Adding, Modifying, or Deleting a User Template in Cisco Unity Connection 9.x

Each account that you add in Cisco Unity Connection is based on a user template. Settings from the template are applied to the accounts as the accounts are created. Connection includes predefined templates, which you can modify. You can also create an unlimited number of additional templates.

See the following sections:

Cisco Unity Connection 9.x Default Templates

Cisco Unity Connection comes with the following predefined user templates, which you can modify but not delete:

Voicemail User Template	The settings on this template are suitable for most users.
Administrator Template	The settings on this template are suitable for users who administer Connection. User accounts that are based on this template do not have voice mailboxes.
	By default, the template specifies the System Administrator role, which is the administrator role with the highest privileges.

Password and PIN Security Considerations for Template Defaults in Cisco Unity Connection 9.x

Consider the following as you prepare your templates for creating Connection end user and administrator accounts:

Users with Voice Mailbox Accounts

Default phone PINs and web application passwords are applied to each user account that you create. These PINs and passwords are either the defaults set for the default Voicemail User Template during installation, or defaults that are set on the Change Password page for the user template that you select when creating the accounts. You need to give these PINs and passwords to users so that they can sign in to the Connection conversation and to the Cisco Personal Communications Assistant (PCA). To increase system security, we recommend that you instruct users to change both PIN and password as soon as possible, and that you enforce PIN and password complexity rules.

Alternatively, you can use the Bulk Password Edit tool to assign unique passwords and PINs to Connection end user accounts after they have been created. You use the Bulk Password Edit tool along with a CSV file that contains unique strings for the passwords and PINs to apply the passwords/PINs in bulk. The Bulk Password Edit tool is a Windows-based tool. Download the tool and view Help at http://www.ciscounitytools.com/Applications/CxN/BulkPasswordEdit/BulkPasswordEdit.html.

Users Without Voice Mailbox Accounts

A default web application password is applied to each administrative account that you create. If you base the new account on the default Administrator Template, keep in mind that the default password associated with the account is a randomly-generated string. Therefore, if you base new administrative accounts on the default Administrator Template, be sure to first enter a new default password for the template to replace the randomly-generated string, or make sure that you change the password for each new account as you create it. To increase system security, we recommend that you instruct administrators to change the password as soon as possible, and that you enforce password complexity rules.

Single Inbox Considerations for Template Defaults in Cisco Unity Connection

When you are configuring single inbox for Connection , check the Generate SMTP Proxy Address From Corporate Email Address check box. When you check this check box, Connection automatically creates a new SMTP proxy address for the value in the Corporate Email Address field. An SMTP proxy address allows Connection to map the sender to a user, and to map the message recipients to users or contacts, by comparing the SMTP addresses in the message header to its list of SMTP proxy addresses. Applicable SMTP proxy addresses are necessary when using Cisco Unity Connection ViewMail for Microsoft Outlook with the single inbox feature to send messages.

Adding a User Template in Cisco Unity Connection 9.x

Users with voice mailboxes are end users; users without voice mailboxes are system administrators. Do the applicable procedure to create a user template:

- To Create an End User Template (for Users with Voice Mailboxes), page 7-3

- To Create an Administrator Template (for Users Without Voice Mailboxes), page 7-3

To Create an End User Template (for Users with Voice Mailboxes)

Step 1	In Cisco Unity Connection Administration, expand **Templates**, then select **User Templates**.
Step 2	On the Search User Templates page, select **Add New**.
Step 3	On the New User Template page, in the User Template Type list, select **User Template with Voice Mailbox**.
Step 4	In the Based on Template list, select a template on which to base the new template.

> **Note**   All settings are copied from the base template to the new template, except for the settings that you choose on the New User Template page (Alias, Display Name, and so on). System distribution list membership is also copied from the base template. For example, all new user templates based on the default voicemailusertemplate are automatically added to the allvoicemailusers system distribution list and to any other lists to which voicemailusertemplate has been manually added.

Step 5	Enter an alias and display name.
Step 6	In the Phone System list, select the applicable phone system.
Step 7	Select **Save**.
Step 8	On the Edit User Template Basics page, enter additional settings, as applicable.
Step 9	When you have finished entering basic settings, select **Save**.
Step 10	On the Edit menu, select the applicable pages to continue customizing settings for the new user template. If you change settings on a page, select **Save** before leaving the page.

To Create an Administrator Template (for Users Without Voice Mailboxes)

Step 1	In Cisco Unity Connection Administration, expand **Templates**, then select **User Templates**.
Step 2	On the Search User Templates page, select **Add New**.
Step 3	On the New User Template page, in the User Template Type list, select **User Template Without Voice Mailbox**.
Step 4	In the Based on Template list, select a template on which to base the new template.
Step 5	Enter an alias for the account.
Step 6	Enter additional information, as applicable, then select **Save**.
Step 7	On the Edit User Template Basics page, enter additional information, as applicable. If you change any settings on the page, select **Save**.
Step 8	On the Edit menu, select **Roles**.
Step 9	On the Edit Roles page, select a role name in the Assigned Roles or Available Roles fields, then select the **Up** arrow or **Down** arrow to move the role to the applicable field. (Note that by default, the template specifies the System Administrator role, which is the administrator role with the highest privileges.)
Step 10	When the Assigned Roles field contains all of the applicable roles for the administrator, select **Save**.
Step 11	On the Edit menu, select **Password Settings**.

Step 12 On the Edit Password Settings page, enter settings for the password that the administrator use when accessing Connection Administration:

    a. Verify that the **User Must Change at Next Sign-In** check box is checked. When this check box is checked, the administrator is required to change the password when signing in for the first time.

    b. In the Authentication Rule field, select an applicable rule.

Step 13 Select **Save**.

Step 14 For Cisco Unified Communications Manager Business Edition (CMBE) configurations, skip to Step 17.

For Cisco Unity Connection configurations, on the Edit Menu, select **Change Password**.

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> **Caution** Do not skip the steps for entering a password for the new template (Step 15 and Step 16). If you do not enter a password, a randomly-generated string is entered as the default password. You will then be unable to sign in to the account, and will be forced to sign in to a different administrative account and change the password of the new account to remove the randomly-generated string.

Step 15 On the Change Password page, enter a password in the Password field. Note that the password must meet the following requirements for password complexity:

- A minimum length requirement (as set on the Edit Authentication Rule page, in the Minimum Credential Length field)

- Inclusion of at least one character from each of the following categories: upper-case letter, lower-case letter, number, and symbol (~ ! @ # $ % ^ & * " ' , . : ; ? - _ ( ) [ ] < > { } + = / \ |)

- No characters repeated consecutively more than three times (for example, aaaaB1C9 is invalid)

- No inclusion of the alias or name of the administrator

Step 16 Enter the password again in the Confirm Password field.

Step 17 Select **Save**.

Modifying a User Template in Cisco Unity Connection 9.x

Before you create Cisco Unity Connection accounts, review the settings in the templates that you plan to use and determine whether you need to make any changes. Changes to template settings do not affect existing user accounts.

To Modify a User Template

Step 1 In Cisco Unity Connection Administration, expand **Templates**, then select **User Templates**.

Step 2 On the Search User Templates page, select the alias of the user template that you want to modify.

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> **Note** If the user template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 On the Edit User Template Basics page, change settings as applicable.

Step 4 When you have finished changing settings, select **Save**.

Step 5 From the Edit menu, you may also want to change settings on any (or all) of the available pages. If you change settings on a page, select **Save** before leaving the page.

Deleting a User Template in Cisco Unity Connection 9.x

Note that you cannot delete the default templates (Voicemail User Template and Administrator Template).

Deleting a user template does not affect any user accounts that were based on that template when they were created.

To Delete a User Template

Step 1 In Cisco Unity Connection Administration, expand **Templates**, then select **User Templates**.

Step 2 On the Search User Templates page, check the check box to the left of the alias of the user template that you want to delete.

> **Note** If the user template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

Step 3 Select **Delete Selected**.

Step 4 Select **OK**.