Creating Multiple Cisco Unity Connection 9.x User Accounts from Cisco Unified Communications Manager Users

See the following sections:

Adding Cisco Unity Connection 9.x Voicemail Users (Cisco Unified CMBE Configurations Only)

To add Cisco Unity Connection voicemail users to the system in a Cisco Unified Communications Manager Business Edition configuration, import users from Cisco Unified Communications Manager.

You use the Users > Import Users page in Cisco Unity Connection Administration to create multiple user with voicemail accounts from Cisco Unified Communications Manager users. You can also import application users into Connection without a voice mailbox.

Note Cisco Unified Communications Manager users must have a Primary Extension defined or they do not appear on the Users > Import Users page in Cisco Unity Connection Administration.

When user accounts are created this way, Connection takes the user Alias, Extension, First Name, and Last Name from Cisco Unified CM, and fills in the remaining information from the user template that you specify. Data from the fields that are taken from Cisco Unified CM cannot be modified by using Connection Administration. Instead, the information must be changed in Cisco Unified Communications Manager Administration.

The Synch Users page allows you to manually refresh information from Cisco Unified CM for voicemail users who were created by using the Import Users page.

Importing Cisco Unified Communications Manager Users to Create Cisco Unity Connection 9.x Users (Cisco Unified Communications Manager Version 5.x and Later)

Note   The information in this section is not applicable to importing Cisco Unified Communications Manager users to create Cisco Unity Connection user accounts in Cisco Unified Communications Manager Business Edition (CMBE). Instead, see the "Adding Cisco Unity Connection 9.x Voicemail Users (Cisco Unified CMBE Configurations Only)" section on page 12-1.

Because Connection requires an AXL server to access the Cisco Unified Communications Manager database, an AXL server must be configured for the Cisco Unified CM server from which you are importing users.

Prior to importing users, you must do the following on the Cisco Unity Connection server:

- Edit or add a user template. In the Phone System field for the template, select the Cisco Unified CM server from which you are importing users.

- Configure an AXL server for the Cisco Unified CM server from which you are importing users. For details on configuring AXL servers, see the "Managing the Phone System Integrations 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.

You use the Users > Import Users page in Cisco Unity Connection Administration to create multiple user with voicemail accounts from Cisco Unified CM users.

Note   Cisco Unified Communications Manager users must have a Primary Extension defined or they do not appear on the Users > Import Users page in Cisco Unity Connection Administration.

When user accounts are created this way, Connection takes the user Alias, Extension, First Name, and Last Name from Cisco Unified CM, and fills in the remaining information from the user template that you specify. Data from the fields that are taken from Cisco Unified CM cannot be modified by using Connection Administration. The method you use to update the data in Connection depends on whether Cisco Unified CM is integrated with an LDAP directory:

- *If Cisco Unified CM is not integrated with an LDAP directory:* You must change the data in Cisco Unified Communications Manager Administration, then use the Synch Users page in Connection Administration to manually refresh information from Cisco Unified CM for voicemail users who were created by using the Import Users page.

- *If Cisco Unified CM is integrated with an LDAP directory:* You must update the data in the LDAP directory, resynchronize the Cisco Unified CM database with the LDAP directory, and use the Synch Users page in Connection Administration to manually refresh information from Cisco Unified CM for voicemail users who were created by using the Import Users page.

Comparison of Integrating Cisco Unity Connection 9.x with an LDAP Directory and Creating Users by Importing Data from Cisco Unified CM

An alternative to creating users by importing data from Cisco Unified Communications Manager is to integrate Connection with an LDAP directory and then import user data from the LDAP directory as described in the "Integrating Cisco Unity Connection 9.x with an LDAP Directory" chapter of the *System Administration Guide for Cisco Unity Connection* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html. Note the following:

- If you import users from Cisco Unified CM and if Cisco Unified CM is integrated with the LDAP directory, Connection does not automatically have access to LDAP synchronization or authentication. If you want Connection users to authenticate against the LDAP directory, you must integrate Connection with the LDAP directory, too.

- If you import users from Cisco Unified CM, updates to Cisco Unified CM data do not automatically replicate to the Connection server, so you must remember to use the Synch Users page in Cisco Unity Connection Administration to manually synchronize Connection user data with Cisco Unified CM user data from time to time. If you integrate Connection with an LDAP directory, you can define a synchronization schedule that specifies when data in the Connection database is automatically resynchronized with data in the LDAP directory.

  Note that when you add users to the LDAP directory, you still need to manually import them into Connection; automatic synchronization only updates the Connection database with new data for existing users, not new data for new users.

- When you integrate Connection with an LDAP directory, you can configure Connection to authenticate passwords for web applications against the LDAP database. When you import data from Cisco Unified CM, you must maintain passwords for Connection web applications in Connection and maintain passwords for Cisco Unified CM web applications in Cisco Unified CM.