



CHAPTER 11

Managing Cisco Unity Connection 9.x User Accounts in Bulk

When you need to manage multiple user accounts at once, Cisco Unity Connection offers a Bulk Edit mode for editing user account information, and the Bulk Administration Tool. See the following sections for more information:

- [Editing User Account Information in Bulk Edit Mode, page 11-1](#)
- [Using the Bulk Administration Tool to Manage User Accounts and Contacts, page 11-3](#)

Editing User Account Information in Bulk Edit Mode

When editing user account information in Cisco Unity Connection Administration, Bulk Edit mode allows you to select large numbers of user accounts and quickly make the same changes to all of them at one time.

If you have multiple locations in your network, and want to be able to edit data from across the network in Bulk Edit mode, you need to configure remote access to other locations in your network before attempting a Bulk Edit operation.

Do the following procedures, as applicable:

- [To Configure Remote Access to Other Cisco Unity Connection Administration Locations in the Network, page 11-1](#)
- [To Edit User Account Information in Bulk Edit Mode, page 11-2](#)

To Configure Remote Access to Other Cisco Unity Connection Administration Locations in the Network

Step 1 In Cisco Unity Connection Administration, expand **Networking**, and then select **Connection Location Passwords**.

Step 2 On the Search Enterprise Administration Passwords page, select a Connection location from the list.



Note The information that you enter on this page is also applied when using the Voice Network Map tool.

Step 3 In the Alias field, enter the alias of the account you use to sign in to the remote server.



Note The account must have the System Administrator role.

Step 4 In the Password field, enter the password associated with the alias account.

Step 5 Select **Add New**.

Step 6 Select **Save**.



Note You may want to configure remote access only on an as-needed basis. When the remote access account is no longer needed, you can delete it by checking the check box next to the applicable account on the Search Enterprise Administration Password page, and selecting **Delete Selected**.

Step 7 Repeat [Step 2](#) through [Step 6](#) as necessary to configure remote access to additional Connection locations.

The procedure below provides high-level instructions for beginning a Bulk Edit operation. To learn how to use Bulk Edit to modify user accounts for specific features and functionality, see the “[Setting Up Features and Functionality Controlled by User Account Settings in Cisco Unity Connection 9.x](#)” chapter.

To Edit User Account Information in Bulk Edit Mode

Step 1 In Cisco Unity Connection Administration, on the Search Users page, check the applicable user check boxes, and select **Bulk Edit**.

If the user accounts that you want to edit in bulk do not all appear on one Search page, check all applicable check boxes on the first page, then go to the next page and check all applicable check boxes, and so on, until you have selected all applicable users. Then select **Bulk Edit**.

Step 2 On the Edit User Basics page, change settings as applicable.

Note The Status message at the top of the Edit User Basics page tells you how many user accounts are being edited. Also note that the page is populated only with the fields that you are allowed to edit in bulk mode, and that the fields available for edit also depend on whether all of the user accounts reside on the local server.

Step 3 If applicable, set the Bulk Edit Task Scheduling Fields to schedule the Bulk Edit operation for a later date and/or time.

Step 4 Select **Submit**.

Step 5 If applicable, continue to change settings for these user accounts on the related pages available from the Edit menu. As you make changes on each page, select **Submit** before going on to the next page to make additional changes.

Using the Bulk Administration Tool to Manage User Accounts and Contacts

Cisco Unity Connection

The Bulk Administration Tool allows you to create, update, and delete multiple user accounts or contacts at the same time by importing information contained in a comma separated value (CSV) file. In addition, it allows you to export information about users or contacts from Cisco Unity Connection to a CSV file.

Cisco Unified Communications Manager Business Edition (CMBE)

The Bulk Administration Tool allows you to create and delete multiple contacts at the same time by importing information contained in a comma separated value (CSV) file. In addition, it allows you to export information about contacts from Cisco Unity Connection to a CSV file.

To Access the Bulk Administration Tool

-
- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Select **Bulk Administration Tool**.
-

To learn more about using the tool, see the [“Using the Cisco Unity Connection 9.x Bulk Administration Tool”](#) appendix.

