

# Unity Connection FAQ: How do I bulk assign unified messaging in Cisco Unity Connection?



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## Introduction

This document describes how to use the Bulk Administration Tool (BAT) in Cisco Unity Connection in order to assign unified messaging to multiple, existing users at the same time. Unified messaging is also known as Single Inbox.

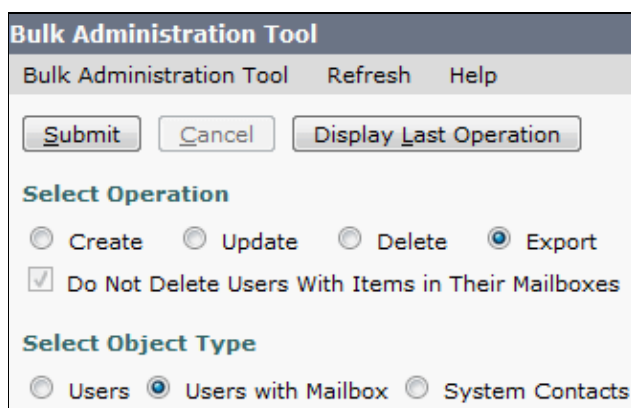
## Question: How do I bulk assign unified messaging in Cisco Unity Connection?

## Answer

The Bulk Administration Tool (BAT) is the only method available to complete bulk assignment in Cisco Unity Connection.

This procedure describes how to identify the users that already exist in Cisco Unity Connection but do not have a unified messaging account assigned. The procedure then describes how to create a file for bulk assignment of unified messaging to those users.

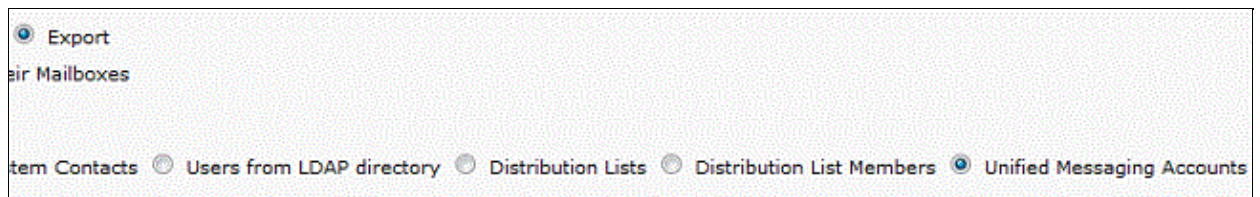
1. Click **Export**, then click **Users with Mailbox** in order to export a list of all subscriber aliases on the system.



The list is exported into a comma-separated values (CSV) file. In this example, the CSV file contains these entries:

```
Alias,Address,AltFirstNames,AltLastNames,BillingId,Building,City,Country,Department,
DisplayName,EmailAddress,MailName,EmployeeId,EnhancedSecurityAlias,FirstName,
Initials,Language,LastName,Manager,PostalCode,State,TimeZone,Title,
CosDisplayName,Extension,ClientMatterCode,TransferType,TransferRings,
TransferExtension,TransferAction,RnaAction,StandardTransferType,
StandardTransferRings,StandardTransferExtension,StandardTransferAction,
StandardRnaAction,ClosedTransferType,ClosedTransferRings,ClosedTransferExtension,
ClosedTransferAction,ClosedRnaAction,MWIEExtension,MWIMediaSwitchDisplayName,
MaxMsgLen,playPostGreetingRecording,postGreetingRecordingDisplayName,
ForcedAuthorizationCode,ListInDirectory,CreateSmtProxyFromCorp,
MediaSwitchDisplayName,PhoneNumber_HomePhone,Active_HomePhone,
DisplayName_HomePhone,PhoneNumber_WorkPhone,Active_WorkPhone,
DisplayName_WorkPhone,PhoneNumber_MobilePhone,Active_MobilePhone,
DisplayName_MobilePhone,PhoneNumber_Pager,AfterDialDigits_Pager,Active_Pager,
DisplayName_Pager,PhoneNumber_TextPager1,SmtAddress_TextPager1,
Active_TextPager1,DisplayName_TextPager1,Extension_Alt1,Extension_Alt1_Partition,
Extension_Alt2,Extension_Alt2_Partition,Extension_Alt3,Extension_Alt3_Partition,
Extension_Alt4,Extension_Alt4_Partition,Extension_Alt5,Extension_Alt5_Partition,
Extension_Alt6,Extension_Alt6_Partition,Extension_Alt7,Extension_Alt7_Partition,
Extension_Alt8,Extension_Alt8_Partition,Extension_Alt9,Extension_Alt9_Partition,
CcmId,EmailAction,VoicemailAction,FaxAction,DeliveryReceiptAction,RelayAddress,
SmtProxyAddresses,LdapCcmUserId,CorporatePhoneNumber
userA,,,,,,,,,user A,,usera,,,user,,1033,A,,,,20,,Voice Mail User
COS,123456123456,,0,4,123456123456,1,1,0,4,123456123456,1,1,0,4,123456123456,
1,1,123456123456,PhoneSystem,300,0,,,1,0,PhoneSystem,,0,Home Phone,,0,
Work Phone,,0,MobilePhone,,,0,Pager,,,0,SMTP,,,,,,,,,,,,,1,1,1,1,,,,
userB,,,,,,,,,user A,,usera,,,user,,1033,B,,,,20,,Voice Mail User
COS,123456123457,,0,4,123456123457,1,1,0,4,123456123457,1,1,0,4,123456123457,
1,1,123456123457,PhoneSystem,300,0,,,1,0,PhoneSystem,,0,Home Phone,,0,
Work Phone,,0,MobilePhone,,0,Pager,,,0,SMTP,,,,,,,,,,,,,1,1,1,1,,,,
userC,,,,,,,,,user A,,usera,,,user,,1033,C,,,,20,,Voice Mail User
COS,123456123458,,0,4,123456123458,1,1,0,4,123456123458,1,1,0,4,123456123458
,1,1,123456123458,PhoneSystem,300,0,,,1,0,PhoneSystem,,0,Home Phone,,0,
Work Phone,,0,MobilePhone,,,0,Pager,,,0,SMTP,,,,,,,,,,,,,1,1,1,1,,,,
userD,,,,,,,,,user A,,usera,,,user,,1033,D,,,,20,,Voice Mail User
COS,123456123459,,0,4,123456123459,1,1,0,4,123456123459,1,1,0,4,123456123459,
1,1,123456123459,PhoneSystem,300,0,,,1,0,PhoneSystem,,0,Home Phone,,0,
Work Phone,,0,MobilePhone,,,0,Pager,,,0,SMTP,,,,,,,,,,,,,1,1,1,1,,,,
userE,,,,,,,,,user A,,usera,,,user,,1033,E,,,,20,,Voice Mail User
COS,123456123450,,0,4,123456123450,1,1,0,4,123456123450,1,1,0,4,123456123450,
1,1,123456123450,PhoneSystem,300,0,,1,0,PhoneSystem,,0,Home Phone,,0,
Work Phone,,0,MobilePhone,,,0,Pager,,,0,SMTP,,,,,,,,,,,,,1,1,1,1,,,,
```

2. Click **Export**, and click **Unified Messaging Accounts** in order to export a list of all unified messaging accounts on the system.



This list is also exported into a CSV file, which, in this example, contains entries for userA, userB, and userC.

3. Compare the CSV files from Step 1 and Step 2. Since userA, userB, and userC already have unified messaging configured, userD and userE are the users that need to have unified messaging assigned.

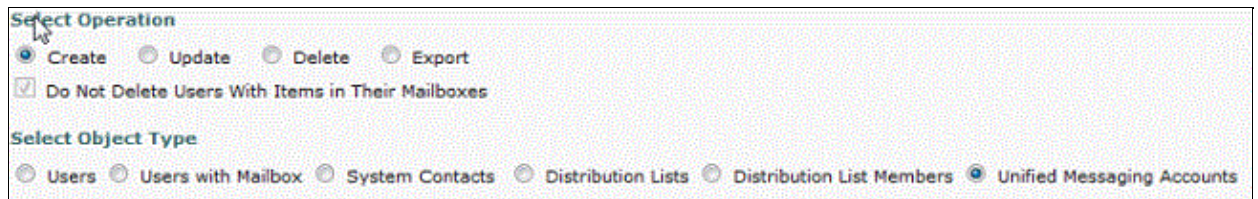
- Copy the alias value (the bolded value) for userD and userE from the CSV file created in Step 1. Paste those alias values into the SubscriberAlias column of the CSV file created in Step 2. The merged file looks like this:

```
SubscriberAlias,ServiceDisplayName,OptionalServiceAccountID,UMEmailAddress,  
EmailAddressUseCorp,EnableCalendar,EnableMeeting,EnableMbxSynch,enableTTS,  
IsPrimaryMeetingService,LoginType,UserID,UserProfileNumber  
userD,Exchange 2010,3194886a-d72b-4893-bbd6-15b4fe02e644,userD@corp.com,1,0,0,1,1,0,0,,  
userE,Exchange 2010,3194886a-d72b-4893-bbd6-15b4fe02e644,userE@corp.com,1,0,0,1,1,0,0,,
```

This process ensures that userD and userE are assigned the same unified messaging account and features as existing users.

*Note:* Features can be manually modified, but this document addresses only how to enable users for the same features.

- Click **Create**, and click **Unified Messaging Accounts** in order to create the unified messaging feature for userD and userE. Use the newly created, merged CSV file as input for the bulk assignment.



The screenshot shows a configuration window with two main sections. The first section, 'Select Operation', contains four radio buttons: 'Create' (selected), 'Update', 'Delete', and 'Export'. Below this is a checked checkbox labeled 'Do Not Delete Users With Items in Their Mailboxes'. The second section, 'Select Object Type', contains five radio buttons: 'Users', 'Users with Mailbox', 'System Contacts', 'Distribution Lists', and 'Unified Messaging Accounts' (selected).

## Related Information

- [Technical Support & Documentation – Cisco Systems](#)