



CHAPTER 9

Adding Cisco Unity Connection 9.x Accounts Individually

See the following sections:

- [Creating Cisco Unity Connection 9.x User Accounts in a Cisco Unified Communications Manager Business Edition \(CMBE\) Configuration, page 9-1](#)
- [Creating Cisco Unity Connection 9.x User Accounts in Cisco Unity Connection Administration, page 9-2](#)

Creating Cisco Unity Connection 9.x User Accounts in a Cisco Unified Communications Manager Business Edition (CMBE) Configuration

In Cisco Unified Communications Manager Business Edition (CMBE), you create individual users and administrator accounts on the User Management pages in Cisco Unified CM Administration. The accounts are based on the templates and classes of service that you create and/or modify in Cisco Unity Connection Administration.

Users with voice mailboxes are end users; users without voice mailboxes are system administrators (or application users). After you add an end user for Connection, you can then configure an end user voice mailbox in Cisco Unified CM Administration. Other settings can be modified as needed from the user account pages in Connection Administration.

For details on adding and configuring Connection accounts in Cisco Unified CM Administration, see the online Help in Cisco Unified CM Administration, or the “End User Configuration” and “Application User Configuration” chapters of the applicable *Cisco Unified Communications Manager Administration Guide* for a task list and related topics. The guide is available at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.

For details on importing multiple users from Cisco Unified Communications Manager, see the “[Creating Multiple Cisco Unity Connection 9.x User Accounts from Cisco Unified Communications Manager Users](#)” chapter.

Creating Cisco Unity Connection 9.x User Accounts in Cisco Unity Connection Administration

Users with voice mailboxes are end users; users without voice mailboxes are system administrators. Before you add user accounts individually, you need to select and define a template and class of service (COS) for each type of account you plan to add. For administrator accounts, you also need to select the roles that are assigned to each account. To learn more about the tasks you should do before adding a Cisco Unity Connection account, review the [“Preparing to Add User Accounts in Cisco Unity Connection 9.x”](#) chapter.

See the applicable sections in this chapter to add individual accounts for end users and administrators:

- [Adding an End User Account \(User with a Voice Mailbox\)](#), page 9-2
- [Adding an End User Account to Access the Cisco Unity Connection Greetings Administrator \(User with Voice Mailbox\)](#), page 9-5
- [Adding an Administrator Account \(User Without a Voice Mailbox\)](#), page 9-3



Note

If system administrators in your organization require voice mailboxes, we recommend that you set up separate accounts for each system administrator: a user without voice mailbox account to use when signing in to Connection Administration to do administrative tasks, and a separate user account with a voice mailbox to use when sending and receiving voice messages.

Adding an End User Account (User with a Voice Mailbox)



Note

The information in this section is not applicable to adding end user accounts in Cisco Unified Communications Manager Business Edition (CMBE). Instead, see the [“Creating Cisco Unity Connection 9.x User Accounts in a Cisco Unified Communications Manager Business Edition \(CMBE\) Configuration”](#) section on page 9-1.

Note that default voicemail 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.

Use the following procedure to add a single user account with a voice mailbox.

To Add an End User Account (User with a Voice Mailbox)

- Step 1** In Cisco Unity Connection Administration, select **Users**.
- Step 2** On the Search Users page, select **Add New**. The New User page opens.
- Step 3** In the User Type list, select **User With Mailbox**.
- Step 4** In the Based on Template list, select **VoiceMailUserTemplate**.
- Step 5** Enter information in the following two required fields, which are marked with an asterisk (*):

- Alias
- Extension

Step 6 Enter information in the optional fields, as applicable. (For field information, on the Help menu, select **This Page**.)

Note that the SMTP Address field is optional in the sense that if you do not enter a value, Connection uses the alias to form the SMTP address. However, the SMTP address cannot include non-ASCII characters. Thus, if the user alias contains non-ASCII characters, you must provide an acceptable SMTP address.

Step 7 Select **Save**. The user account is created, and the Edit User Basics page opens.

Step 8 Enter additional information, as applicable. If you change any settings on the page, select **Save**.

Step 9 As needed, from the pages on the Edit menu, modify the account to enable features or functionality that were not already enabled in the template or COS. If you make changes on a page, select **Save** before going to another page.

For additional information on features that you can enable, see the [“Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x”](#) chapter and the [“Setting Up Features and Functionality That Are Controlled by Class of Service in Cisco Unity Connection 9.x”](#) chapter.

Adding an Administrator Account (User Without a Voice Mailbox)



Note

The information in this section is not applicable to adding administrator accounts in Cisco Unified Communications Manager Business Edition (CMBE). Instead, see the [“Creating Cisco Unity Connection 9.x User Accounts in a Cisco Unified Communications Manager Business Edition \(CMBE\) Configuration”](#) section on page 9-1.

Users without voice mailboxes are system administrators. If system administrators in your organization require voice mailboxes, we recommend that you set up separate accounts for each system administrator: a user without voice mailbox account to use when signing in to Connection Administration to do administrative tasks, and a separate user account with a voice mailbox to use when sending and receiving voice messages.

As you create administrator accounts, consider the following security issues:

- By default, the user without a voice mailbox template specifies the System Administrator role, which is the administrator role with the highest privileges.
- 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 that 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 that 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.



Note

- Make sure you do not use the following application usernames as this will generate an error:

- CCMSysUser
- WDSysUser
- CCMQRTSysUser
- IPMASysUser
- WDSecureSysUser
- CCMQRTSecureSysUser
- IPMASecureSysUser
- TabSyncSysUser
- CUCService

Use the following procedure to add a single administrator account without a voice mailbox.

To Add an Administrator Account (User Without a Voice Mailbox)

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- Step 1** In Cisco Unity Connection Administration, select **Users**.
- Step 2** On the Search Users page, select **Add New**. The New User page opens.
- Step 3** In the User Type list, select **User Without Mailbox**.
- Step 4** In the Based on Template list, select **AdministratorTemplate**.
- Step 5** In the Alias field, enter an alias for the account.
- Step 6** Enter information in the optional fields, as applicable. (For field information, on the Help menu, select **This Page**.)
- Note that the SMTP Address field is optional in the sense that if you do not enter a value, Connection uses the alias to form the SMTP address. However, the SMTP address cannot include non-ASCII characters. Thus, if the user alias contains non-ASCII characters, you must provide an acceptable SMTP address.
- Step 7** Select **Save**. The administrator account is created, and the Edit User Basics page opens.
- Step 8** On the Edit User Basics page, enter additional information, as applicable. If you change any settings on the page, select **Save**.
- Step 9** On the Edit menu, select **Roles**.
- Step 10** On the Edit Roles page, select a role name in the Assigned Roles or Available Roles fields, then select the **Up** or **Down** arrow to move the role to the applicable field.
- Step 11** When the Assigned Roles field contains all of the applicable roles for the administrator, select **Save**.
- Step 12** On the Edit menu, select **Password Settings**.
- Step 13** On the Edit Password Settings page, enter settings for the password that the administrator uses 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 list, select an applicable rule.
- Step 14** Select **Save**.
- Step 15** On the Edit Menu, select **Change Password**.
- Step 16** 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 17 Enter the password again in the Confirm Password field.

Step 18 Select **Save**.

Adding an End User Account to Access the Cisco Unity Connection Greetings Administrator (User with Voice Mailbox)



Note

The information in this section is not applicable to adding end user accounts in Cisco Unified Communications Manager Business Edition (CMBE). Instead, see the “[Creating Cisco Unity Connection 9.x User Accounts in a Cisco Unified Communications Manager Business Edition \(CMBE\) Configuration](#)” section on page 9-1.

In the following procedure, the role you assign to the user account that you add gives the user access to the Cisco Unity Greetings Administrator. Although it is an administrative role, many of the user account settings for administrators do not apply to these user accounts, as they do not have access to Connection Administration.

To set up the Greetings Administrator, see the “Setting Up the 9.x Cisco Unity Greetings Administrator” section in the “[Managing Recorded Greetings and Recorded Names in Cisco Unity Connection 9.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

To Add an Account for a Greetings Administrator

Step 1 In Cisco Unity Connection Administration, select **Users**.

Step 2 On the Search Users page, select **Add New**.

Step 3 On the New User page, in the User Type list, select **User With Mailbox**.

Step 4 In the Based on Template list, select an applicable template. You can use the default VoiceMailUserTemplate, or you may want to create a user template specifically for this purpose.

Step 5 Enter an alias, a first name and last name, and an extension.

Note that the SMTP Address field is optional in the sense that if you do not enter a value, Connection uses the alias to form the SMTP address. However, the SMTP address cannot include non-ASCII characters. Thus, if the user alias contains non-ASCII characters, you must provide an acceptable SMTP address.

Step 6 Select **Save**.

Step 7 On the Edit User 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 **Greeting Administrator** in the Available Roles field, then select the **Up** arrow to move it into the Assigned Roles field.
- Step 10** Select **Save**.
- Step 11** On the Edit menu, select **Password Settings**.
- Step 12** On the Edit Password Settings page, in the Choose Password list, verify that **Voicemail** is selected.
- Step 13** Enter settings for the phone PIN that the Greetings Administrator uses when accessing Connection by phone:
- a.** Verify that the **User Must Change at Next Sign-In** check box is checked. When this check box is checked, the Greetings Administrator is required to change the PIN when signing in for the first time.
 - b.** In the Authentication Rule list, select an applicable rule.
- Step 14** Select **Save**.
- Step 15** On the Edit Menu, select **Change Password**.
- Step 16** On the Change Password page, in the Choose Password list, verify that **Voicemail** is selected.
- Step 17** Enter a password.
- Step 18** Enter the password again in the Confirm Password field.
- Step 19** Select **Save**.
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