Logging In and Out of Cisco Unity Express

This chapter describes processes for logging in and logging out and contains the following sections:

> **Note** You must use Microsoft Internet Explorer Version 6.0 or later as the web browser. The Netscape browser is not supported on Cisco Unity Express.

Logging In to Voice-Mail Administration for the First Time

Use this procedure the first time you log in to the voice-mail system. The system asks you to create a new password.

Prerequisites

You will need the following information to log in to Cisco Unity Express for the first time:

- IP address of the Cisco Unity Express module.
- If you or another administrator selected the random password generation option during the initialization procedure, you need the random password generated for you by the system. If the blank password option was selected, you do not need a password to access the system.
- A new password, 3 to 21 characters in length, comprised of letters, numbers, and the special characters underscore (_), dot (.), and dash (-). Spaces are not allowed in the password.

Procedure

Follow these steps to log in for the first time:

Step 1 Open your browser and enter **http://a.b.c.d/Web**, where **a.b.c.d** is the IP address of the module. Be sure to enter **Web** with upper- and lowercase letters as shown here.

The **Authentication** window appears:
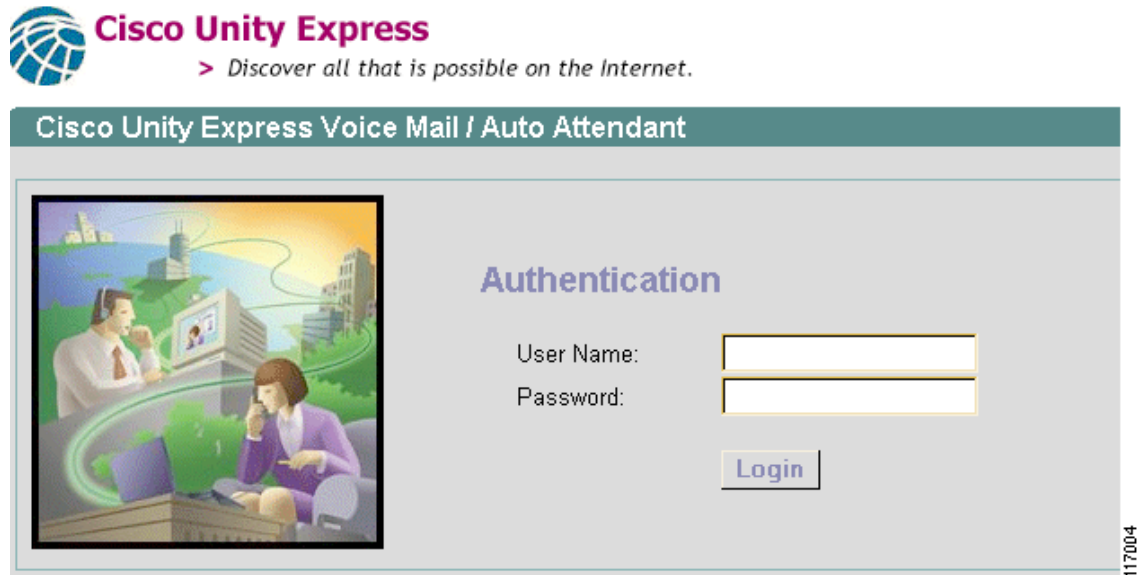
This window verifies that the user trying to log in is configured on the Cisco Unity Express system.

If you have just completed the initialization wizard, the **Authentication** window may appear to be unresponsive. The system may be updating the databases with the new users and system values; this process may take a few minutes.

Step 2 In the **User Name** field, enter the user ID of a user identified as an Cisco Unity Express administrator. This user ID is not the same as the user ID that started the initialization wizard. The user ID is case-sensitive; be sure to type the user ID with correct upper- and lowercase letters.

Step 3 Do one of the following:

- If the system generates random passwords, tab to or click in the Password field and enter the password that was generated for you during the initialization procedure.

- If the system does not generate random passwords, go to Step 4.

Step 4 Click **Login**.

If the user ID and password are correct, the **Password Expired** window appears:

Step 5 Do one of the following:

- If you have a randomly generated password, enter it in the Current password field.
- If the system does not generate random passwords, go to Step 6.

Step 6 In the N**ew password** field, enter your new password. Be sure to type the upper- and lowercase letters carefully.

Step 7 In the **Confirm new password** field, retype the password from Step 6.

Step 8 Click **Apply**.

The **Logged Out** window appears:
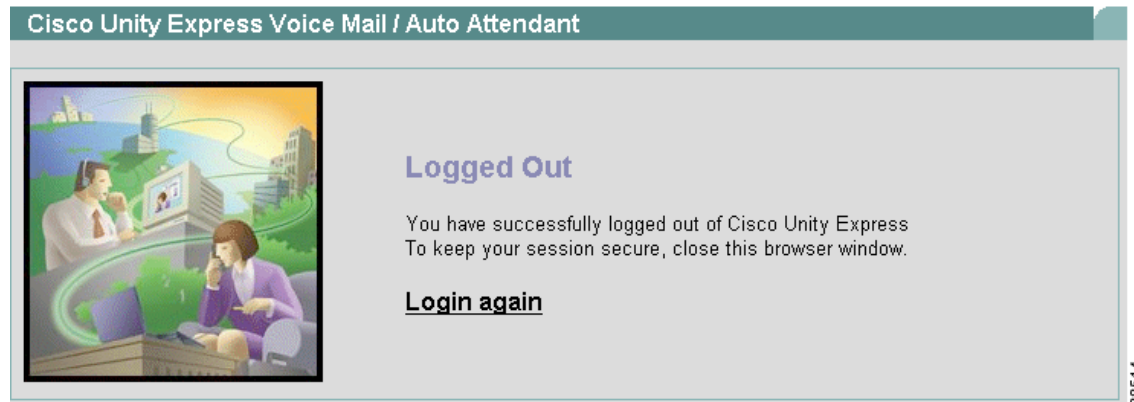
Step 9 Click **Login again** to re-enter the system. Use your new password to access the GUI windows.

What to Do Next

After logging in to the system, see "Navigating Through the Cisco Unity Express GUI Windows" section on page 47.

Logging In to Cisco Unity Express

Logging in to Cisco Unity Express is very straightforward.

> ✎
> **Note** If this is the first time you are logging in to the system, see "Logging In to Voice-Mail Administration for the First Time" on page 41.

Follow these steps to log in to Cisco Unity Express.

Step 1 Open your browser and enter **http://a.b.c.d/Web**, where **a.b.c.d** is the IP address of the module. Be sure to enter **Web** with upper- and lowercase letters as shown here.

The **Authentication** window appears:
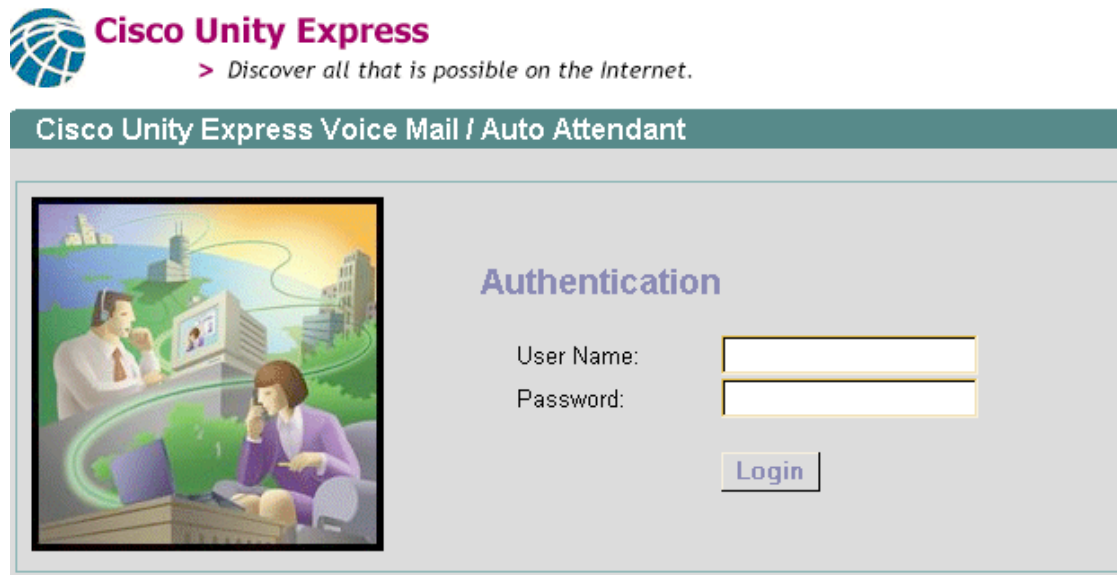
Step 2 In the **User Name** field, enter your user ID. The user ID is case-sensitive; be sure to type the user ID with correct upper- and lowercase letters.

Step 3 In the **Password** field, enter your password. The password is case-sensitive; be sure to type the password with correct upper- and lowercase letters.

Step 4 Click **Login**.

If the user ID and password were entered correctly, the Home window appears:

All voice-mail administration activity uses the menus on this window. See "Navigating Through the Cisco Unity Express GUI Windows" on page 47 for a description of the different menus.

An error message appears if the username and password are incorrect and do not match the current authentication information on Cisco CME.

Note If the system displays the **Lost Contact** screen, there may be network connectivity issues between Cisco Unity Express and the Cisco CME system.

The **Lost Contact** screen may also appear if the Cisco CME web administrator and password and the administrator username and password stored in the Cisco Unity Express database do not match. This could happen if, for example, the Cisco CME web administrator password is changed through the Cisco IOS command-line interface (CLI), but Cisco Unity Express is not updated.

To correct this problem, ensure that you have an enable password configured on Cisco CME. If not, Cisco Unity Express accepts any password even if it does not match the one configured with the telephony or telephony-service Cisco CME command.

Enter the correct Cisco CME hostname and IP address, username, and password. Enter the password again to confirm, and click **Apply**.

Logging Out of Cisco Unity Express

Log out of Cisco Unity Express when you finish your current set of tasks so that unauthorized personnel will not have access to the administration functions.

Follow these steps to log out of Cisco Unity Express.

Step 1 Before logging out of the system, save changes to the windows on which you were working. (Use the **Administration > Control Panel** option to save your data.) Logging out does not automatically save new field entries.

Step 2 When you are ready to log out of Cisco Unity Express, go to the upper right corner of the Home window and click **Logout**.
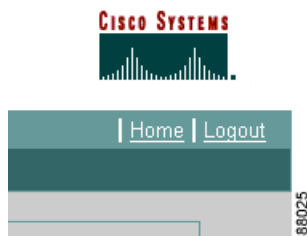
The Logged Out window appears:
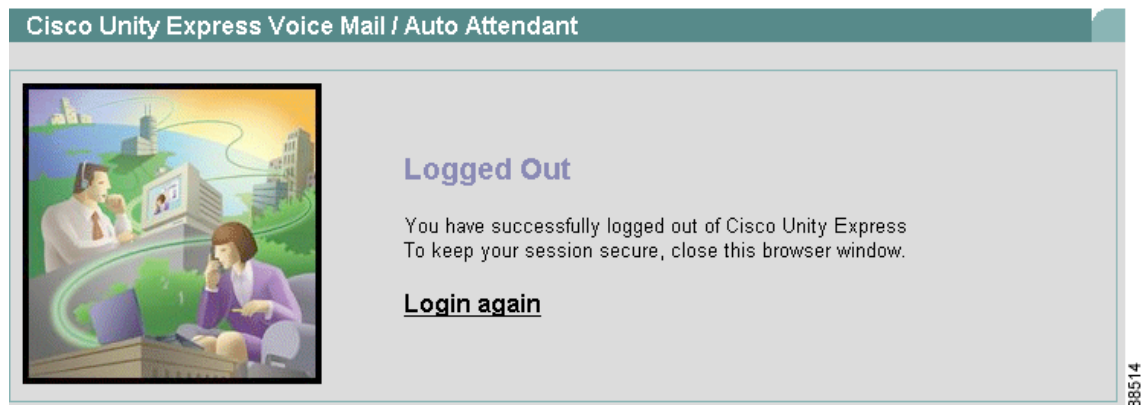
Step 3 Do one of the following:

- Click **Login again** to re-enter the administration windows.
- Close the application.