



CHAPTER 12

Creating User Accounts from LDAP User Data

To create Cisco Unity Connection user accounts from LDAP user data, you use one of the following methods:

- If you are creating a small number of users (a few hundred or fewer) and if you were able to create a regular expression to convert LDAP phone numbers into Connection extensions, you can use the Import Users tool. This is commonly the best option when you are creating a few Connection users at a time for new employees. See the [“Creating Cisco Unity Connection Users from LDAP Data by Using the Import Users Tool”](#) section on page 12-1.
- If you are creating a larger number of users or if you were not able to create a regular expression to convert LDAP phone numbers into Connection extensions, export user data to a CSV file by using the Bulk Administration Tool, reformat the data by using a spreadsheet application (if necessary), and import the data by using the Bulk Administration tool. See the [“Creating Cisco Unity Connection Users from LDAP Data by Using the Bulk Administration Tool”](#) section on page 12-2.

You can also integrate existing Connection user accounts with LDAP user accounts. See the [“Integrating Existing Cisco Unity Connection User Accounts with LDAP User Accounts”](#) section on page 12-4.

Creating Cisco Unity Connection Users from LDAP Data by Using the Import Users Tool

When you configured Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the [“Integrating Cisco Unity Connection with an LDAP Directory”](#) chapter of the *System Administration Guide for Cisco Unity Connection*, you synchronized Connection data with data in the LDAP directory. That process invisibly imported the LDAP data into a hidden Cisco Unified Communications Manager database on the Connection server. When you use the Import Users tool to create Connection users, you import the data from the Cisco Unified CM database into the Connection database. (Connection 7.x uses the Cisco Unified CM LDAP implementation to integrate with an LDAP directory.)



Caution

When you entered values in the LDAP Setup page, you selected a field in the LDAP directory that would be imported into the User ID field in the hidden Cisco Unified CM database and, from there, into Connection. The LDAP field that you chose must have a value for every user in the LDAP directory. In addition, every value for that field must be unique. Any LDAP user who does not have a value in the field you choose cannot be imported into Connection.

When you create user accounts this way, Connection takes data from the LDAP fields that you specified on the LDAP Directory Configuration page, and fills in the remaining information from the user template that you specify. You cannot use Connection Administration to change data in the fields whose values come from the LDAP directory. Instead, you must change the values in the LDAP directory.

If you have configured Connection to periodically resynchronize Connection data with LDAP data, new values in the LDAP directory are automatically imported into the Connection database during the next automatic resync. However, if new users have been added to the LDAP directory, this resynchronization does not create new Connection users. You must manually create new Connection users by using either the Import Users tool or the Bulk Administration Tool.

To Create Cisco Unity Connection Users by Importing LDAP User Data

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- Step 1** Log on to Cisco Unity Connection Administration as a user that has the System Administrator role. When a cluster is configured, log on to the publisher server.
- Step 2** Expand **Tools** and click **Import Users**.
- Step 3** In the Find Unified Communications Manager End Users In list, click **LDAP Directory**.
- Step 4** If you want to import only a subset of the users in the LDAP directory with which you have integrated Connection, enter the applicable specifications in the search fields.
- Step 5** Click **Find**.
- Step 6** In the Based on Template list, choose the template that you want Connection to use when creating the selected users.
-  **Note** If you are importing a large number of users, you can change the number of rows (users) that are displayed on each page.
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- Step 7** Check the check boxes for the LDAP users for whom you want to create Connection users.
- Step 8** If necessary, enter extensions for the users that you want to create.
- Step 9** Click **Import Selected**.
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Creating Cisco Unity Connection Users from LDAP Data by Using the Bulk Administration Tool

Revised May 2009

When you configured Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the “[Integrating Cisco Unity Connection with an LDAP Directory](#)” chapter of the *System Administration Guide for Cisco Unity Connection*, you synchronized Connection data with data in the LDAP directory. That process invisibly imported the LDAP data into a hidden Cisco Unified Communications Manager database on the Connection server. (Connection 7.x uses the Cisco Unified CM LDAP implementation to integrate with an LDAP directory.)

When you use the Bulk Administration Tool to create Connection users, you:

1. Export the data from the Cisco Unified CM database into a CSV file.

2. Update the CSV file. For example, you may use a formula in a spreadsheet application to convert the phone number that was exported from the LDAP directory into a Connection extension.

**Caution**

If any users in the LDAP directory were missing values in the field that you specified on the LDAP Setup page in the LDAP Attribute for User ID list, you must add the missing values in the LDAP directory and resynchronize the Connection database with the LDAP directory. Do not enter the values in the CSV file and then import the CSV file; Connection is not able to locate those users in the LDAP directory.

3. Import the updated CSV file back into the Connection database.

When you create user accounts this way, Connection takes data from the CSV file and fills in the remaining information from the user template that you specify. You cannot use Connection Administration to change data in the fields whose values come from the LDAP directory. Instead, you must change the values in the LDAP directory.

If you have configured Connection to periodically resynchronize Connection data with LDAP data, new values in the LDAP directory are automatically imported into the Connection database during the next automatic resynchronization. However, if new users have been added to the LDAP directory, this resynchronization does not create new Connection users. You must manually create new Connection users by using either the Import Users tool or the Bulk Administration Tool.

To Create Cisco Unity Connection Users by Using the Bulk Administration Tool

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- Step 1** Log on to Cisco Unity Connection Administration as a user that has the System Administrator role.
 - Step 2** Expand **Tools** and click **Bulk Administration Tool**.
 - Step 3** Export the data that is currently in the hidden Cisco Unified CM database on the Connection server:
 - a. Under Select Operation, click **Export**.
 - b. Under Select Object Type, click **Users from LDAP Directory**.
 - c. In the **CSV File** field, enter the full path to the file in which you want to save exported data.
 - d. Click **Submit**.
 - Step 4** Open the CSV file in a spreadsheet application or in a text editor, and update the data as applicable. For more information, see the [“Using the Cisco Unity Connection Bulk Administration Tool”](#) section on page A-1.
 - Step 5** Import the data in the updated CSV file:
 - a. Log on to Cisco Unity Connection Administration as a user that has the System Administrator role.
 - b. Expand **Tools** and click **Bulk Administration Tool**.
 - c. Under Select Operation, click **Create**.
 - d. Under Select Object Type, click **Users with Mailbox**.
 - e. In the **CSV File** field, enter the full path to the file from which you want to import data.
 - f. In the Failed Objects Filename field, enter the full path of the file to which you want Connection to write error messages about users who could not be created.
 - g. Click **Submit**.

- Step 6** When the import is complete, review the file that you specified in the Failed Objects Filename field to verify that all users were created successfully.

Integrating Existing Cisco Unity Connection User Accounts with LDAP User Accounts

Added May 2009

When you configured Cisco Unity Connection to integrate with an LDAP directory by using the procedures in the “[Integrating Cisco Unity Connection with an LDAP Directory](#)” chapter of the *System Administration Guide for Cisco Unity Connection*, you synchronized Connection data with data in the LDAP directory. That process invisibly imported the LDAP data into a cache on the Connection server.

When you use the Bulk Administration Tool to integrate existing Connection users with LDAP users, you:

1. Export the data from the cache into a CSV file.
2. Remove from the CSV file any users who you do not want to synchronize with users in the LDAP directory.
3. Import the updated CSV file into the Connection database, which synchronizes Connection users with LDAP users and sets the LDAP flag in the Connection database to “yes.”



Caution When you import LDAP user data into the Connection database, existing values for the fields being imported are overwritten with values from the LDAP database.

If you have configured Connection to periodically resynchronize Connection data with LDAP data, new values in the LDAP directory are automatically imported into the Connection database during the next automatic resynchronization. However, if new users have been added to the LDAP directory, this resynchronization does not create new Connection users. You must manually create new Connection users by using either the Import Users tool or the Bulk Administration Tool.

To Integrate Existing Cisco Unity Connection Users with LDAP Users

Step 1 Log on to Cisco Unity Connection Administration as a user that has the System Administrator role.

Step 2 Expand **Tools** and click **Bulk Administration Tool**.

Step 3 Export the data that is currently in the cache on the Connection server:

- a. Under Select Operation, click **Export**.
- b. Under Select Object Type, click **Users from LDAP Directory**.
- c. In the **CSV File** field, enter the full path to the file in which you want to save exported data.
- d. Click **Submit**.

This exports LDAP user data from the cache and sets the LDAP-integrated flag in the CSV file to “yes.”

Step 4 Edit the CSV file to remove any Connection users who you do not want to synchronize with users in the LDAP directory. For more information, see the “[Using the Cisco Unity Connection Bulk Administration Tool](#)” section on page A-1.

If you want every user in the LDAP directory to be a Connection user, you skip this step.

- Step 5** Import the data that you edited in [Step 4](#):
- a. Log on to Cisco Unity Connection Administration as a user that has the System Administrator role.
 - b. Expand **Tools** and click **Bulk Administration Tool**.
 - c. Under Select Operation, click **Update**.
 - d. Under Select Object Type, click **Users with Mailbox**.
 - e. In the **CSV File** field, enter the full path to the file from which you want to import data.
 - f. In the Failed Objects Filename field, enter the full path of the file to which you want Connection to write error messages about users who could not be created.
 - g. Click **Submit**.
- Step 6** When the import is complete, review the file that you specified in the Failed Objects Filename field to verify that all Connection users were successfully integrated with the corresponding LDAP users.
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