

Removing the Example Administrator Account in Cisco Unity 3.x

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Introduction

The Example Administrator subscriber account in Cisco Unity performs the following functions:

- Demonstrates the properties of an administrative subscriber account
- Functions as the owner or recipient of call handlers
- Acts as the default member of the default public distribution lists

After you install Cisco Unity, do not delete Example Administrator until you transfer its functions to another user within Cisco Unity.



Caution: If you delete Example Administrator before you transfer its functions to another user, you can cause failures that include:

- When users access the opening greeting, they receive the fail-safe message Sorry, this system is currently unavailable.
- Users are unable to route some message types, such as system and undeliverable messages.
- When users attempt to address a message to a public distribution list, they receive a fail-safe message.

This document describes how to set up a true administrative subscriber account and delete the Example Administrator.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Unity administration with the SAWeb
- Structured Query Language (SQL) table administration with Microsoft SQL Enterprise Manager

Components Used

The information in this document is based on all Cisco Unity 3.x versions.

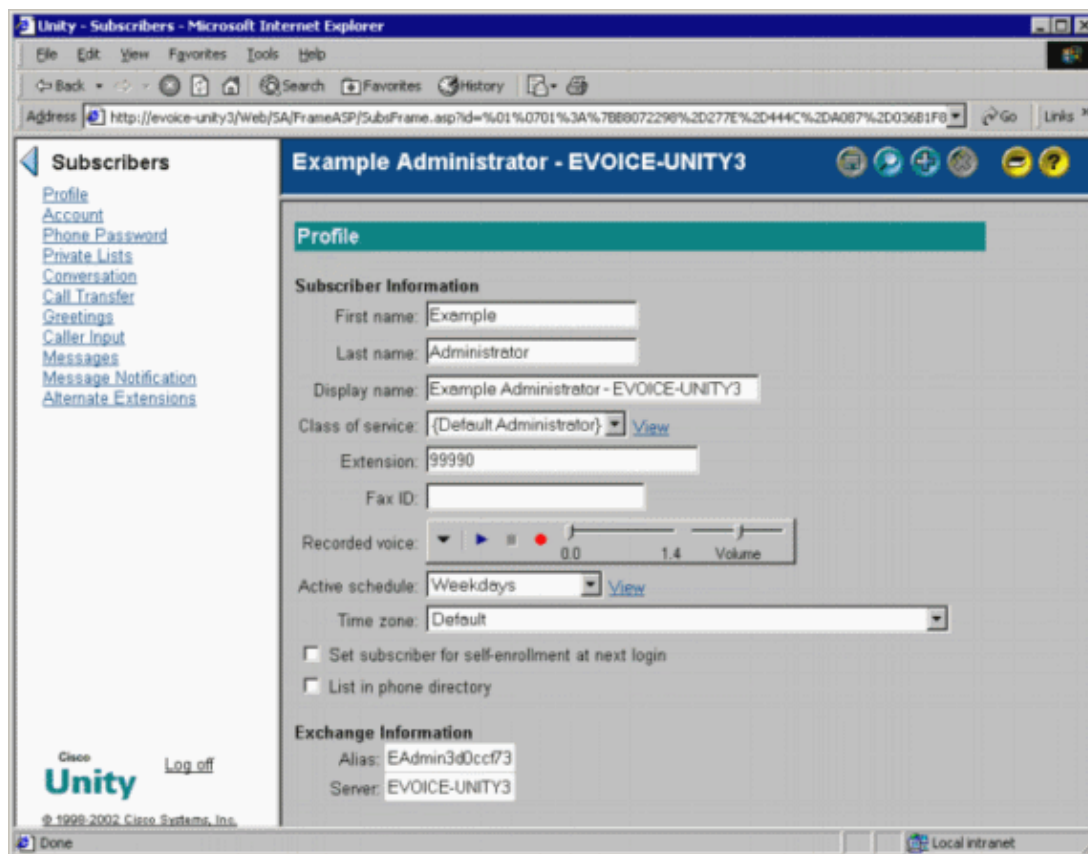
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

The Example Administrator

By default, you cannot delete the Example Administrator subscriber account through the SAWeb interface. It is the only account for which the red X (Delete) button in the top, right corner of the window is dimmed, as shown here:



Instead, you must delete the account directly from the SQL database. Before you do so, however, you must create a new administrative subscriber account.

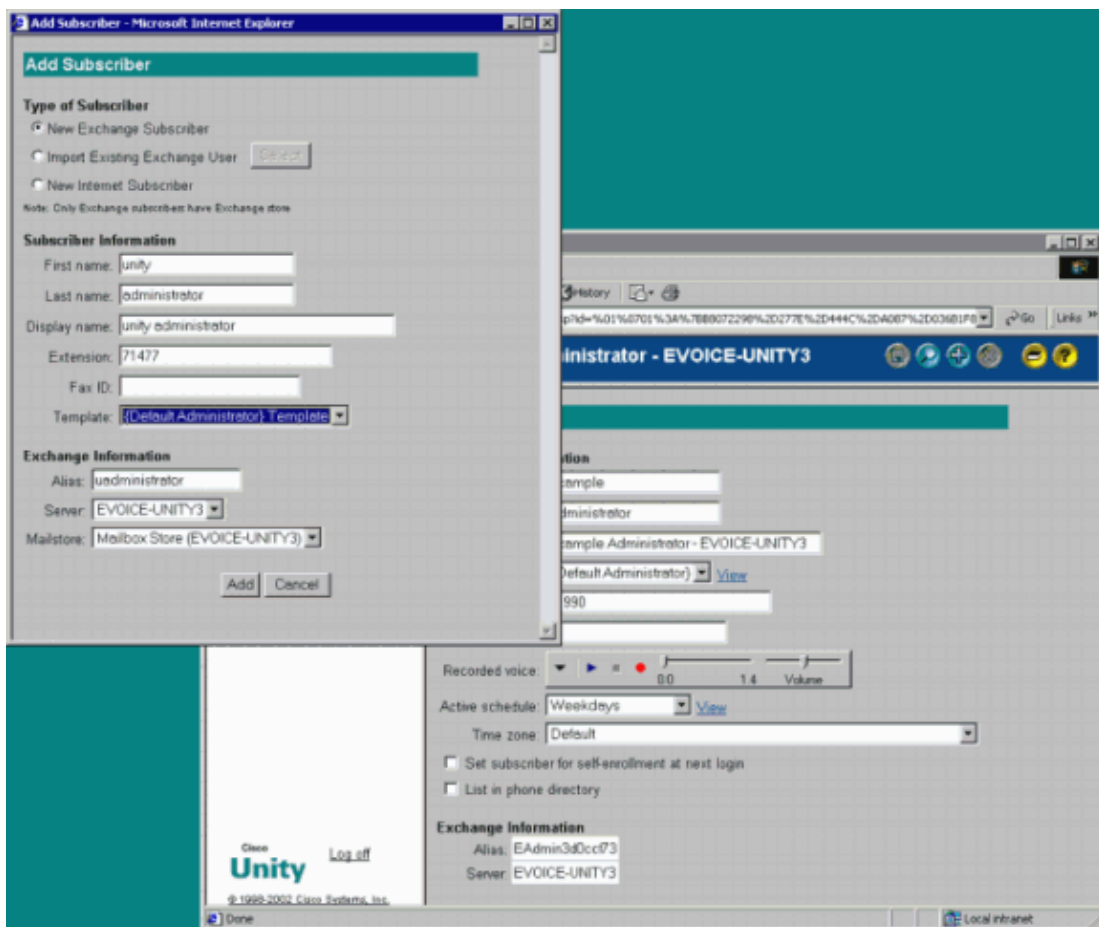
Create a New Voice Mail Administration Account

Before you delete the Example Administrator, follow this procedure to create a new administrative subscriber account.

1. Click the blue + (Add Subscriber) button in the top, right corner of the window.

This allows you to create a new Exchange account or import a preexisting Exchange account.

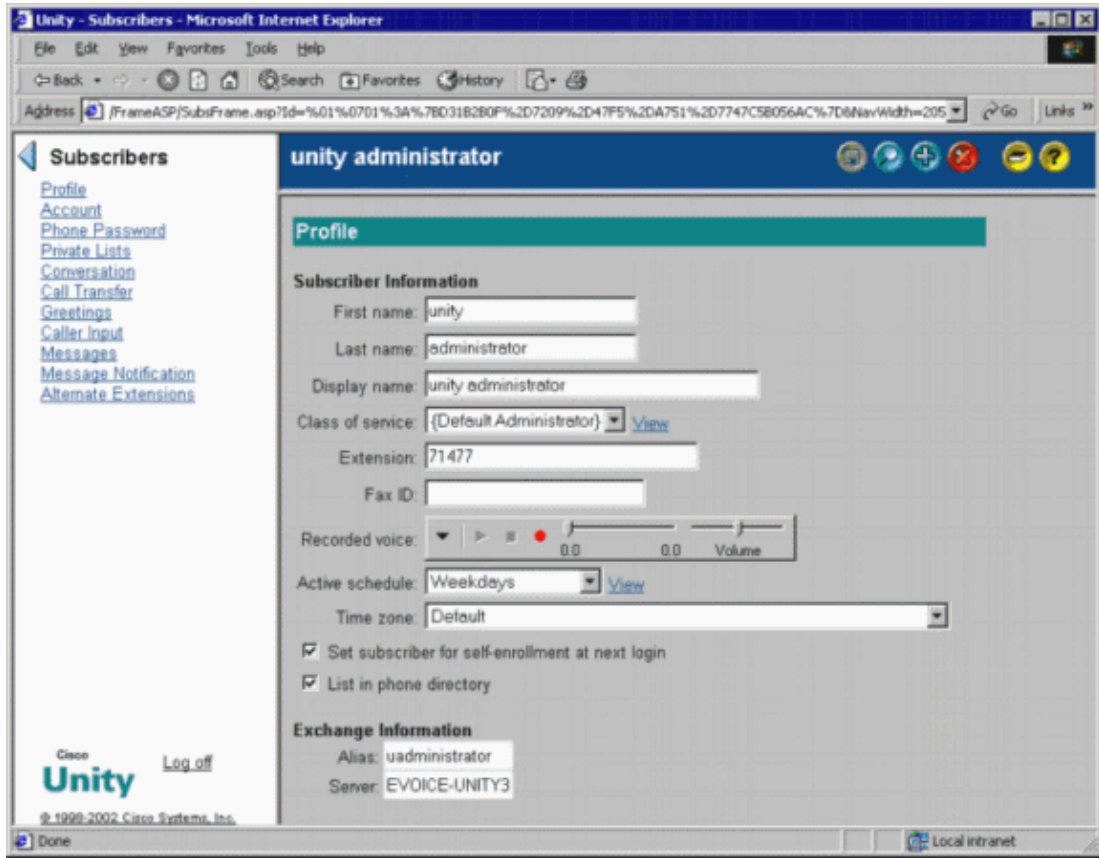
In this window, a new account called Unity Administrator is created:



The subscriber name is arbitrary, but the subscriber template assigned to this new account is not. The Template field should be set to {Default Administrator} Template, as shown above. This assigns to the new administrator a class of service (CoS) of {Default Administrator}, which allows the account to:

- ◆ Access SAWeb
 - ◆ Create, edit, and delete any of these:
 - ◇ subscribers
 - ◇ distribution lists
 - ◇ CoSs
 - ◆ Perform other administrative tasks
2. Click **Add** to create the account.
 3. In the Profile window, either uncheck or leave checked the **Set subscriber for self-enrollment at next login** and **List in phone directory** check boxes.

These features are optional. You may also record a voice and greeting, which is optional but recommended. This window shows these options:



Update Call Handlers with Bulk Edit

After you create the new Unity Administrator subscriber, you need to associate the call handlers and public distribution lists that the Example Administrator owns with the new Unity Administrator. For fresh installs, there are only three call handlers and three distribution lists that you need to change. This can be done in SAWeb. For preexisting installs or sites with multiple custom call handlers, the best way to make these changes is with the Bulk Edit utility found under *Drive:\CommServer\Utilities\BulkEdit*.

In Cisco Unity 3.1, the owner of a call handler does not have any real bearing on the functionality of that call handler. It is good practice to update the Owner field on the Profile page of a call handler. This prevents the generation of unnecessary errors when you run the DBWalker utility.

It is imperative, however, that you update the Message Recipient field on the Messages page of that handler. If you do not change this field before you delete the Example Administrator subscriber, the fail-safe message is played when that handler is reached over the Telephone User Interface (TUI). If that handler has any messages, they are undeliverable and completely lost. The Message Recipient setting does not need to match the Owner setting on a call handler.

This window shows the Bulk Edit utility:

Bulk Edit - Choose Call Handlers

Select Call Handlers

Apply Changes To These Call Handlers:

All Call Handlers
 All Call Handlers associated with this switch:
 Call Handlers with extensions from To
 All Call Handlers owned by this distribution list:
 All Call Handlers owned by this subscriber:
 All Call Handlers with this distribution List as the message recipient:
 All Call Handlers with this subscriber as the message recipient:
 All Call Handlers in this CSV File:

	Alias	Display Name	Extension	Message Recipient	Handler (
<input checked="" type="checkbox"/>	goodbyech	Goodbye		Example Administrator - EVOICE-UNIT	Example .
<input checked="" type="checkbox"/>	openinggreetingch	Opening Greeting		Example Administrator - EVOICE-UNIT	Example .
<input checked="" type="checkbox"/>	operatorch	Operator	0	Unaddressed Messages - EVOICE-UN	Example .
<input checked="" type="checkbox"/>	shane NM-HDA	shane NM-HDA	7030	Example Administrator - EVOICE-UNIT	Example .
<input checked="" type="checkbox"/>	AutoAttendant	AutoAttendant		Example Administrator - EVOICE-UNIT	Example .

Handlers in Grid

The All Call Handlers radio button has been clicked, but it is much easier to perform these steps:

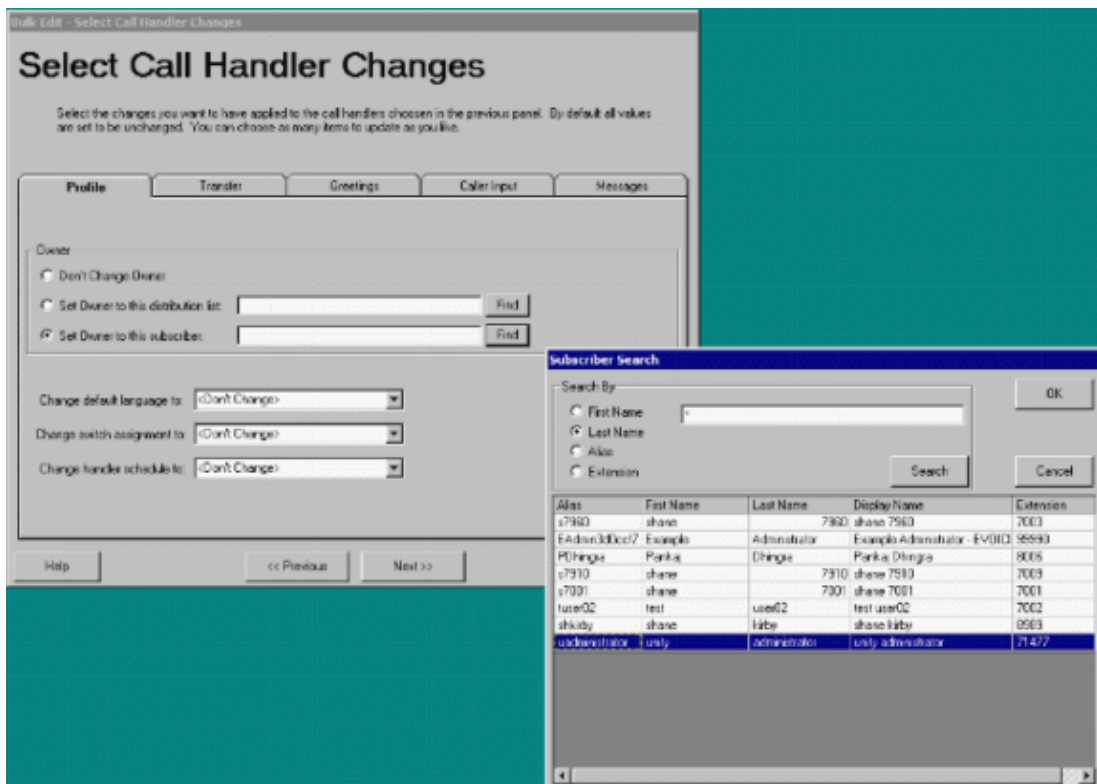
1. Click the **All Call Handlers owned by this subscriber:** radio button.
2. Click **Find** and search for the Example Administrator.

This lists only the call handlers owned by the Example Administrator.

3. Click **Next**.
4. At the next screen, click the **Profiles** tab, and click the **Set Owner to this subscriber** radio button.
5. Click **Find**.

The Subscriber Search dialog box appears.

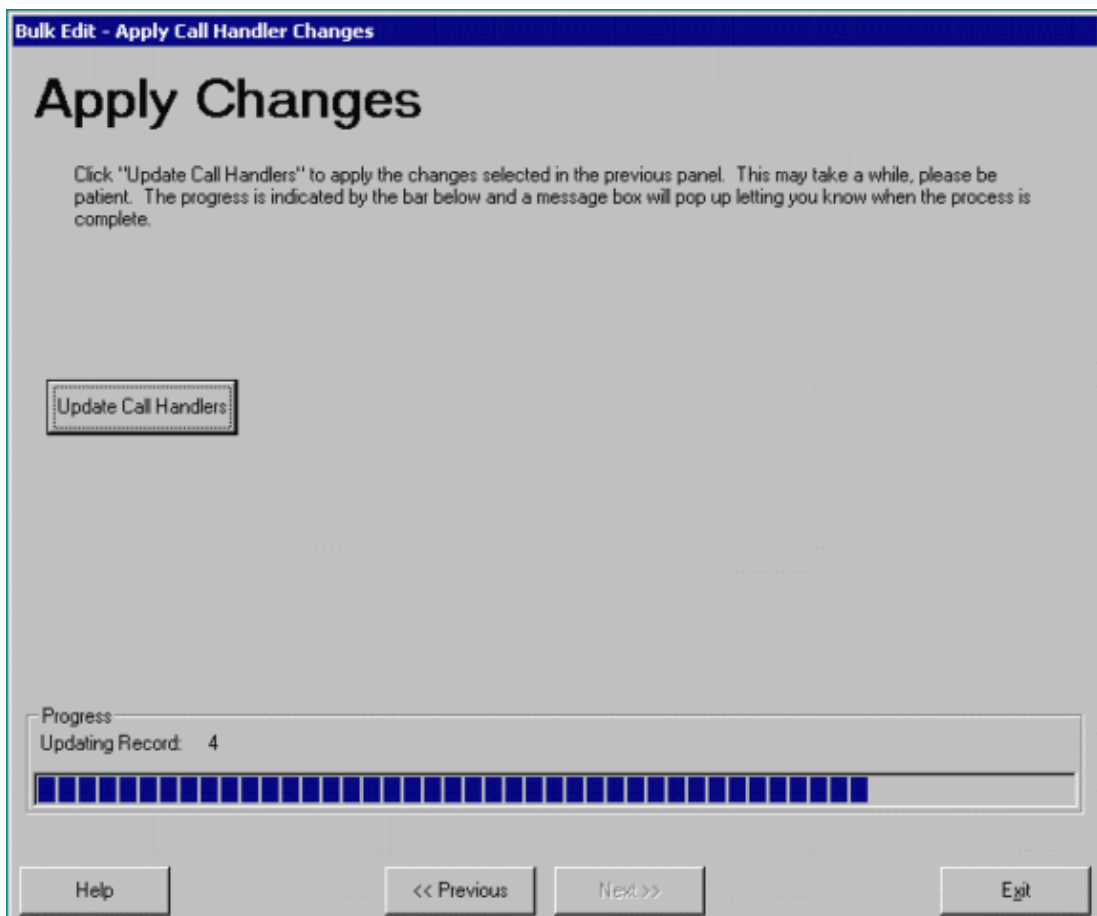
6. Select the Unity Administrator account, as shown in this window, and click **OK**:



7. Click **Next**.

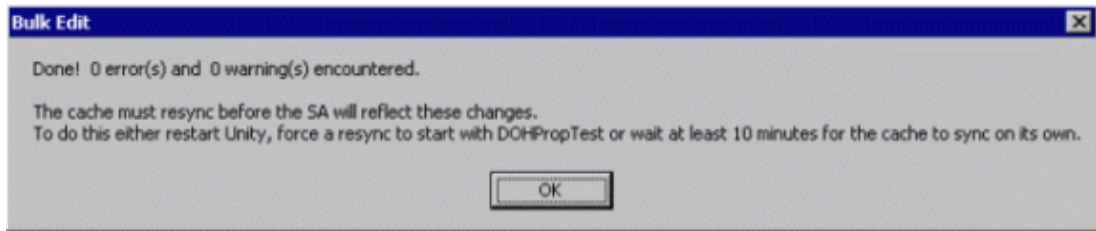
The Bulk Edit – Apply Call Handler Changes window appears.

8. Click the **Update Call Handlers** button, shown in this window, and watch the progress bar:



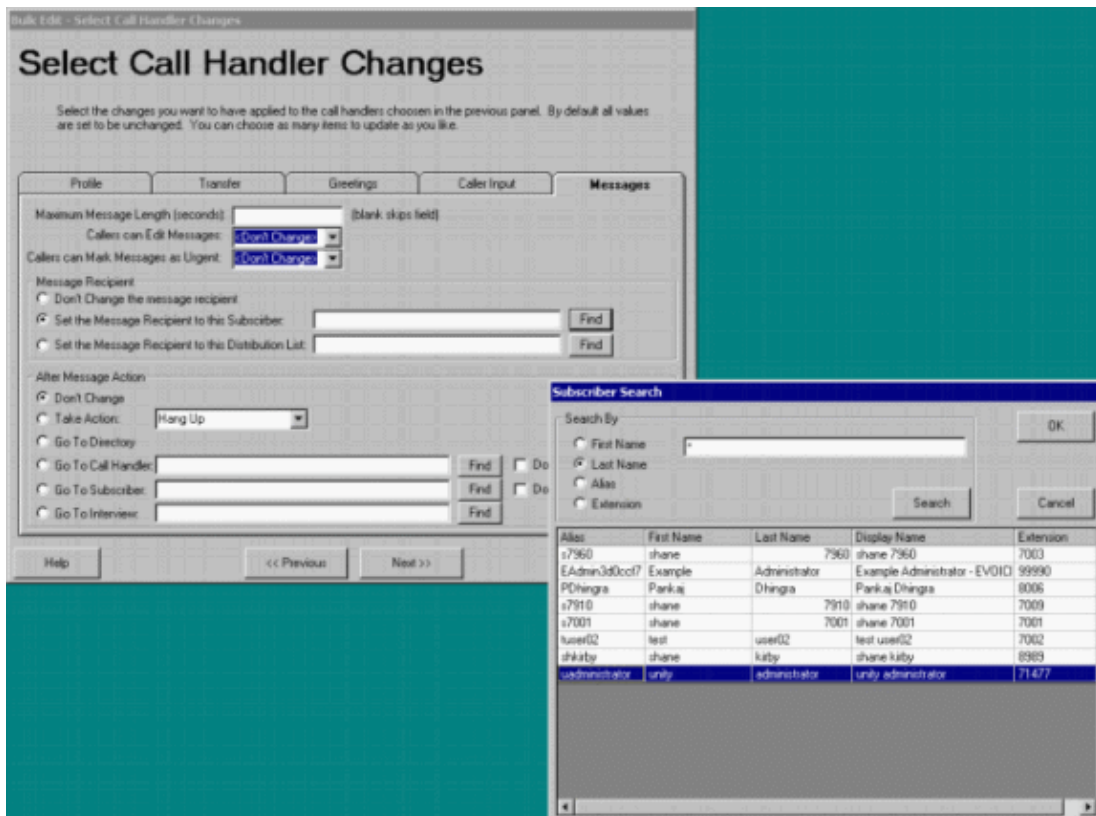
When it has completed the update of the handlers, a dialog box shows the number of warnings and errors encountered during this process (see Step 10).

9. Be sure that there are no warnings or errors (as show below) and if there are please check the Bulk Edit log for details.



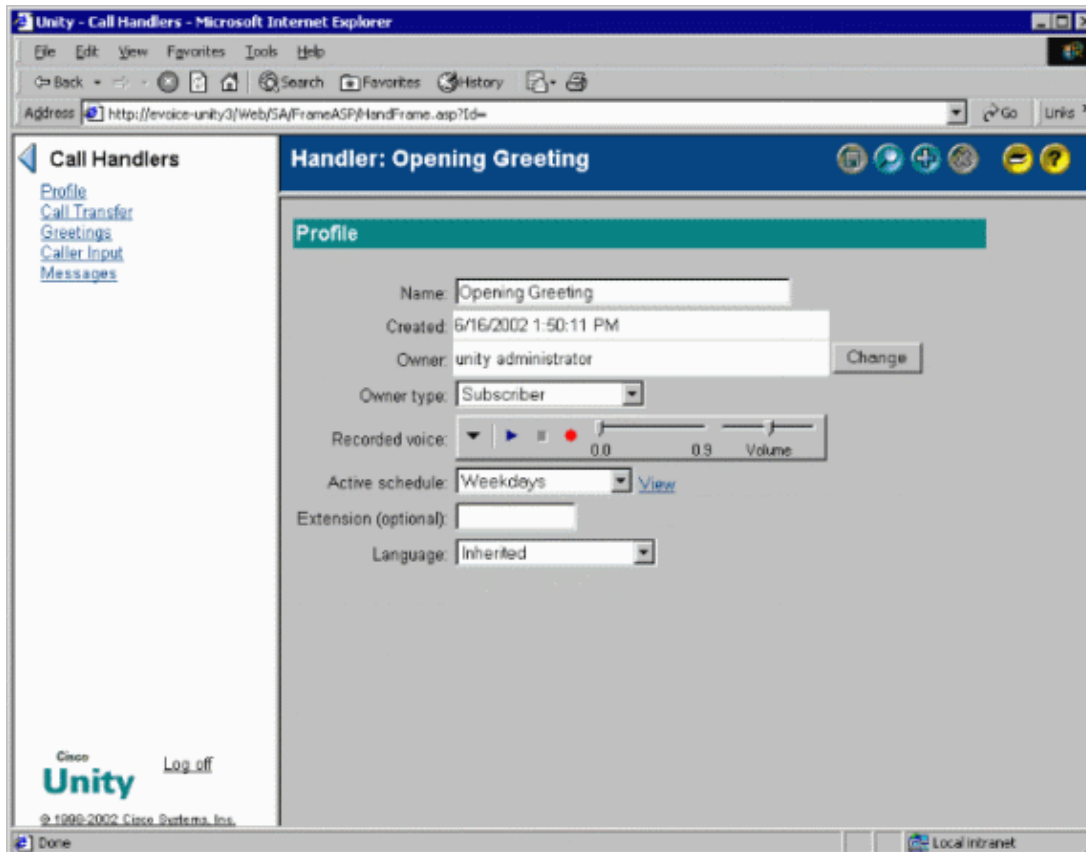
The above procedure should now be repeated with the Bulk Edit to complete the change over. Complete these steps:

1. Click the **All Call Handlers with this subscriber as the message recipient** radio button.
2. Click the **Messages** tab.
3. Click the **Set the Message Recipient to this Subscriber** radio button in the Message Recipient area.
4. Complete Steps 5^{TM0} of the first procedure provided in this Update Call Handlers with Bulk Edit section.



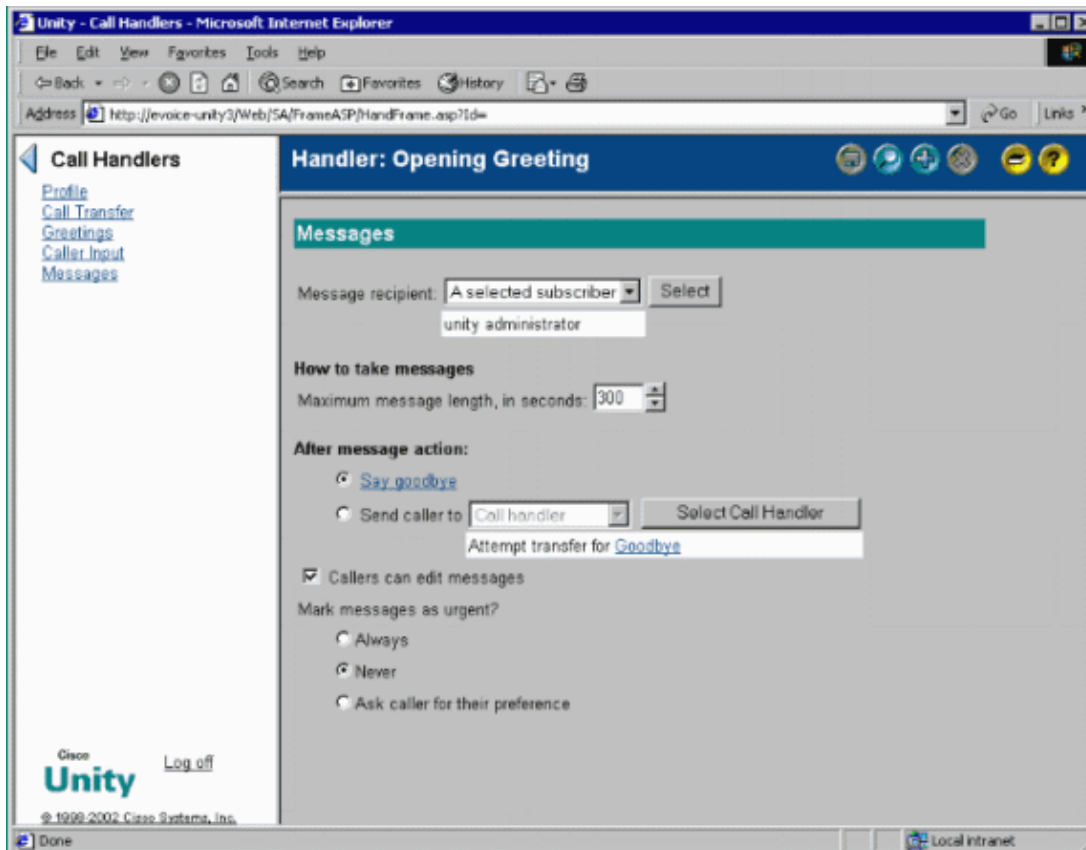
Verify Changes to Call Handlers

At this point, check some of the call handlers in SAWeb to verify that the changes have occurred. The first place to look for the call handlers is the Profile pages. This example window shows the Opening Greeting:



The change was clearly successful because the new Unity Administrator appears in the Owner field. If you need to change this again, click the **Change** button and select another subscriber.

To verify the message recipient, click the **Messages** link in the menu at the left side of the window. The window below shows the change made with Bulk Edit:



To change the recipient, click the **Message recipient** drop-down arrow and choose a recipient type. Click **Select**. This selects the subscriber or public distribution list that receives messages that are left for this call handler.

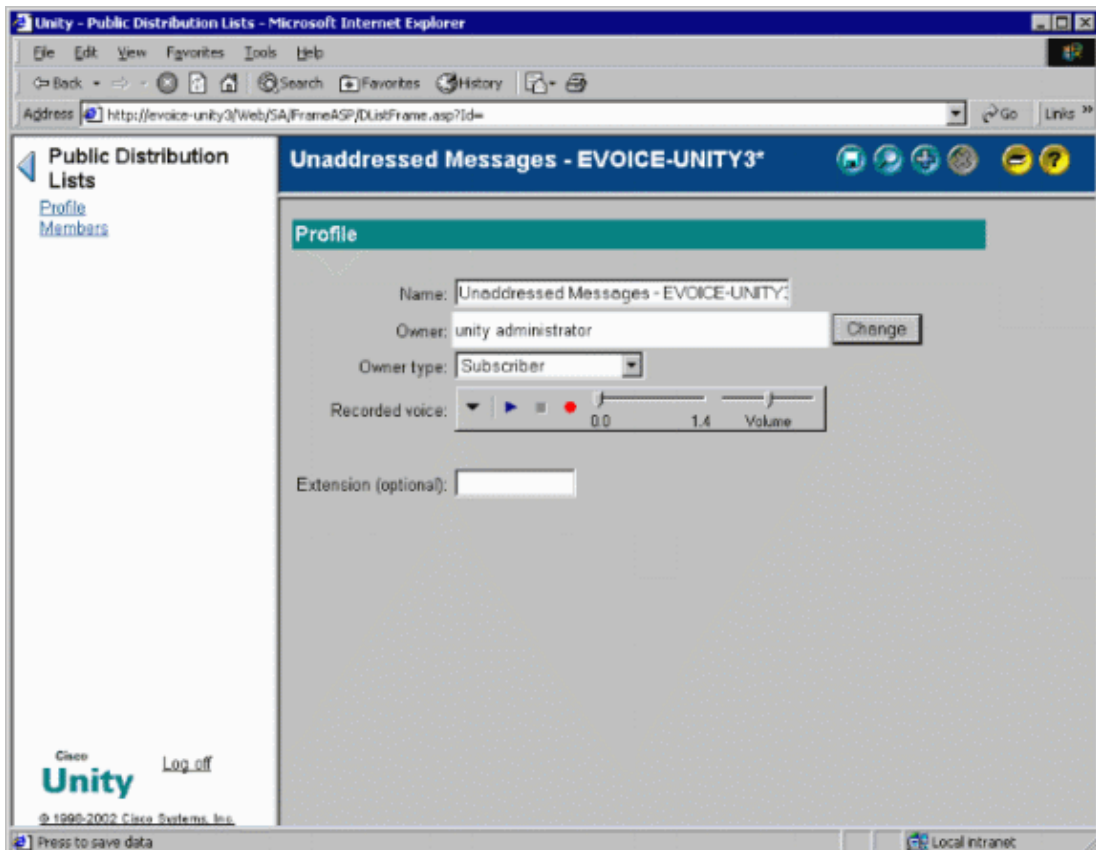
Update the Public Distribution Lists, Directory Handlers, and Interviewer Handlers in SAWeb

There are no tools currently available that allow real-time changes to the Owner field of public distribution lists, directory handlers, and interview handlers. You must make such changes manually in SAWeb.

By default, there are only three distribution lists: allsubscribers, systemevents, and unaddressedmessages. Follow the procedure provided in this section for each of these lists.

Note: For the three default lists, the Example Administrator is the only member after a new install. You need to add the new Unity Administrator account to these lists to replace it.

1. Access the desired distribution list in SAWeb.
2. On the Profile page, click the **Change** button next to the Owner field.



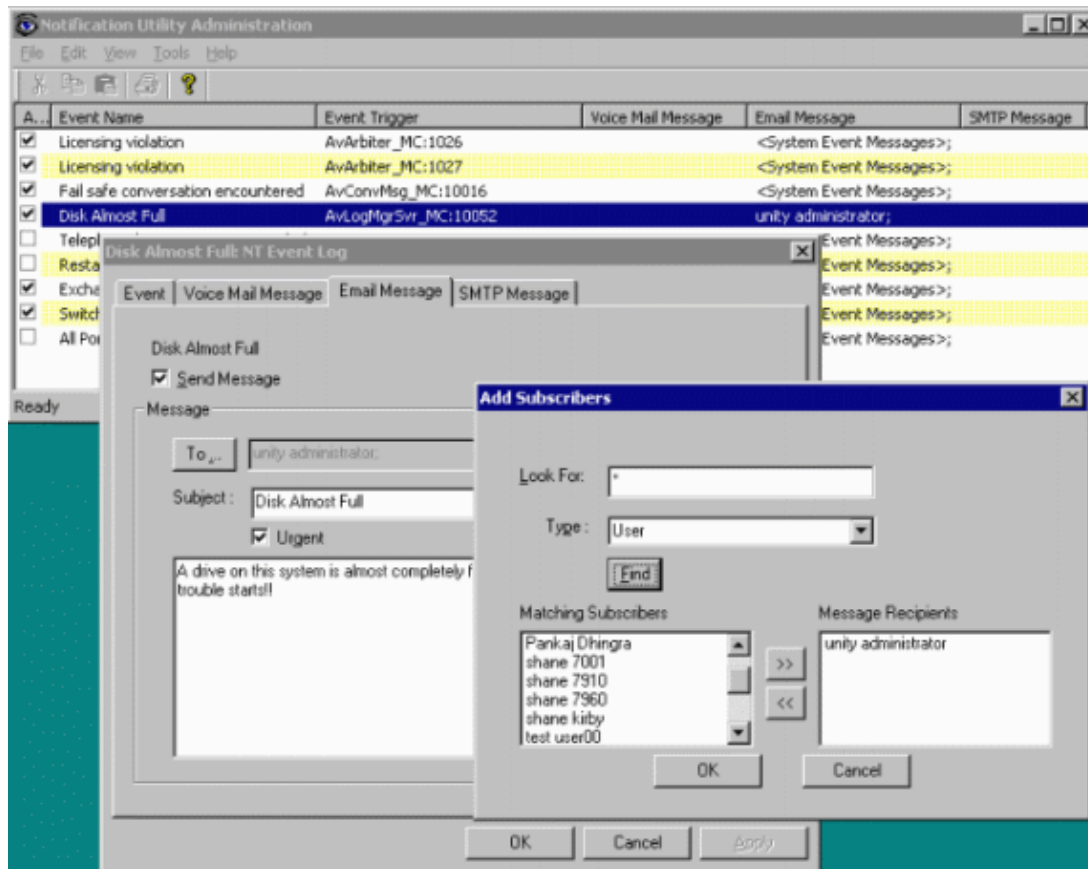
3. Choose **Unity Administrator**.
4. Save the list.
5. Repeat Steps 1œ for any other distribution lists that have been created since the installation of the server.
6. Repeat Steps 1œ for all directory and interview handlers.

Note: Interview handlers are similar to call handlers in that they also have a Message Recipient that you must set to the appropriate subscriber.

Update the Event Notification Utility

The last place to check for references to the Example Administrator is the Event Notification Utility (ENU). Each event can have a separate notification destination and, sometimes, multiple notification destinations. By default, an event is set to notify the systemevents public distribution list. Because the new Unity Administrator should already be a member of this distribution list, you usually do not need to add the Unity Administrator to this list.

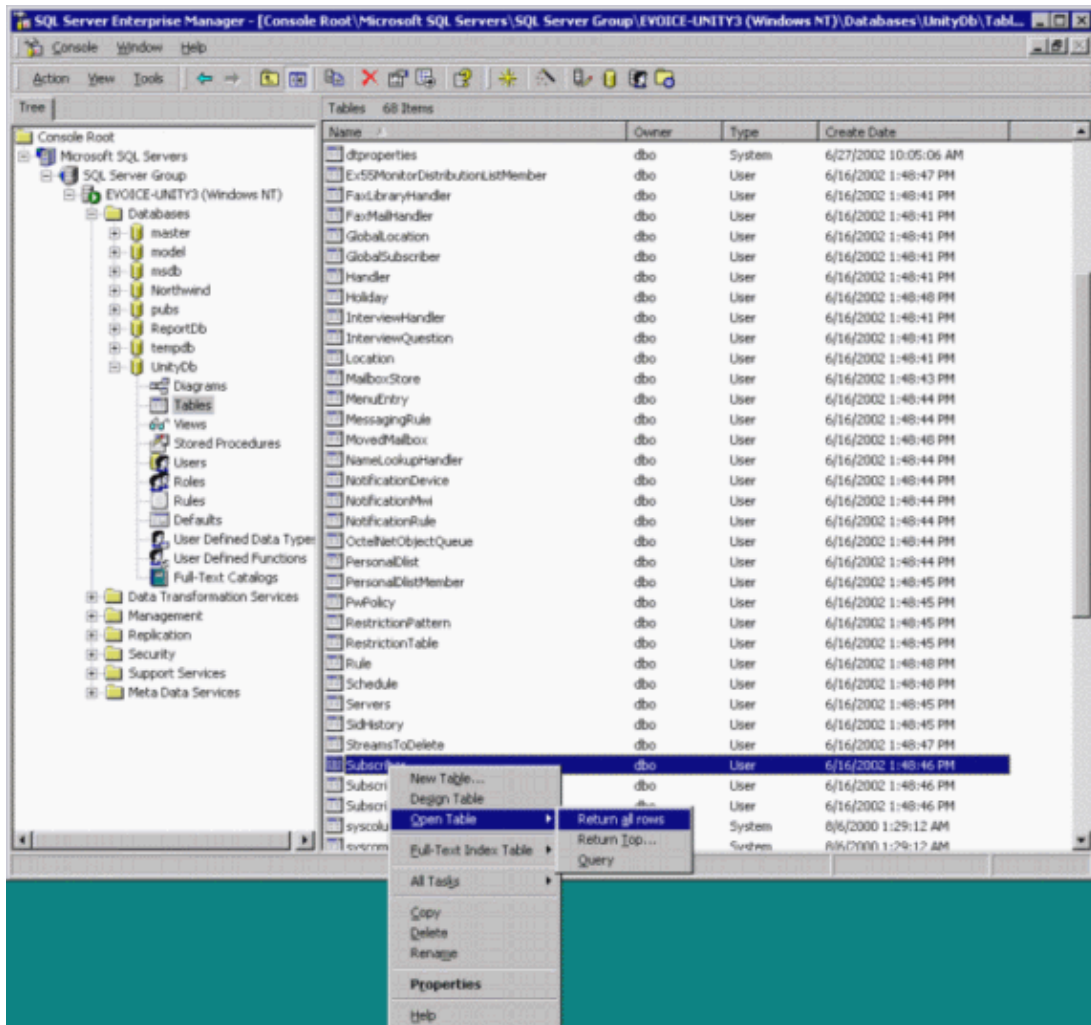
If new events have been set up for notification, however, it is important to be sure that they are not set to the original Example Administrator. In this example, the Disk Almost Full event is configured to send notification to Unity Administrator instead of the Example Administrator or the systemevents distribution list:



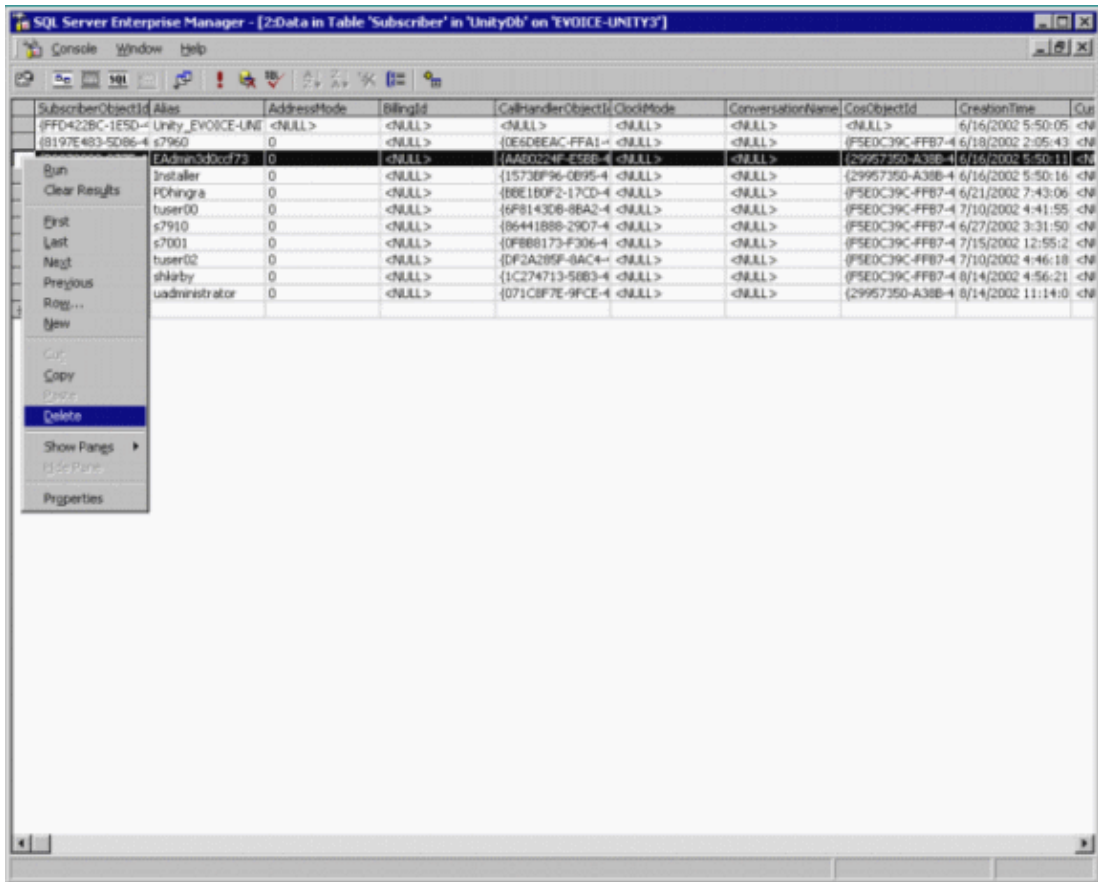
Delete the Example Administrator Account

The window shown in the The Example Administrator section of this document shows the red **X** (Delete) button for the Example Administrator dimmed. You cannot delete the account from within the SAWeb interface. You must remove the subscriber directly from the database, as described in this procedure:

1. Open **SQL Enterprise Manager**, and navigate to the UnityDB database of the Cisco Unity server.
2. Click **Tables** and, in the main window, right-click the **Subscriber** table.
3. Choose **Open Table > Return all rows**, as shown in this window:



4. When all the subscribers are displayed, look under the Alias column for the Example Administrator.
5. Right-click on this row and choose **Delete**, as shown in this window:

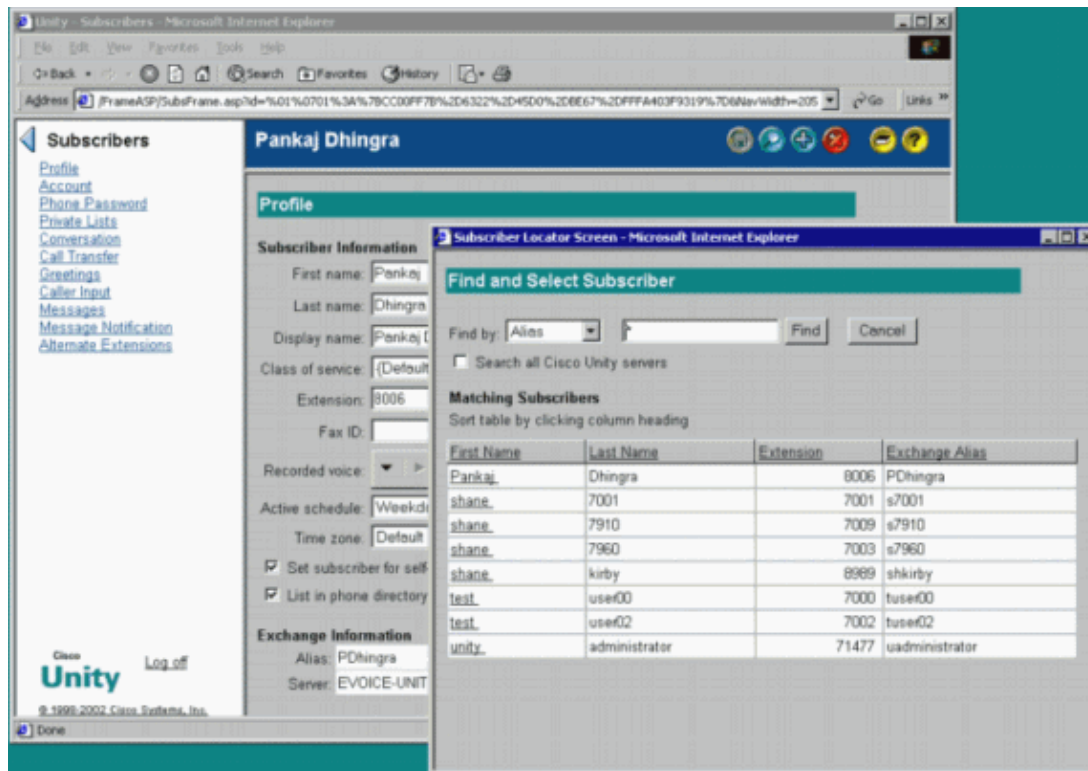


- Enterprise Manager displays a dialog box that warns you that the deletion is permanent.
6. Click **Yes** in the dialog box to confirm the deletion of the Example Administrator.

At this point, it is safe to delete the account from the directory as well. If you have Cisco Unity integrated with Exchange 5.5, you can delete the Example Administrator recipient in Exchange Administrator. If you have Cisco Unity integrated with Exchange 2000 and Active Directory, use the Active Directory Users and Computers Microsoft Management Console (MMC) snap-in to delete the user account. The window shown in Step 5 above illustrates how to select and delete the Example Administrator account.

Verify the Deletion of the Example Administrator Subscriber

Return to the Subscribers page in SAWeb and search for the Example Administrator. You should not find it, as shown in this window:



Verify That Cisco Unity Continues to Function Properly

After you have completed all the procedures presented in this document, be sure that the Cisco Unity system continues to function properly and that you do not encounter the fail-safe message. These tests should suffice for verification:

- Call into a few call handlers now owned by the new administrative subscriber. The original greetings that were used before the change should still function.
- Leave a message for the same call handlers. Then, verify that the messages are delivered to the mailbox of the new administrative subscriber.
- After you dial into Cisco Unity, attempt to address a message to a public distribution list owned by the new administrative subscriber. Another easy test is to search the directory for the distribution list. If everything has been done properly, fail-safe should not be heard when the directory handler returns the names of the lists.
- Close all Internet Explorer browser windows. Attempt to log in to SAWeb using the new administrative subscriber account.
- Run the DBWalker utility to check for any other broken links that may have been missed, such as call handlers or call routing rules that point to the Example Administrator. Be sure to always download and use the latest version of the DBWalker tool.

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

