “SMTP Networking” chapter in the *Networking in Cisco Unity Guide*.
- To create Bridge subscriber accounts, refer to the “Task List: Setting Up Cisco Unity and the Bridge for Networking” in the “Bridge Networking” chapter in the *Cisco Unity Bridge Networking Guide*.
- To create VPIM subscriber accounts, refer to the “Task List: Setting Up Cisco Unity To Use VPIM Networking” in the “VPIM Networking” chapter in the *Networking in Cisco Unity Guide*.

The *Networking in Cisco Unity Guide* is available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

The *Cisco Unity Bridge Networking Guide* is available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_and\\_configuration\\_guide\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_and_configuration_guide_books_list.html).

## Before Creating Regular Subscriber Accounts

This section lists—in order—the issues that you must consider before creating subscriber accounts. If you are creating subscriber accounts that you want to use to administer Cisco Unity, you should review the “[About the Accounts That Can Be Used to Administer Cisco Unity](#)” section on page 2-9 in addition to the sections listed here.

### 1. Cisco Unity Configuration and Permissions

If you are unsure whether the account that you are using has sufficient rights and permissions to create subscribers, or whether Cisco Unity is properly configured to work with your message store, use the following procedure to run the SysCheck diagnostic tool.

#### To Check Cisco Unity Setup and Permissions by Using the Cisco Unity SysCheck Tool

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- Step 1 On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
  - Step 2 In the left pane of the Tools Depot window, in the Diagnostic Tools directory, double-click **SysCheck**.
  - Step 3 On the Welcome to the Cisco Unity Configuration Wizard page, click **Select Configuration Tests**, and click **Next**.
  - Step 4 Uncheck the boxes for the message stores that are not connected to Cisco Unity.
  - Step 5 Click **Test**.
  - Step 6 In the Test Results box, click the link provided to view the test results.
  - Step 7 If no errors are reported, proceed to [Step 8](#). Otherwise, do the following sub-steps:
    - a. Follow the advice offered in the Resolution column to correct each configuration or permissions error.
    - b. Return to the Completing the Check Unity Configuration Wizard page, and click **Finish**.
    - c. Repeat [Step 2](#) through [Step 7](#) until no errors are reported.
  - Step 8 Click **Finish**.
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### 2. Licenses

Confirm that you have the Cisco Unity user licenses that are required for the type of subscriber accounts that you plan to create. You can view the number of licenses purchased, and the number that are used and unused on your system, from the System > Licensing page in the Cisco Unity Administrator. If you need additional licenses, contact your reseller. If you need to upgrade your licenses, refer to the “Adding Cisco Unity User Licenses” section in the “Modifying the Cisco Unity 4.0 System” chapter of the *Cisco Unity Installation Guide*, available on Cisco.com at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_installation\\_guides\\_books\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_installation_guides_books_list.html).

### 3. Account Policies

Account policies govern subscriber passwords and account lockouts for all Cisco Unity subscriber accounts. There are two account policies that you can set up to secure how subscribers access Cisco Unity:

- See the “[Account Policy Settings](#)” chapter to set up phone password and the lockout policies that apply when subscribers access Cisco Unity by phone.
- See the “[About Cisco Unity Administrator Authentication](#)” section on page 2-4 to set up logon, password, and lockout policies that apply when subscribers use Cisco Unity web applications such as the Cisco Personal Communications Assistant (PCA) to access Cisco Unity.

Each account policy has default settings, which you can modify in the Cisco Unity Administrator.

(Subscribers use the Cisco PCA to access the Cisco Unity Assistant and the Cisco Unity Inbox. Note that in version 3.1 and earlier, the Cisco Unity Assistant was known as the ActiveAssistant, or AA; the Cisco Unity Inbox was known as the Visual Messaging Interface, or VMI.)

### 4. Classes of Service

A class of service (COS) defines limits and permissions for subscribers using Cisco Unity. For example, a COS:

- Controls access to the Cisco Unity Administrator and to features, such as text-to-speech e-mail.
- Controls how subscribers interact with Cisco Unity. For example, a COS dictates the maximum length of subscriber messages and greetings, whether subscribers can choose to be listed in directory assistance, and whether subscribers can send messages to a public distribution list.
- Specifies the restriction table used to control the phone numbers subscribers can use for fax delivery, message notification, call transfer, and other tasks.

In the Cisco Unity Administrator, a COS is specified in each subscriber template; thus, a subscriber is assigned to the COS which is specified in the template upon which the subscriber account is based. Cisco Unity includes predefined classes of service, which you can modify. You can also create new classes of service. For details, see the “[Class of Service Settings](#)” chapter.

### 5. Enhanced Phone Security

You can set up Cisco Unity subscriber accounts to use a secure logon method when subscribers access Cisco Unity by phone. See the “[Enhanced Phone Security](#)” chapter for information on setting up enhanced phone security, if desired. If you choose to set up enhanced phone security, then you must also create a new class of service or modify an existing one for the subscribers who will be using enhanced phone security.

### 6. Restriction Tables

Restriction tables in the Cisco Unity Administrator allow you to control which phone numbers subscribers and administrators can use for:

- Transferring calls
- Recording and playback by phone from Cisco Unity applications when the phone is the designated recording and playback device in the Media Master (the Media Master is available in the Cisco Unity Administrator, the Cisco Unity Assistant, the Cisco Unity Inbox, and ViewMail)
- Delivering faxes to a fax machine
- Sending message notifications
- Sending AMIS messages

Each class of service specifies a restriction table for call transfers, one for message notification, and one for fax deliveries. Cisco Unity applies the restriction table associated with the class of service of a subscriber, and displays an error message if the phone number is not allowed. Cisco Unity comes with predefined restriction tables, which you can modify. See the [“Restriction Tables”](#) chapter for details.

### 7. 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. The class of service associated with a subscriber account dictates whether that subscriber can use Cisco Unity to send messages to public distribution lists. See the [“Public Distribution List Settings”](#) chapter for details.

### 8. Subscriber Templates

In the Cisco Unity Administrator, you can specify settings 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. Subscriber template settings also include initial phone passwords for subscribers. In addition, consider that when you use the Cisco Unity Administrator to add a subscriber account and create a new Windows domain account at the same time, the subscriber that you create must use the Windows password indicated in the subscriber template to access the Cisco Unity Administrator and the Cisco PCA initially.

The settings from the template you choose are applied to subscriber accounts as the 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 the [“Subscriber Template Settings”](#) chapter for details.

### 9. Administration Accounts

If you are planning to create subscriber accounts for the purpose of accessing the Cisco Unity Administrator, review the [“About the Accounts That Can Be Used to Administer Cisco Unity”](#) section on page 2-9.

## About Regular Subscriber Accounts and Data Storage

This section describes how Cisco Unity subscriber accounts work, and where Cisco Unity stores subscriber account information. In addition, this section discusses how Cisco Unity handles user data imported from different Exchange 5.5 sites and Exchange 2000 routing groups.

For details, see the following sections:

- [About Subscriber Accounts, page 15-4](#)
- [About Data Storage, page 15-5](#)
- [About Importing User Data from Different Sites and Administrative Groups, page 15-5](#)

## About Subscriber Accounts

Typically, each regular Cisco Unity subscriber account is associated with a Windows domain account and an Exchange mailbox in which Cisco Unity stores voice messages. However, it is possible to create Cisco Unity subscribers who have an Exchange mailbox but do not have a corresponding Windows domain account. For example, if you are using Exchange 2000, this occurs when you create a subscriber

account for a user who has a disabled Active Directory account. With Exchange 5.5, this occurs whenever you create a subscriber account for a user who does not have corresponding Windows NT account, and when one of the following conditions exists:

- Cisco Unity is installed in a pure Exchange 5.5 environment.
- The Exchange 5.5 server that the user data was imported from is in a Windows 2000 domain which has only Exchange 5.5 servers and the Active Directory Connector has not been configured to replicate information between the Exchange 5.5 directory and Active Directory.

Subscribers who do not have a Windows domain account cannot access the Cisco Personal Communications Assistant (PCA), the Cisco Unity Administrator, or use the phone as a recording and playback device for the Media Master. To avoid this problem, enable Active Directory accounts or create a Windows domain account for any Exchange 5.5 user who does not have one before you use either the Cisco Unity Bulk Import wizard or the Cisco Unity Administrator to create subscriber accounts. When you use either the Cisco Unity Bulk Import wizard or the Cisco Unity Administrator to create a subscriber who already has an Exchange mailbox, Cisco Unity does not enable an Active Directory account if it is disabled, nor does it create a Windows domain account for a user if one does not already exist.

## About Data Storage

Cisco Unity stores information about subscriber accounts in a SQL database on the Cisco Unity server. In addition, a small subset of subscriber account information is also stored in the directory:

- When your network consists only of Exchange 5.5 servers, Cisco Unity stores subscriber data in the Exchange 5.5 directory. Each subscriber account uses custom attribute fields 12 and 14 as well as the voice mail attributes of the associated Exchange mailbox.
- When your network consists only of Exchange 2000 servers, or a mixture of Exchange 2000 and Exchange 5.5 servers, Cisco Unity stores subscriber data in Active Directory. The Active Directory schema is extended to store subscriber account information.

## About Importing User Data from Different Sites and Administrative Groups

You can use either the Cisco Unity Bulk Import wizard or the Cisco Unity Administrator to import user data from an Exchange 5.5 site, but only if the Exchange 5.5 server and the Cisco Unity server are in the same site. Importing user data from other Exchange 5.5 sites is not supported.

Although you can use the Cisco Unity Bulk Import wizard or the Cisco Unity Administrator to import user data from other Exchange 2000 routing groups, you should do so only if there is a high-bandwidth connector between the groups that can support message streaming.

# Using the Cisco Unity Bulk Import Wizard to Create Multiple Subscriber Accounts

The Cisco Unity Bulk Import wizard allows you to create multiple subscriber accounts at once either by importing user data directly from the Exchange 5.5 directory or Active Directory, or by importing user data from a comma-separated value (CSV) file. To learn more about using the Cisco Unity Bulk Import

wizard to create subscriber accounts, review the [“Importing User Data Directly from a Message Store Directory” section on page 15-6](#) or the [“Importing User Data from a CSV File” section on page 15-6](#) as applicable.

## Importing User Data Directly from a Message Store Directory

When you use the Cisco Unity Bulk Import wizard to import user data directly from the message store, the Cisco Unity utilizes the mailbox data and Windows domain account information to create the Cisco Unity subscriber account. However, Cisco Unity does not create a Windows domain account for a user if one does not already exist—as may be the case with some Exchange 5.5 users (see the [“About Subscriber Accounts” section on page 15-4](#) for details). Similarly, Cisco Unity also does not enable Active Directory accounts if they are disabled at the time that you import mailbox data from Exchange 2000.

This is important because subscribers who have disabled Active Directory accounts or do not have a Windows domain accounts cannot access the Cisco Personal Communications Assistant (PCA), the Cisco Unity Administrator, or use the phone as a recording and playback device for the Media Master. To avoid this problem, enable Active Directory accounts or create a Windows domain account for any Exchange 5.5 user who does not have one before you use the Cisco Unity Bulk Import wizard to import data from the message store directory.

It is recommended that you do not use the Cisco Unity Bulk Import wizard to create more than 7,500 Cisco Unity subscriber accounts at once. If you have more than 7,500 Exchange users for whom you want to create Cisco Unity subscriber accounts, run the Cisco Unity Bulk Import wizard multiple times. Once the wizard has created a subscriber account for an Exchange user, it will not process the data for that user when it is run again. Finally, although you can import user data for both Exchange 5.5 and Exchange 2000 users, note that the Cisco Unity Bulk Import wizard can import data only from one server at a time.

Finally, the Cisco Unity Bulk Import wizard requires that each user has a DTMF\_ACCESS\_ID that callers can use to reach a regular subscriber. Typically, the DTMF\_ACCESS\_ID is the same as the subscriber extension. Before running the Cisco Unity Bulk Import wizard, print out a list of the user names that you plan to import, and specify a DTMF\_ACCESS\_ID for each user. The ID must be unique among all extensions on the local Cisco Unity server and within the dialing domain, if there is one. Save this list to use when you enter any missing DTMF\_ACCESS\_IDs during the import process.

When you are ready to create subscribers by importing user data directly from Exchange, see the [“Running the Cisco Unity Bulk Import Wizard” section on page 15-16](#).

## Importing User Data from a CSV File

CSV is a common text file format for moving data from one data store to another. In particular, importing from a CSV file is helpful when you want to create subscriber accounts based on user data from voice messaging systems that run on different operating systems, or that have different database structures than

Cisco Unity. As long as the user data contained in the CSV file is formatted as indicated in this section, you can use the Cisco Unity Bulk Import wizard to create subscriber accounts with or without existing Exchange mailboxes and Windows domain accounts.

#### Using the Create New Mailboxes and Windows Accounts Option

If the users in your CSV file do not already have Exchange mailboxes and Windows domain accounts, you can create them at the same time that you create Cisco Unity subscriber accounts:

Exchange 5.5	<p>The Cisco Unity Bulk Import wizard creates the Exchange 5.5 mailbox in the Recipients container on the Exchange server that you select on the pages of the wizard.</p> <p>If you are not satisfied with this location, you can move the mailboxes as needed after the subscriber accounts have been created (or you can create the Exchange mailbox and Windows domain account first, and then use the Use Existing Mailboxes and Windows Accounts option to import the user data into Cisco Unity.</p>
Exchange 2000	<p>The Cisco Unity Bulk Import wizard creates the Exchange 2000 mailbox in the message store and on the server that you specify on the pages of the wizard. The Active Directory account is also created in the domain and organizational unit (OU) that you specify.</p>

Note that if a user already exists in Exchange with the same alias as the subscriber that you want to create, the Cisco Unity Bulk Import wizard notifies you that it cannot create the subscriber or the Exchange mailbox. This may happen if your CSV file contains a user that already has an Exchange mailbox. To create the subscriber account in such cases, use the Use Existing Mailboxes and Windows Accounts option to import the mailbox data for this user instead.

#### Use Existing Mailboxes and Windows Accounts Option

When you create subscriber accounts for users with existing Exchange mailboxes, Cisco Unity utilizes the mailbox data and Windows domain account information to create the Cisco Unity subscriber account. However, Cisco Unity does not create a Windows domain account for a user if one does not already exist—as may be the case with some Exchange 5.5 users (see the [“About Subscriber Accounts” section on page 15-4](#) for details). Similarly, Cisco Unity also does not enable Active Directory accounts if they are disabled at the time that you import mailbox data from Exchange 2000.

This is important because subscribers who have disabled Active Directory accounts or do not have a Windows domain accounts cannot access the Cisco Personal Communications Assistant (PCA), the Cisco Unity Administrator, or use the phone as a recording and playback device for the Media Master. To avoid this problem, enable Active Directory accounts or create a Windows domain account for any Exchange 5.5 user who does not have one before you use the Cisco Unity Bulk Import wizard to import data from your CSV file.

The first row in your CSV file must contain column headers that identify the type of data in each column; information in the subsequent rows must contain the data that you want to import. Column headers must be in uppercase, separated by commas, and spelled as shown in the tables in the following sections:

- [Required Column Headers, page 15-8](#)
- [Optional Column Headers, page 15-8](#)

**Note**

In addition, make sure that commas separate the data in each row in your CSV file, including the column headers in the first row. Do not use a tab, spaces, or a semicolon to separate values in the file. Finally, if any data includes a space, quotes, or commas, contain it within quotes.

**Required Column Headers**

The required column headers for regular subscribers are shown in [Table 15-1](#). Note that the column headers are shown in the order in which they should appear in your CSV file.

**Table 15-1 Required CSV Headers for Regular Subscribers**

Column Header	Description
LAST_NAME	Subscriber last name. Enter any combination of letters, digits, spaces, apostrophes, and dashes, up to a maximum of 32 characters.
FIRST_NAME	Subscriber first name. Enter any combination of letters, digits, spaces, apostrophes, and dashes, up to a maximum of 32 characters.
DTMF_ACCESS_ID	The number that callers dial to reach a subscriber. This value corresponds to the Extension field on the Subscribers > Subscribers > Profile Page page in the Cisco Unity Administrator. Enter any combination of digits from 0 to 9, up to a maximum of 40 digits. Do not include any spaces. Note that the value must be unique among all extensions on the local Cisco Unity server and within the dialing domain, if there is one.
ALIAS	The Cisco Unity Bulk Import wizard searches for the Exchange mailbox that matches the alias entered here. The matching Exchange mailbox will be associated with the subscriber account. If you do not specify an alias here, the Exchange alias for the created account will be derived from a rule specified in the subscriber template, using a combination of first and last name. Typically, you enter an alias here in order to override the alias generation rule (for example, when there are users who need to have aliases that do not follow the convention, such as when there is a naming conflict). Enter any combination of letters and digits, up to a maximum of 64 characters.

**Note**

*This column header is only required when you create subscriber accounts with existing mailbox and Windows account data. If you choose to create subscriber accounts and create new mailboxes and Windows accounts at the same time, the column header is optional.*

**Optional Column Headers**

There are several optional column headers that you may include in your CSV file, as shown in [Table 15-2](#). Most optional column headers correspond to subscriber settings defined in the subscriber template, including class of service (COS), call transfer, and message notification settings. When data for a particular subscriber setting is not included in the CSV file, the Cisco Unity Bulk Import wizard uses settings in the subscriber template that you choose when you run the Cisco Unity Bulk Import wizard. For this reason, you should review the settings in the subscriber template that you will use to create the accounts before adding any of the optional column headers to your CSV file. See the [“Subscriber Template Settings”](#) chapter for more information about subscriber templates.

Use [Table 15-2](#) to learn more about the optional column headers that you can include in the CSV file. Unless otherwise indicated, all optional column headers can be used to define any type of subscriber account.

**Table 15-2** Optional CSV File Column Headers


Optional Column Header	Description
<p>ALIAS</p> <p> <b>Note</b> <i>Note that this column header is optional only if you choose to create new mailboxes and Windows accounts at the same time that you create subscriber accounts. The column header is required when you create subscriber accounts with existing mailbox and Windows account data.</i></p>	<p>The Cisco Unity Bulk Import wizard searches for the Exchange mailbox that matches the alias entered here. The matching Exchange mailbox will be associated with the subscriber account.</p> <p>If you do not specify an alias here, the Exchange alias for the created account will be derived from a rule specified in the subscriber template, using a combination of first and last name. Typically, you enter an alias here in order to override the alias generation rule (for example, when there are users who need to have aliases that do not follow the convention, such as when there is a naming conflict).</p> <p>Enter any combination of letters and digits, up to a maximum of 64 characters.</p>
<p>ALTERNATE_EXTENSION_1</p>	<p>In addition to the “primary” extension that you assign subscribers, you can also assign subscribers alternate extensions.</p> <p>For example, if you have more than one Cisco Unity server that accesses a single, corporate-wide directory, you may want to add alternate extensions so that a subscriber uses the same number when addressing a message to a subscriber associated with another Cisco Unity server and when calling that subscriber directly.</p> <p>Even if assigning alternate extensions is not necessary in your situation, you may want to add them as a convenience for subscribers. For example, alternate extensions can be used to:</p> <ul style="list-style-type: none"> <li>• Handle multiple line appearances on subscriber phones.</li> <li>• Offer easy message access on direct calls from a certain phones.</li> <li>• Simplify addressing messages to subscribers at different locations.</li> <li>• Enable alphanumeric extensions in Cisco Unity for an integration with a SIP phone system.</li> </ul> <p>Each alternate extensions must be unique—up to the dialing domain level, if applicable—and no more than 40 characters in length.</p> <p>Enter any combination of digits 0 through 9, or if you have a SIP integration, enter letters a through z. Do not use spaces, dashes, or parentheses between characters.</p>
<p>AUDIO_SPEED</p>	<p>Defines the speed of message playback.</p> <ul style="list-style-type: none"> <li>• 0—low speed.</li> <li>• 100—medium speed (default value).</li> <li>• 200—fast speed.</li> </ul>

Table 15-2 Optional CSV File Column Headers (continued)

Optional Column Header	Description
AUDIO_VOLUME	Indicates the volume for message playback. <ul style="list-style-type: none"> <li>• 0—low volume.</li> <li>• 50—medium volume (default value).</li> <li>• 100—high volume.</li> </ul>
CALLERS_LANGUAGE	The language of the Cisco Unity conversation that the caller hears when they call a subscriber. Enter any combination of letters and digits, up to a maximum of four characters.
CONVERSATION_NAME	The Cisco Unity conversation that the subscriber hears when retrieving messages. Enter any combination of letters and digits, up to a maximum of 64 characters.
COS_OBJECT_NAME	The name of the subscriber class of service (COS) of which the subscriber will be a member. The COS must already exist in the Cisco Unity Administrator. Enter any combination of letters, digits, and braces, up to a maximum of 128 characters. Enter the name of the COS as it appears in the Cisco Unity Administrator.
DISPLAY_NAME	If the display name is not specified, it is constructed from the first and last names based on the rule in the subscriber template selected during the import. Enter any combination of letters, digits, spaces, commas, apostrophes, and dashes, up to a maximum of 64 characters.
DOMAIN_LOCATION	Specifies the Windows NT 4.0 domain name in which the alias in the NT40_ALIAS column can be found. Use this column if you are creating subscriber accounts for users who have both a Windows NT 4.0 account and Windows 2000 account, or if your organization is in the process of moving users from Windows NT 4.0 to Windows 2000, or from one Active Directory domain to a new domain.  In addition, you need to specify the alias in the column NT40_ALIAS so that the Cisco Unity Bulk Import wizard can find the Windows NT 4.0 account information to associate with the subscriber. Without associated Windows domain accounts, the subscribers that you create will not have access to the Cisco Unity Administrator, the Cisco Personal Communications Assistant (PCA), and cannot use the phone as the recording and playback device for the Media Master. Enter any combination of letters, up to a maximum of 15 letters.
LIST_IN_DIRECTORY	Determines whether the subscriber is listed in the phone directory. <ul style="list-style-type: none"> <li>• 0—turns directory listing off.</li> <li>• 1—turns directory listing on.</li> </ul>
MAX_MSG_LENGTH	Indicates the maximum length of voice mail messages (in seconds) that unidentified callers can leave. Enter any value from 0 to 999 seconds.
MWI_EXTENSION_1	The message waiting indicator (MWI) extension, if different from phone extension for the subscriber. Enter any combination of digits from 0 to 9 for the extension (or if you have a SIP integration, enter letters a through z), and “,” (comma) or “;” (semi-colon) for pause, for a maximum of 40 characters.

Table 15-2 Optional CSV File Column Headers (continued)

Optional Column Header	Description
NOTES	<p>The Cisco Unity Bulk Import wizard ignores a column with this header. The Cisco Unity Bulk Import wizard does not support more than one NOTES column in a CSV file.</p> <p>Enter any comments that you may have for this record. Enter any combination of letters, characters, and digits, for a maximum of 255 characters.</p>
NT40_ALIAS	<p>Specifies the Windows NT 4.0 alias. Use this column if you are creating subscriber accounts for users who have both a Windows NT 4.0 account and Windows 2000 account, or if your organization is in the process of moving users from Windows NT 4.0 to Windows 2000, or from one Active Directory domain to a new domain.</p> <p>In addition, you need to specify the domain name in the column DOMAIN_LOCATION so that the Import wizard can find the Windows NT 4.0 account information to associate with the subscriber. Without associated Windows domain accounts, the subscribers that you create will not have access to the Cisco Unity Administrator, the Cisco Personal Communications Assistant (PCA), and cannot use the phone as the recording and playback device for the Media Master.</p> <p>Enter any combination of letters and digits, up to a maximum of 40 characters.</p>
PAGER1_NUMERIC_AFTER_DIAL_DIGITS	<p>The extra digits that Cisco Unity dials after the phone number for a message notification. The extra digits are shown on the pager display.</p> <p>This column corresponds to the Extra Digits field for the Pager device on the Subscribers &gt; Subscribers &gt; Message Notification page in the Cisco Unity Administrator.</p> <p>Enter any combination of digits from 0 to 9, up to a maximum of 32 digits.</p>
PAGER1_NUMERIC_DIAL_DELAY	<p>Specifies the number of seconds to wait before dialing the extra digits specified in the PAGER1_NUMERIC_AFTER_DIALDIGITS column. Use this option if the automatic call progress detection of your phone system is not reliable (for example, if you experience noisy phone lines and unusual ringing patterns).</p> <p>This column corresponds to the Seconds to Wait Before Dialing Extra Digits field for the Pager device on the Subscribers &gt; Subscribers &gt; Message Notification page in the Cisco Unity Administrator.</p> <p>Enter any value from 0 to 100 seconds.</p>
PAGER1_NUMERIC_DISABLE	<p>Disables the numeric pager device. This column corresponds to the Status field for the Pager device on the Subscribers &gt; Subscribers &gt; Message Notification page in the Cisco Unity Administrator.</p> <p>Enter 1.</p> <p>After you create the subscriber accounts, you can enable the pager in the Cisco Unity Administrator, or you can tell subscribers to do so in the Cisco Unity Assistant.</p>

Table 15-2 Optional CSV File Column Headers (continued)

Optional Column Header	Description
PAGER1_NUMERIC_PHONE_NO	<p>The phone number, including trunk access code, of the numeric pager to be used for message notifications.</p> <p>This column corresponds to the Phone Number field for the Pager device on the Subscribers &gt; Subscribers &gt; Message Notification page in the Cisco Unity Administrator. Message notifications to this device are disabled upon import and must be enabled in the Cisco Unity Administrator or by the subscriber in the Cisco Unity Assistant.</p> <p>Enter any combination of digits 0 through 9 and the following dialing characters, up to a maximum of 40 characters:</p> <ul style="list-style-type: none"> <li>• , (comma) to insert a one-second pause.</li> <li>• # and * to correspond to the # and * keys on the phone.</li> </ul>
PAGER1_TEXT_AFTER_DIAL_DIGITS	<p>Specifies a phone number if the subscriber has a text-compatible cell phone and wants text pager notifications to include a “From” or “Return Call” phone number. Typically, this field contains the number of the Cisco Unity server that the subscriber calls to check messages.</p> <p>The From phone number appears in the last line of any text pager notification. A subscriber can press the Return Call button on many text-compatible cell phones to dial the phone number. The cell phone must support automatic callback in order to use this feature.</p> <p>This column corresponds to the From: (Phone Number) field for the Text Pager 1 device on the Subscribers &gt; Subscribers &gt; Message Notification page in the Cisco Unity Administrator.</p> <p>Enter any combination of digits, up to a maximum of 32 digits.</p>
PAGER1_TEXT_DISABLE	<p>Disables the text pager device. This column corresponds to the Status field for the Text Pager 1 device on the Subscribers &gt; Subscribers &gt; Message Notification page in the Cisco Unity Administrator.</p> <p>Enter 1.</p> <p>After you create the subscriber accounts, you can enable the pager in the Cisco Unity Administrator, or you can tell subscribers to do so in the Cisco Unity Assistant.</p>
PAGER1_TEXT_SMTP_ADDRESS	<p>Specifies the e-mail address of the text pager, text-compatible cell phone, or another e-mail account (such as a home e-mail address) to which message notifications will be sent.</p> <p>This column corresponds to the To: (E-Mail Address) field for the Text Pager 1 device on the Subscribers &gt; Subscribers &gt; Message Notification page in the Cisco Unity Administrator. Message notifications to this device are disabled upon import and must be enabled in the Cisco Unity Administrator or by the subscriber in the Cisco Unity Assistant.</p> <p>Enter any combination of letters, digits, colons, ampersands, dashes, periods, and underscores, up to a maximum of 128 characters.</p>
SUBSCRIBER_TEMPLATE	<p>The subscriber template that you want to associate the subscribers with once they are created. Enter any combination of letters and digits, up to a maximum of 128 characters.</p>
SUBSCRIBERS_LANGUAGE	<p>The language that the subscriber hears when logging on to Cisco Unity by phone. Enter any combination of letters and digits, up to a maximum of four characters.</p>

Table 15-2 Optional CSV File Column Headers (continued)

Optional Column Header	Description
TIME_EXPIRES	<p>Specifies the date that call transfer is turned off for the subscriber extension. If the value is 0 (zero), call transfer is turned on, and because there is no expiration date, it never turns off. If the value is a date in the past (for example, 01/01/80), call transfer is turned off.</p> <p>Enter a valid date in the format of mm/dd/yy, yy/mm/dd, or enter 0 (zero).</p>
TRANSFER_STRING	<p>Specifies the call transfer number for the subscriber. The value is usually the same as the DTMF_ACCESS_ID (so Cisco Unity sends calls to the subscriber extension), though the value for the dialing transfer string can be left blank.</p> <p>This corresponds to the Transfer Incoming Calls to Subscriber's Phone field on the Subscribers &gt; Subscribers &gt; Call Transfer Page in the Cisco Unity Administrator.</p> <p>Enter any combination of digits from 0 to 9 up to a maximum of 40 digits, and the following dialing characters:</p> <ul style="list-style-type: none"> <li>• , (comma) to insert a one-second pause.</li> <li>• ; (semi-colon) to insert a pause.</li> </ul>
USE_BRIEF_PROMPTS	<p>Indicates whether the subscriber hears brief or full phone menus when accessing Cisco Unity over the phone.</p> <ul style="list-style-type: none"> <li>• 0—turns brief menus on.</li> <li>• 1—turns full menus on.</li> </ul>
VMI_TEXT_SMTP_ADDRESS	<p>Use to set up a text message notification so that Cisco Unity Inbox subscribers who do not use ViewMail receive an e-mail whenever a new voice message arrives. Enter the e-mail address of the subscriber text pager, text-compatible cell phone, or another e-mail account (such as a home e-mail address).</p> <p>This column corresponds to the To: (E-Mail Address) field for the Text for VMI device on the Subscribers &gt; Subscribers &gt; Message Notification page in the Cisco Unity Administrator. Message notifications to this device are disabled upon import and must be enabled in the Cisco Unity Administrator or by the subscriber in the Cisco Unity Assistant.</p> <p>Note that you can enter the URL for the Cisco Personal Communications Assistant (PCA) on the System &gt; Configuration page in the Cisco Unity Administrator, so that it is automatically included as a link in the body of the e-mail message that is sent to the subscriber. (Subscribers use the Cisco PCA to access their Cisco Unity Inboxes.)</p> <p>Enter any combination of letters, digits, colons, ampersands, dashes, periods, and underscores, up to a maximum of 128 characters.</p>

Table 15-2 Optional CSV File Column Headers (continued)

Optional Column Header	Description
VMI_TEXT_AFTER_DIAL_DIGITS	<p>Use to set up a text message notification so that Cisco Unity Inbox subscribers who do not use ViewMail receive an e-mail whenever a new voice message arrives.</p> <p>Enter a phone number if the subscriber has a text-compatible cell phone and wants message notifications to include a return phone number. Typically, this field contains the number that the subscriber calls to check messages.</p> <p>This column corresponds to the To: (E-Mail Address) field for the Text for VMI device on the Subscribers &gt; Subscribers &gt; Message Notification page in the Cisco Unity Administrator. Message notifications to this device are disabled upon import and must be enabled in the Cisco Unity Administrator or by the subscriber in the Cisco Unity Assistant.</p> <p>Note that you can enter the URL for the Cisco Personal Communications Assistant (PCA) on the System &gt; Configuration page in the Cisco Unity Administrator, so that it is automatically included as a link in the body of the e-mail message that is sent to the subscriber. (Subscribers use the Cisco PCA to access their Cisco Unity Inboxes.)</p> <p>Enter any combination of digits, up to a maximum of 32 characters.</p>
XFER_ANNOUNCE	<p>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.”</p> <ul style="list-style-type: none"> <li>• 0—turns announce off.</li> <li>• 1—turns announce on.</li> </ul>
XFER_CONFIRM	<p>Defines whether Cisco Unity asks subscribers if they would like to take calls. For this to work, XFER_TYPE must be set to “supervised.”</p> <ul style="list-style-type: none"> <li>• 0—turns confirm off.</li> <li>• 1—turns confirm on.</li> </ul>
XFER_HOLDING_MODE	<p>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.”</p> <ul style="list-style-type: none"> <li>• 0—turns call holding off.</li> <li>• 1—turns call holding on.</li> </ul>
XFER_INTRODUCE	<p>Defines whether subscribers hear “call for &lt;the recorded voice name of the subscriber&gt;,” or “call for &lt;extension number&gt;” 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.”</p> <ul style="list-style-type: none"> <li>• 0—turns introduce off.</li> <li>• 1—turns introduce on.</li> </ul>
XFER_RINGS	<p>When doing a supervised transfer, the number of rings to wait before activating the appropriate call handler.</p> <p>Enter any digit from 1 to 9.</p>
XFER_SCREENING	<p>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.”</p> <ul style="list-style-type: none"> <li>• 0—turns call screening off.</li> <li>• 1—turns call screening on.</li> <li>• 2—turns call screening on with memory.</li> </ul>

Table 15-2 Optional CSV File Column Headers (continued)

Optional Column Header	Description
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. <ul style="list-style-type: none"> <li>• 0—unsupervised transfer; Cisco Unity does not monitor call progress.</li> <li>• 1—supervised transfer; Cisco Unity monitors call progress.</li> </ul>
ZERO_KEY_RULE	Specifies the display name for the call handler to which calls to this subscriber are transferred when unidentified callers press “0” during the subscriber greeting. This allows calls to different groups of subscribers to be handled by different operators.  Note that the Import wizard checks to see if the name is a valid call handler, so the call handler must have been created in the Cisco Unity Administrator before doing the import.  Enter any combination of letters and digits, up to a maximum of 128 characters.

After reviewing [Table 15-1](#) and [Table 15-2](#), use the following procedure to prepare your CSV file.

#### To Prepare a CSV File for Creating Regular Subscriber Accounts

- Step 1** Save the data which you will use to create Cisco Unity accounts as a CSV file.
- As a best practice, do not include more than 7,500 records in a single CSV file, as you may encounter unexpected results when the Cisco Unity Bulk Import wizard imports the data.
- Step 2** Copy the CSV file to the Cisco Unity server or to a folder that you can browse to from the server.
- Step 3** Open the CSV file in a spreadsheet application or another application with which you can edit and reorganize the data. Do the following:
- Confirm that the data is separated by commas, and that no tabs, spaces, or semicolons separate the data in the file.
  - If any data includes a space, quotes, or commas, contain it within quotes.
- Step 4** Rearrange the data, so that the columns are in the same order as the column headers that you will add in [Step 5](#). The order of the column headers does not matter, though it is good practice to set up your CSV file as indicated here. For example, the columns of data in this sample are sorted so that the last name of the user is followed by the first name and then by the DTMF\_ACCESS\_ID:

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

- Step 5** Enter the required column headers above the first row of data. Column headers must be in uppercase, separated by commas, and spelled as indicated below:

```
LAST_NAME,FIRST_NAME,DTMF_ACCESS_ID
```



#### Note

The examples throughout this procedure illustrate how to set up a CSV file so that the Cisco Unity Bulk Import wizard creates subscriber accounts and new mailboxes and Windows accounts at the same time. If you choose to create new subscriber accounts with existing mailbox and Windows account data, you must also include the ALIAS column header and data in your CSV file.

For example, using the sample data from [Step 4](#), the CSV file would look like this:

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

- Step 6** If desired, add any of the optional column headers listed in [Table 15-2](#) to the first row, and the corresponding data that you want to import in the subsequent rows below. As you do so, confirm that:
- Column headers and data are separated by commas. Note that each row does not have to contain data for each optional column header.
  - Any data that includes a space, quotes, or commas is contained within quotes.
- Step 7** If your CSV file contains columns of data that you do not want to import, delete the columns. Alternatively, you can title one column **NOTES**. The Cisco Unity Bulk Import wizard ignores data beneath any NOTES column header, but the wizard does not support more than one NOTES column in a CSV file.
- Step 8** Confirm that each row contains the appropriate data corresponding to each column header. See [Table 15-1](#) and [Table 15-2](#) for descriptions of valid data for each column header.
- Step 9** Save the file as a CSV file.
- Step 10** Continue with the procedure in the [“Running the Cisco Unity Bulk Import Wizard”](#) section on [page 15-16](#).
- 

## Running the Cisco Unity Bulk Import Wizard

Do the procedure in this section to use the Cisco Unity Bulk Import wizard to create multiple subscriber accounts. Do so only after you have reviewed the following sections:

- [Before Creating Regular Subscriber Accounts, page 15-2](#)
- [Importing User Data Directly from a Message Store Directory, page 15-6](#) (as applicable)
- [Importing User Data from a CSV File, page 15-6](#) (as applicable)

Note that the Cisco Unity Bulk Import wizard can only import user data from one server at a time. For best results, do not attempt to create more than 7,500 new subscribers at once. You can only create one type of subscriber each time you run the Cisco Unity Bulk Import wizard.

When the Cisco Unity Bulk Import wizard initially loads the Exchange user data or records in your CSV file, it examines the data for errors. If an error is found, the wizard notifies you and logs the error in the error.log file. You can choose either to ignore the error and correct it later, or you can correct the error, and start the wizard again. After it creates subscriber accounts, the wizard displays a dialog box that reports the results of loading the data, including the number of records found, the number of records successfully loaded, and the number of records that still have errors.

The following procedure indicates how to use the Cisco Unity Bulk Import wizard to create regular subscriber accounts, and how to manage any errors that the wizard discovers in the process.

### To Create Regular Subscribers by Using the Cisco Unity Bulk Import Wizard

---

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

- Step 2** Follow the on-screen instructions presented on each page of the wizard. To learn more about the options presented in the dialog boxes that appear as the wizard proceeds, click **Help**.
- Step 3** When prompted to choose the type of subscriber that you want to create, click **Unified Messaging or Voice-Mail Only**.
- Step 4** Click **Next**, and proceed through the wizard. If the wizard reports any errors, you can:
- Click **OK** to continue with the import, and fix the errors later.
  - Fix the errors. See the [“Correcting Import Errors”](#) section on page 15-17 for details.
- Step 5** If you are importing user data directly from the message store directory, confirm that there is a `DTMF_ACCESS_ID` specified for each user on the Select Data to Import page.
- Enter the appropriate data in the grid if a `DTMF_ACCESS_ID` is not specified for a user:
- Enter digits only.
  - Typically, the `DTMF_ACCESS_ID` is the same as the subscriber extension. Therefore, the data you enter should be consistent with the extension numbering plan used in your organization.
  - The ID must be unique among all extensions on the local Cisco Unity server and within the dialing domain, if there is one.
- Step 6** Once the subscriber accounts are created, click **Finish**.
- Step 7** If you had import errors, but in [Step 4](#) you chose to correct them later, see the [“Correcting Import Errors”](#) section on page 15-17.
- If you had no import errors, or if all errors have now been corrected, see the [“After Creating Subscriber Accounts”](#) section on page 15-23.
- 

## Correcting Import Errors

The error log file contains data that the Cisco Unity Bulk Import wizard could not import. The Cisco Unity Bulk Import wizard reports the first error it detects in any Exchange mailbox or row in a CSV file. Once you correct that error, the Cisco Unity Bulk Import wizard may detect additional errors in the same mailbox or row when the data is imported again. Thus, you may need to repeat the correction process—running the Cisco Unity Bulk Import wizard and correcting an error—several times to find and correct all errors.

The output log file contains all the records that were not imported. You can save it as a CSV file, and use it when you run the Cisco Unity Bulk Import wizard again. Note that each time that you run the Cisco Unity Bulk Import wizard, the error and output log files are overwritten (unless you specify a new name for the files each time you run it).

To correct import errors, use one of the two procedures below.

### To Correct Errors That Occurred When Importing Data from the Message Store

---

- Step 1** Go to the directory location of the error log file you specified during the import. (The default location and file name is `C:\Error.log`.)
- Step 2** Use a text editor to open the error log file. The information is listed in the following order: alias, last name, first name, and `DTMF_ACCESS_ID`. You will use the error codes in the file to make corrections.
- Step 3** When importing data from Exchange 5.5, open the **Microsoft Exchange Administrator**. When importing data from Exchange 2000, open **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.
- 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 Cisco Unity Bulk Import wizard again.
- Step 9 Repeat this procedure until all subscriber accounts are created without error, and then proceed to the [“After Creating Subscriber Accounts”](#) section on page 15-23.

#### To Correct Errors That Occurred When Importing Data from a CSV File

- Step 1 Go to the directory location of the error log file you specified during the import. (The default location and file name is C:\Error.log.)
- Step 2 Use a text editor to open 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. (The default location and file name is C:\Output.log.) This file contains all the records that were not imported.
- Step 4 Use a text editor 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.
- Step 6 When you have finished editing the output log file, save it as a CSV file with a new name.
- Step 7 Run the Cisco Unity Bulk Import wizard again with the CSV file that you saved in [Step 6](#).
- Step 8 Repeat this procedure until all subscriber accounts are created without error, and then proceed to the [“After Creating Subscriber Accounts”](#) section on page 15-23.

## Using the Cisco Unity Administrator to Create Individual Subscriber Accounts

Using the Cisco Unity Administrator, you can create a regular subscriber account by either adding a new user to Exchange or by importing existing user data from Exchange.

### Adding Subscriber Accounts

If the subscriber that you want to create does not already have an Exchange mailbox, you can use the Cisco Unity Administrator to create an Exchange mailbox, a Windows domain account, and the new subscriber account at the same time:

Exchange 5.5	Mailboxes are created in the Recipients container in the site.
Exchange 2000	Mailboxes on the server that you specified during Cisco Unity installation. Active Directory accounts are also created in the domain and organizational unit (OU) that you specified during Cisco Unity installation.

If you are not satisfied with this location, you can move the mailboxes as needed after the subscriber accounts have been created, or you can create the Windows domain account and Exchange mailbox first, and then use the Cisco Unity Administrator to import the user data into Cisco Unity. The user object created for the subscriber in Active Directory or the Exchange 5.5 directory contains Cisco Unity-specific attributes.

Note that if a user already exists in Exchange with the same alias as the subscriber that you want to create, the Cisco Unity Administrator notifies you that it cannot create the subscriber or the Exchange mailbox. This may happen if you choose to add a subscriber that already has an Exchange mailbox. To create the subscriber account in such cases, import the mailbox data for this user instead. You can use the Import Existing Exchange User option in the Cisco Unity Administrator to import the mailbox data for this user instead.

To create a regular Cisco Unity subscriber, do the procedure below.

#### To Create a Regular Subscriber Account by Adding a New User in Exchange

---

- Step 1** In the Cisco Unity Administrator, go to the **Subscribers > Subscribers > Profile** page.
  - Step 2** Click the **Add** icon.
  - Step 3** Select **New Exchange 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 applicable, and then click the **Save** icon.
- 

## Importing Existing User Data from the Message Store

If the subscriber that you want to create already has an Exchange mailbox, you can use the Cisco Unity Administrator to create a subscriber account by importing the mailbox data from Exchange. Cisco Unity-specific attributes are written to the existing directory user object when the subscriber is created.

When you use the Cisco Unity Administrator to import user data directly from the message store, the Cisco Unity utilizes the mailbox data to create the Cisco Unity subscriber account. Cisco Unity does not create a Windows domain account for a user if one does not already exist—as may be the case with some Exchange 5.5 users (see the [“About Subscriber Accounts” section on page 15-4](#) for details). Similarly, Cisco Unity also does not enable Active Directory accounts if they are disabled at the time that you import mailbox data from Exchange 2000.

This is important because subscribers who have disabled Active Directory accounts or do not have a Windows domain accounts at all cannot access the Cisco Personal Communications Assistant (PCA), the Cisco Unity Administrator, or use the phone as a recording and playback device for the Media Master. To avoid this problem, enable Active Directory accounts or create a Windows domain account for any Exchange 5.5 user who does not have one before you use the Cisco Unity Administrator to import data from the message store directory.

You can use the following procedure to import existing user data from Active Directory or the Exchange 5.5 directory. **To Create a Regular Subscriber Account by Importing Existing User Data**

- Step 1** In the Cisco Unity Administrator, 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 **Exchange**.
- Step 6** In the Find By list, 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 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 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 applicable, and then click the **Save** icon.

---

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

**Table 15-3 Add Subscriber Page**

Field	Considerations
Type	<p>Choose either New Subscriber or Import Existing Exchange User.</p> <ul style="list-style-type: none"> <li>• <b>New Subscriber</b>—Select this option if the subscriber that you want to create does not have an Exchange mailbox (Cisco Unity will create one at the same time that it creates the subscriber account). From the list, click the subscriber type that you want to create.</li> <li>• <b>Import Existing Exchange User</b>—Select this option if the subscriber that you want to create already has an Exchange mailbox.</li> </ul>

Table 15-3 Add Subscriber Page (continued)

Field	Considerations
New Subscriber	<p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>Exchange</b>—Regular subscribers have an Exchange mailbox and a Windows domain account. Cisco Unity creates the mailbox and Windows domain account at the same time that it creates the subscriber. Exchange 5.5, mailboxes are created in the Recipients container in the site; Exchange 2000 mailboxes are created in the domain and organizational unit (OU) that you specified in the Cisco Unity Server Configuration Wizard during Setup. The user object for the subscriber in Active Directory or the Exchange 5.5 directory contains Cisco Unity-specific attributes.</li> <li>• <b>Internet</b>—Internet subscribers do not have mailboxes on the local Exchange network. When Cisco Unity creates the Internet subscriber account, it creates an Active Directory contact (or Exchange 5.5 custom recipient) with Cisco Unity-specific attributes.</li> <li>• <b>AMIS</b>—AMIS subscribers are individuals who use a voice messaging system other than Cisco Unity. They are Cisco Unity subscribers, but voice messages addressed to them are sent to their voice messaging system by using the AMIS analog protocol. When Cisco Unity creates the AMIS subscriber account, it creates an Active Directory contact (or Exchange 5.5 custom recipient) with Cisco Unity-specific attributes.</li> <li>• <b>Bridge</b>—Bridge subscribers are individuals who use an Octel voice messaging system. They are Cisco Unity subscribers, but voice messages addressed to them are sent to their voice messaging system by using the Cisco Unity Bridge. When Cisco Unity creates the Bridge subscriber account, it creates an Active Directory contact with Cisco Unity-specific attributes.</li> <li>• <b>VPIM</b>—VPIM subscribers are individuals who use another voice messaging system. They are Cisco Unity subscribers, but voice messages addressed to them are sent to their voice messaging system by using the VPIM protocol. When Cisco Unity creates the VPIM subscriber account, it creates an Active Directory contact with Cisco Unity-specific attributes.</li> </ul>
Import Existing Exchange User	Click Select to choose the Exchange user to import.
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	<p>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.</p> <p>When importing an existing Exchange user, the Display Name is filled in automatically.</p>
Extension	<p>Enter the number that callers dial to reach the subscriber. Enter numerals only, according to the extension numbering plan for your organization. The number must be unique among all extensions on the local Cisco Unity server and within the dialing domain, if there is one. However, a subscriber extension can be the same number as the subscriber Fax ID. Note that many phone system integration features, such as MWI and call forward to personal greeting, require that the Cisco Unity number plan match that of the phone system.</p> <p>The Extension value maps to the Phone box on the Phone/Notes property page in an 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.</p> <p>Enter any combination of digits from 0 to 9, up to a maximum of 40 digits.</p>

Table 15-3 Add Subscriber Page (continued)

Field	Considerations
Fax ID	<p>Enter the number that callers dial to send a fax to the subscriber. This number may be the same as the subscriber extension.</p> <p>The Fax ID value maps to the value in the Fax box on the Phone/Notes Property page in an 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.</p>
Template	Select the template on which to base the subscriber account. The template affects most subscriber settings.
Alias	<p>When adding subscribers, Cisco Unity creates a default alias based on either the rules for aliases on the Subscribers &gt; Subscriber Template &gt; Profile page; when importing user data from on the message store, Cisco Unity uses the alias specified in Exchange.</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 (for Exchange users only)	<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 or an 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 (for Exchange 2000 only)	Select the mailbox store on which the subscriber messages are stored.
SMTP address (for Internet subscribers only)	<p>Enter the e-mail (SMTP) address assigned to the Internet subscriber. If the remote message recipient that the Internet subscriber corresponds to uses Cisco Unity, then enter the remote address in the following format:</p> <p style="text-align: center;">VOICE:&lt;Delivery Location Dial ID&gt;_&lt;Remote Primary Extension&gt; (e.g. VOICE:123_5678)</p> <p>If the remote message recipient does not use Cisco Unity, specifies the e-mail (SMTP) address to which messages to the Internet subscriber will be sent:</p> <p style="text-align: center;">SMTP:alias@domain.com (e.g. aabade@cisco.com)</p> <p>Internet subscribers do not have mailboxes (an Internet subscriber is equivalent to a mail-enabled contact in Exchange 2000/Active Directory and a custom recipient in Exchange 5.5). Instead, messages for the subscriber are sent to this e-mail address.</p>

Table 15-3 Add Subscriber Page (continued)

Field	Considerations
AMIS Remote Mailbox Number <i>(for AMIS subscribers only)</i>	Enter the mailbox number that the remote voice messaging system uses to route AMIS messages to this subscriber.
AMIS Location <i>(for AMIS subscribers only)</i>	Select the AMIS location that the AMIS subscriber is associated with. The AMIS location you specify corresponds to the voice messaging system that this AMIS subscriber uses. The Delivery Phone Number for the AMIS location is used for outgoing messages to this subscriber. In installations with two or more Cisco Unity servers, only AMIS delivery locations that have been created on this Cisco Unity server are displayed in the list.
Bridge Remote Mailbox Number <i>(for Bridge subscribers only)</i>	Enter the mailbox number that the remote voice messaging system uses to route messages to this Bridge subscriber.
Bridge Location <i>(for Bridge subscribers only)</i>	Select the Bridge location that the Bridge subscriber is associated with. The Bridge location you specify corresponds to the Octel system that this Bridge subscriber uses. In installations with two or more Cisco Unity servers, only Bridge delivery locations that have been created on this Cisco Unity server are displayed in the list.
VPIM Remote Mailbox Number <i>(for VPIM subscribers only)</i>	Enter the mailbox number that the remote voice messaging system uses to route messages to this VPIM subscriber.
VPIM Location <i>(for VPIM subscribers only)</i>	Select the VPIM location that the VPIM subscriber is associated with. The VPIM location you specify corresponds to the voice messaging system that this VPIM subscriber uses. In installations with multiple Cisco Unity servers, only VPIM delivery locations that have been created on this Cisco Unity server are displayed in the list.

## After Creating Subscriber Accounts

After creating subscriber accounts, consider the following:

- If you created more than 100 subscribers, and are using Cisco Unity with Exchange 5.5, you must run the Exchange 5.5 Optimizer. See the [“Adding Large Numbers of Subscribers to Cisco Unity with Exchange 5.5”](#) section on page 15-24.
- If you are interested in hiding users in the Exchange address book, see the [“Hiding Recipients from the Address Book”](#) section on page 15-25.
- Set up the client applications that subscribers will use to access Cisco Unity from their computers. For details on setting up subscribers to use the Cisco PCA, the Cisco Unity Assistant, Cisco Unity Inbox, and ViewMail, see the [“Setting Up Client Applications”](#) chapter.
- Train new subscribers and operators to use Cisco Unity. See the [“Subscriber and Operator Orientation”](#) chapter for a task list you can use to acquaint subscribers with Cisco Unity.
- When a subscriber leaves the organization or otherwise no longer needs a Cisco Unity account, you can delete the subscriber account. See the [“Deleting Subscriber Accounts”](#) chapter for details.

There are several ways to modify existing subscriber accounts. Note that subscribers can also customize some of their own settings either by accessing the Cisco Unity Assistant or by using the subscriber phone conversation. For a comprehensive list of the settings that subscribers can change on their own, see the “[Settings That Subscribers Can Change](#)” table in the “[Subscriber and Operator Orientation](#)” chapter.

To modify existing subscriber accounts, you can:

- Customize subscriber settings for individual accounts in the Cisco Unity Administrator (see the “[Subscriber Settings](#)” chapter for details).
- Use the Bulk Edit utility when you want to modify a subscriber setting shared by multiple subscriber accounts; for example, you might use this tool so that a group of subscribers are no longer listed in the phone directory or if you want to associate a group of subscribers with a particular class of service. The Bulk Edit utility is available in the Tools Depot. (To access Tools Depot, double-click the Cisco Unity Tools Depot icon on the Cisco Unity server desktop.)
- (Re)run the Cisco Unity Bulk Import wizard when you want to modify unique subscriber settings—such a primary or alternate extensions—for multiple subscribers at once. To do so, refer to the Cisco Unity Bulk Import wizard online Help.
- If you need to delete subscriber accounts, see “[Deleting Subscriber Accounts](#)” chapter for details.

## Adding Large Numbers of Subscribers to Cisco Unity with Exchange 5.5

When you add more than 100 subscribers 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. Note that you do not need to do this procedure when the Cisco Unity server is connected to Exchange 2000.

### 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, do the following:
    - 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. If Exchange Optimizer recommends that you move files, you can safely choose not to do so.
  - Step 5** When Exchange Optimizer is finished, restart the Cisco Unity server.
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## Hiding Recipients from the Address Book

In the Microsoft Exchange 5.5 Administrator, 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 (select View > Advanced Features to see the Exchange Advanced property page). 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.

