



## CHAPTER 6

# Migrating from Cisco Unity 4.x and Later to Cisco Unity Connection 9.x by Using a Flash Cutover

---

This chapter contains the following sections:

- [Overview of a Flash Cutover from Cisco Unity to Unity Connection 9.x](#), page 6-1
- [Task List for Migrating from Cisco Unity 4.0\(3\) or Later to Unity Connection 9.x by Using a Flash Cutover](#), page 6-4
- [Installing a Memory Upgrade or Replacing All Hard Disks to Support Unity Connection 9.x \(Selected Servers Only\)](#), page 6-7
- [Preparing to Create User Accounts by Using Multiple Unity Connection 9.x Templates](#), page 6-9
- [Importing User Data and Messages into Unity Connection 9.x by Using COBRAS](#), page 6-10
- [Importing User Data and Messages into Unity Connection 9.x by Using the Cisco Unity to Connection Migration Export Tool](#), page 6-10

## Overview of a Flash Cutover from Cisco Unity to Unity Connection 9.x

See the following sections:

- [About the Tools Used for Migrating from Cisco Unity 4.0\(3\) or Later to Unity Connection 9.x by Using a Flash Cutover](#), page 6-2
- [How Migrated Messages Can Exceed Available Disk Space on the Unity Connection 9.x Server](#), page 6-2
- [About the Behavior of Mailbox Synchronization If You Migrate Messages](#), page 6-3
- [Removing Cisco Unity Data from Active Directory](#), page 6-3

## About the Tools Used for Migrating from Cisco Unity 4.0(3) or Later to Unity Connection 9.x by Using a Flash Cutover

To migrate user data and, optionally, voice messages from a Cisco Unity 4.0(3) or later system to Unity Connection 9.x, you must export the data and messages from the Cisco Unity system by using either COBRAS (Cisco Objected Backup and Restore Application Suite) or the Cisco Unity 4.x to Unity Connection 2.x Migration Export Tool.

### COBRAS

COBRAS exports more data than the Cisco Unity to Unity Connection Migration Export tool. In addition, COBRAS does not require a server running a secure shell (SSH) server application, as the Cisco Unity to Unity Connection Migration Export Tool does.

COBRAS and COBRAS help are available at

<http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html>.

### Cisco Unity to Unity Connection Migration Export Tool

The main use for the Cisco Unity to Unity Connection Migration Export Tool is as a backup migration method in case you encounter problems with COBRAS. However, it requires a server running a secure shell (SSH) server application to import Cisco Unity 4.0(5) and later data and messages. Configuring an SSH server application can be a complicated and time-consuming process.

The Migration Export tool and Help for the tool are available at

<http://www.ciscounitytools.com/Applications/CxN/UnityToConnectionMigrationExport/UnityToConnectionMigrationExport.html>.

## How Migrated Messages Can Exceed Available Disk Space on the Unity Connection 9.x Server

We discourage migrating messages from Cisco Unity to Unity Connection because you can easily fill the hard disk on the Unity Connection server with messages migrated from Cisco Unity. Like Exchange, Unity Connection supports single-instance messaging, meaning that when a message is sent to a distribution list, only one copy is stored. However, COBRAS cannot retain single-instance messaging for a migration, so for every message sent to a distribution list and migrated to Unity Connection, the Unity Connection database contains one copy of the message for each recipient. For example, if you send a Cisco Unity voice message to a distribution list that has 10 members and then migrate that message to Unity Connection, the Unity Connection database will contain 10 copies of the message.

To complicate matters further, there is no way to estimate the total size of all voice messages when messages to distribution lists are expanded from single-instance messaging. As a result, you can easily fill the hard disk on the Unity Connection server with migrated messages.

Instead of migrating messages, we recommend that you leave the Cisco Unity servers running for a few weeks so users can continue to access messages that were left before the migration.

COBRAS never migrates secure messages, faxes, or receipts.

## About the Behavior of Mailbox Synchronization If You Migrate Messages

As noted in the [“How Migrated Messages Can Exceed Available Disk Space on the Unity Connection 9.x Server” section on page 6-2](#), we discourage migrating messages. However, if you must migrate messages from Cisco Unity to Unity Connection 8.5 or later, and if you configure Unity Connection and Exchange mailbox synchronization (single inbox), note the following:

- Migrated messages will appear in the Unity Connection mailbox and in the Exchange mailbox for each user.
- COBRAS retains the read/unread status of the migrated messages. If a user played a message in Cisco Unity before the message was migrated, the message will be read both in Unity Connection and in the Exchange mailbox.
- If you migrate messages for the same Cisco Unity subscriber more than once, the corresponding Unity Connection user will have one more copy of each migrated message in Unity Connection and in Exchange for each additional migration attempt.

If the Cisco Unity server is configured as unified messaging, we further discourage migrating messages because of the following behaviors.

- Two copies of migrated messages will appear in the Exchange mailbox for each user: the original message and the migrated message that is synchronized into the Exchange mailbox when single inbox is configured.
- If a user uses Outlook to play the original message in Exchange (the copy that Cisco Unity put into Exchange when the message was received), the message will remain unread in Unity Connection, and the message waiting indicator will remain on. This only happens with migrated messages. Playing the migrated message (the copy that was synchronized into the Exchange mailbox by the single inbox feature) or playing messages that are received after the migration will turn off the message waiting indicator on the new extension as appropriate.

In only one configuration must you migrate messages: you configured secure messaging for Cisco Unity subscribers, and you want the corresponding Unity Connection users to be able to use Cisco Unity Connection ViewMail for Microsoft Outlook to play messages from the Cisco Unity server after the migration. In this configuration, you must also upgrade to Cisco Unity Connection ViewMail for Microsoft Outlook version 8.5 because Cisco Unity ViewMail version 8.0 cannot access secure messages in Unity Connection, and Cisco Unity Connection ViewMail for Microsoft Outlook version 8.5 cannot access secure messages in Cisco Unity.

## Removing Cisco Unity Data from Active Directory

Depending on the Cisco Unity configuration, after the migration is complete, you may want to remove Cisco Unity–specific attributes from Active Directory accounts or delete the Active Directory accounts by using the Uninstall Unity tool, the Bulk Subscriber Delete tool, or both. Regardless of the method you use for removing Cisco Unity–specific attributes or removing Active Directory accounts, after you migrate Cisco Unity data to Unity Connection, you should still run Uninstall Unity on the server to remove Cisco Unity objects from Active Directory.

In a flash cutover migration and a Unified Messaging configuration, use the Uninstall Unity utility to remove Cisco Unity–specific attributes from Active Directory accounts. The tool removes Cisco Unity attributes from Active Directory accounts for all of the Cisco Unity subscribers who are homed on the current server.

In a Voice Messaging configuration for which you created duplicate Active Directory accounts in the corporate forest for Cisco Unity subscribers, you will probably want to remove the Active Directory accounts, not just Cisco Unity–specific attributes. To remove Active Directory accounts, you must use the Bulk Subscriber Delete tool in Tools Depot.

In a Voice Messaging configuration for which you created a separate forest, removing Active Directory attributes and accounts is unnecessary if you are going to reinstall the operating system on the Cisco Unity servers and on the domain controllers and global catalog servers.

## Task List for Migrating from Cisco Unity 4.0(3) or Later to Unity Connection 9.x by Using a Flash Cutover

Use the following high-level task list to migrate to Unity Connection 9.x correctly. The tasks reference detailed instructions in this guide and in other Unity Connection documentation as noted. Follow the documentation for a successful migration.



### Note

For information on migrating from Cisco Unity to Unity Connection by gradually moving data, see the “[Migrating from Cisco Unity to Cisco Unity Connection 9.x by Gradually Moving Data](#)” chapter.

1. If you are reusing the current Cisco Unity server rather than installing a new server, review the applicable *Cisco Unity Connection 9.<x> Supported Platforms List* to determine whether the server requires replacement hard disks or additional RAM. The document is available at [http://www.cisco.com/en/US/products/ps6509/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html).
2. Obtain and install the licenses in the ELM server. For details on obtaining and installing the licenses in the ELM server, see the “New License Fulfillment” section in the ELM user guide at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/elmuserguide/9\\_0\\_1/CUCM\\_BK\\_E596FD72\\_00\\_enterprise-license-manager-user-90.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/elmuserguide/9_0_1/CUCM_BK_E596FD72_00_enterprise-license-manager-user-90.html). For more information on Cisco Unity Connection 9.0 Licenses, see the “Managing Licenses in Cisco Unity Connection” chapter of the *System Administration Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).
3. Review the “Requirements for Migrating from Cisco Unity 4.0(3) or Later to Cisco Unity Connection Version 9.x” section of *System Requirements for Cisco Unity Connection 9.x* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/requirements/9xcucsysreqs.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/requirements/9xcucsysreqs.html).
4. See the applicable version of *Release Notes for Cisco Unity Connection* for additional information on the shipping version of Cisco Unity Connection. In particular, note the items in the section “Installation and Upgrade Information.” Release notes are available at [http://www.cisco.com/en/US/products/ps6509/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html).
5. *If the Cisco Unity server is running version 4.0(1) through 4.0(4):* Download the software for upgrading to Cisco Unity 4.0(3) or later. For more information, see the section on downloading software in the applicable release notes at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).
6. Download the following tools:
  - The Cisco Unity Disaster Recovery tools, available at <http://www.ciscounitytools.com/Applications/Unity/DIRT/DIRT.html>.

- COBRAS, available at <http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html>.
  - *Optional:* The Cisco Unity to Unity Connection Migration Export tool, <http://www.ciscounitytools.com/Applications/CxN/UnityToConnectionMigrationExport/UnityToConnectionMigrationExport.html>.
  - *If Cisco Unity attributes and objects are stored in the corporate directory:* The Uninstall Unity tool, <http://ciscounitytools.com/Applications/Unity/UninstallUnity/UninstallUnity.html>.
7. Install the tools that you downloaded in Step 6.
- When Cisco Unity failover is configured:
- Install the Cisco Unity Disaster Recovery Backup tool on the secondary server.
  - Install all other tools on the active server, regardless of whether the active server is the primary or secondary server.
8. Back up the server by using the Cisco Unity Disaster Recovery tools. This backup will not be used to restore data on the Unity Connection 9.x system; we recommend it only so you can revert to Cisco Unity if necessary.
9. *If you want to use the Migration Export tool, and if you do not already have a secure shell (SSH) server application installed on a server that is accessible to the Cisco Unity server:* Install an SSH server application. The migration tool that imports Cisco Unity data into Unity Connection 9.x uses SSH to access the exported user data and messages.



---

**Note** Only OpenSSH for Windows was tested, and customers have reported problems migrating using other SSH applications.

---

10. *Optional:* Use the Cisco Unity to Unity Connection Migration Export tool to export Cisco Unity data and messages. You will use the data exported by this tool only if COBRAS fails for some reason. For more information, see Help for the tool at <http://www.ciscounitytools.com/Applications/CxN/UnityToConnectionMigrationExport/UnityToConnectionMigrationExport.html>.

If you have a secure shell (SSH) server application installed on a server that is accessible to the Cisco Unity server, export to the SSH server. If you do not have an SSH server, you can export data to any network location. You can set up an SSH server later if necessary.

11. *If the Cisco Unity server is running version 4.0(1) through 4.0(4):* Upgrade to Cisco Unity 4.0(3) or later. For more information, see the following documentation:
- The release notes for the applicable version of Cisco Unity at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).
  - The applicable upgrade chapter in the applicable *Reconfiguration and Upgrade Guide* at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html).
12. Use COBRAS to export Cisco Unity data and, optionally, messages. For more information, see Help for the tool at <http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html>.

If you are configuring single inbox, and if Cisco Unity is configured as unified messaging, so Unity Connection voice messages that are synchronized to Exchange will be saved in the same mailbox that Cisco Unity voice messages are stored in now, we recommend that you select the **Include Corporate Email Addresses from Backup for New User Creation** checkbox in COBRAS. When you restore Cisco Unity data on the Unity Connection server, the Exchange email addresses

associated with Cisco Unity users will be saved in the Corporate Email Address field on the User Basics page in Cisco Unity Connection Administration. This will simplify configuration of single inbox later in the migration process.

13. *If additional memory or replacement hard disks are required:* Add memory or replace hard disks. See the “[Installing a Memory Upgrade or Replacing All Hard Disks to Support Unity Connection 9.x \(Selected Servers Only\)](#)” section on page 6-7.
14. Install and begin configuring Unity Connection 9.x. See Part 1 through Part 3 in the “Task List for Installing a Cisco Unity Connection 9.x System (Without a Connection Cluster)” in the “[Overview of Mandatory Tasks for Installing a Cisco Unity Connection 9.x System](#)” chapter of the *Installation Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/installation/guide/9xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html).
15. Restore Cisco Unity data on the Unity Connection server by using COBRAS. See the following documentation:
  - The “[Importing User Data and Messages into Unity Connection 9.x by Using COBRAS](#)” section on page 6-10 of this guide.
  - “Part 4: Populating the System with User and Call Management Data” in the “Task List for Installing a Cisco Unity Connection 9.x System (Without a Connection Cluster)” in the “[Overview of Mandatory Tasks for Installing a Cisco Unity Connection 9.x System](#)” chapter of the *Installation Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/installation/guide/9xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html).

If you need to instead restore data by using the Migration Import tool, see the following documentation:

- “Part 4: Populating the System with User and Call Management Data” in the “Task List for Installing a Cisco Unity Connection 9.x System (Without a Connection Cluster)” in the “[Overview of Mandatory Tasks for Installing a Cisco Unity Connection 9.x System](#)” chapter of the *Installation Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/installation/guide/9xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html).
  - [Preparing to Create User Accounts by Using Multiple Unity Connection 9.x Templates](#), page 6-9
  - [Importing User Data and Messages into Unity Connection 9.x by Using the Cisco Unity to Connection Migration Export Tool](#), page 6-10
16. Finish configuring Unity Connection 9.x. See Part 5 through Part 9 in the “Task List for Installing a Cisco Unity Connection 9.x System (Without a Connection Cluster)” in the “[Overview of Mandatory Tasks for Installing a Cisco Unity Connection 9.x System](#)” chapter of the *Installation Guide for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/installation/guide/9xcucigx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/installation/guide/9xcucigx.html).
  17. Test Unity Connection to confirm that the migration was successful.
  18. *If Cisco Unity attributes and objects are in the corporate directory:* Uninstall Cisco Unity, which removes Cisco Unity attributes and objects from Active Directory. For more information, see the “[Removing Cisco Unity Data from Active Directory](#)” section on page 6-3.

# Installing a Memory Upgrade or Replacing All Hard Disks to Support Unity Connection 9.x (Selected Servers Only)

**Note**

If you are upgrading a server that does not require a memory upgrade or a hard-disk replacement, skip this section.

Some servers that are qualified for use with Cisco Unity Connection require a memory upgrade or a hard-disk replacement, either to support Unity Connection 9.x or to support Unity Connection 9.x features.

See the applicable server-specific table in the *Cisco Unity Connection 9.<x> Supported Platforms List* at [http://www.cisco.com/en/US/products/ps6509/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html).

**Warning**

**Before working on a system that has an on/off switch, turn OFF the power and unplug the power cord.** Statement 1

**Warning**

**Before opening the chassis, disconnect the telephone-network cables to avoid contact with telephone-network voltages.** Statement 2

**Warning**

**This equipment is to be installed and maintained by service personnel only as defined by AS/NZS 3260 Clause 1.2.14.3 Service Personnel.** Statement 88

**Warning**

**During this procedure, wear grounding wrist straps to avoid ESD damage to the card. Do not directly touch the backplane with your hand or any metal tool, or you could shock yourself.** Statement 94

**Warning**

**The safety cover is an integral part of the product. Do not operate the unit without the safety cover installed. Operating the unit without the cover in place will invalidate the safety approvals and pose a risk of fire and electrical hazards.** Statement 117

**Warning**

**Do not work on the system or connect or disconnect cables during periods of lightning activity.** Statement 1001

**Warning**

**Read the installation instructions before connecting the system to the power source.** Statement 1004

**Warning**

**To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety:**

- This unit should be mounted at the bottom of the rack if it is the only unit in the rack.
- When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the

heaviest component at the bottom of the rack.

- If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack. Statement 1006



Warning

There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. Statement 1015



Warning

This unit is intended for installation in restricted access areas. A restricted access area can be accessed only through the use of a special tool, lock and key, or other means of security. Statement 1017



Warning

To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables. Statement 1021



Warning

To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord. Statement 1023



Warning

This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available. Statement 1024



Warning

Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place. Statement 1029



Warning

Only trained and qualified personnel should be allowed to install, replace, or service this equipment. Statement 1030



Warning

Ultimate disposal of this product should be handled according to all national laws and regulations. Statement 1040

(For translations of the preceding safety warnings, see *Regulatory Compliance and Safety Information for Cisco Unity Connection* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/regulatory/compliance/ucwarns.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/regulatory/compliance/ucwarns.html).)

**To Install a Memory Upgrade or Replace All Hard Disks to Support Unity Connection 9.x (Selected Servers Only)**

**Step 1** Remove the cover.

**Step 2** If you are not installing a memory upgrade, skip to [Step 3](#).

Install the memory modules in the applicable slots or locations, depending on the server model, as documented in the *Cisco Unity Connection 9.<x> Supported Platforms List* at [http://www.cisco.com/en/US/products/ps6509/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html).



**Caution** If you install new memory modules in the wrong slots, the server and operating system may not recognize that they have been installed, and Cisco Unity Connection performance may suffer.

**Step 3** If you are not replacing hard disks, skip to [Step 4](#).



**Caution** You must remove existing hard disks and install exactly as many hard disks as you remove, or Cisco Unity Connection installation will fail.

Replace the hard disks:

- a. Make note of the current locations of the hard disks in the server, including which hard disk is in which hard disk slot. If the replacement fails and you want to revert to the current configuration, you must put the existing hard disks back into their current locations.
- b. Remove the drive trays from the server.
- c. Remove the old hard disks from the drive trays.
- d. Insert the new hard disks into the drive trays.
- e. Reinstall the drive trays in the locations that you made note of in [Step a](#).

**Step 4** Reattach the cover.

## Preparing to Create User Accounts by Using Multiple Unity Connection 9.x Templates

The utility that exports user data from Cisco Unity 4.0(5) and later creates one CSV file with data for all users, and the utility that imports this data into Unity Connection 9.x creates all of the new user accounts by using the same template. If you want to create user accounts by using two or more templates, you may want to split the CSV file into one file per template. (Depending on how you want to split users among templates, it might be faster to create all user accounts with the same template and then update user settings individually.)

### To Prepare Multiple CSV Files for Creating User Accounts by Using Multiple Unity Connection 9.x Templates

**Step 1** In the location to which you exported Cisco Unity 4.0(5) and later data, create a subfolder for each template that you want to use. Give each subfolder the same name as the corresponding template.

**Step 2** Copy the CSV file to each subfolder. Use the same filename as the original CSV file, or the import will fail.

- Step 3** Copy all of the recorded-name WAV files from the location to which you exported Cisco Unity 4.0(5) and later data to each subfolder that you created in [Step 1](#). Filenames are in the format <user\_alias>\_VOICE\_NAME.wav.
- When you import user data from a CSV file, the corresponding recorded-name WAV files are also imported. The import utility looks for these files only in the folder that contains the CSV file from which you are importing.
- Step 4** Open the CSV file in each subfolder, and delete the rows for the users who you do not want to import by using the corresponding template.
- For example, if you were editing the CSV file in a SalesStaffTemplate folder, you would delete all of the rows for all of the users who you do not want to create by using the SalesStaffTemplate.
- 

## Importing User Data and Messages into Unity Connection 9.x by Using COBRAS

For extensive information on importing user data and, optionally, messages into Unity Connection, see the COBRAS Help at <http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html>.

## Importing User Data and Messages into Unity Connection 9.x by Using the Cisco Unity to Connection Migration Export Tool



### Note

If you exported data by using the COBRAS tool, see COBRAS Help (<http://www.ciscounitytools.com/Applications/General/COBRAS/COBRAS.html>) for information on importing data and messages.

---

If you exported both user data and messages, you must import user data before you import messages.



### Caution

Passwords for Cisco Unity web applications cannot be exported because they are stored in Active Directory. When you create new user accounts by importing data, every account will get the same password, which is the password in the template that you specify when you import data.

---

When you import user data into Cisco Unity Connection 9.x, the Migrate Users utility does not confirm that passwords meet the password requirements specified by Unity Connection credential policies. The first time users sign in to Unity Connection 9.x by phone or sign in to a web tool, they are prompted to change the password. Credential policies will enforce password requirements. If the user data you import contains any blank passwords, those new user accounts will be created with the default password of the chosen template.

This section contains two procedures, one for importing user data and the other for importing messages.

### To Import User Data into Unity Connection 9.x by Using the Cisco Unity to Connection Migration Export Tool

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, expand **Migration Utilities**, and select **Migrate Users**.
- Step 2** In the **Server Name or IP Address** field, enter the name or the IP address of the SSH server to which you copied Cisco Unity user data.
- Step 3** In the **Path Name** field, enter the path to the folder that contains the user data that you want to import. The format of the path depends on how you configured the SSH server application for access to that folder.
- Step 4** In the **User Name** and **Password** fields, enter the account name and password for an account that has the permissions required to access the server and files to which you exported the data.
- Step 5** For **User Template**, select the template whose settings you want to apply to all of the users you are creating with the imported data.
- Step 6** In the Failed Objects Filename field, enter the filename for the log file. Connection will save information in the specified file about users whose data could not be imported.
- Step 7** Select **Submit**.

When the import is finished, the Status displays “Bulk Administration Tool completed,” as well as the number of users for which the import process succeeded and the number for which it failed.

- Step 8** If the import failed for any users, review the file that you specified in [Step 6](#) for information on which user accounts could not be created, and correct the errors as applicable.

You can ignore errors for accounts that are common to all versions of Unity Connection, for example, Operator and UndeliverableMessagesMailbox.

If the import failed for only a few accounts, it may be faster to create the missing accounts manually in Cisco Unity Connection Administration.

**Caution**

If you create accounts manually and you want to import messages that you exported from Cisco Unity, you must give each account the exact alias and SMTP address that the corresponding Cisco Unity account had. If you give the new account a different alias and/or SMTP address, Unity Connection 9.x will not be able to associate the imported messages with the new accounts.

- Step 9** Correct user data that could not be imported and reimport it, if applicable:
- Save the log file locally. This file, which contains only rows for the users who could not be imported, is the file you specified in the Failed Objects Filename field in [Step 6](#).
  - Correct data in the log file.
  - Change the name of the log file to match the name of the CSV file that you imported from, UnityMigrationOutput.csv.
  - Copy the renamed log file into the folder that contains the CSV file that you imported from, and overwrite the original CSV file.
  - Repeat [Step 2](#) through [Step 8](#) until all of the accounts are successfully imported.

**Caution**

If you exported messages as well as user data, you must successfully create all user accounts before you import messages, or the message import will fail.

- Step 10** If you created more than one CSV file so that you could import by using more than one template, repeat [Step 2](#) through [Step 8](#) for each of the remaining CSV files that you created in the “[To Prepare Multiple CSV Files for Creating User Accounts by Using Multiple Unity Connection 9.x Templates](#)” procedure on page 6-9.
- 

#### To Import Messages into Unity Connection 9.x by Using the Cisco Unity to Connection Migration Export Tool

---

- Step 1** In Cisco Unity Connection Administration, expand **Tools**, expand **Migration Utilities**, and select **Migrate Messages**.
- Step 2** In the **Server Name or IP Address** field, enter the name or the IP address of the SSH server to which you exported Cisco Unity user data and messages.
- Step 3** In the **Path Name** field, enter the path to the folder that contains the messages that you want to import. The format of the path depends on how you configured the SSH server application for access to that folder.
- Step 4** In the **User Name** and **Password** fields, enter the account name and password for an account that has the permissions required to access the server and files to which you exported the data.
- Step 5** Select **Submit**.
- When the import is finished, the Status displays “Bulk Administration Tool completed,” as well as the number of messages migrated.
-