

Cisco Unity: Using Bulk Edit to Reset the TUI Password for a Group of Subscribers

Document ID: 109357

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Introduction

This document explains how to use the Cisco Unity Bulk Edit utility to reset or change the phone password for a group of subscribers.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity for Exchange Version 3.0 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Use the Bulk Edit Utility for Cisco Unity Subscribers

You must install the **Bulk Edit utility** on the Cisco Unity server. It ships with Cisco Unity 3.1(2) and later. You can download the correct version from the Cisco Unity Utilities Software Download page (registered customers only) .

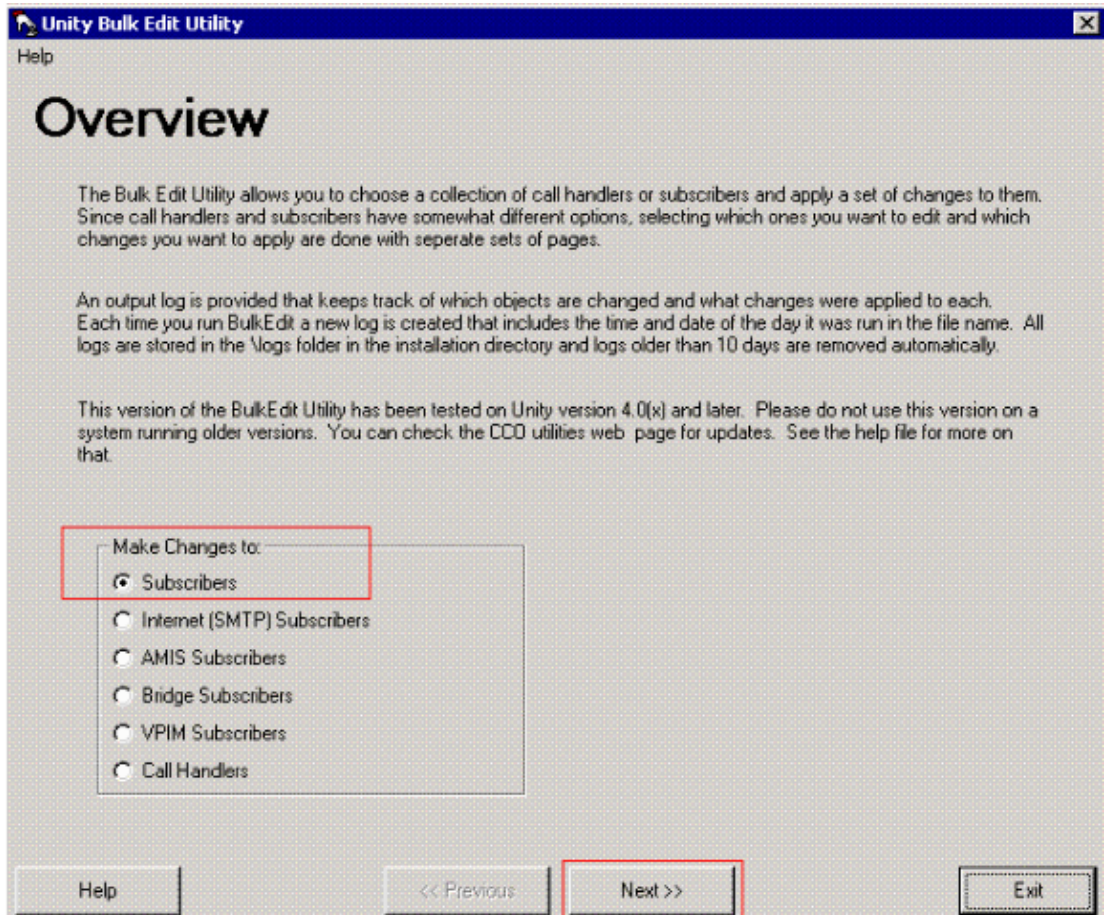
Complete these steps in order to change the Telephony User Interface (TUI) passwords for a group of subscribers using the Bulk Edit utility.

Note: This procedure only changes the TUI passwords for the subscribers, not the Graphical User Interface (GUI)/Web passwords.

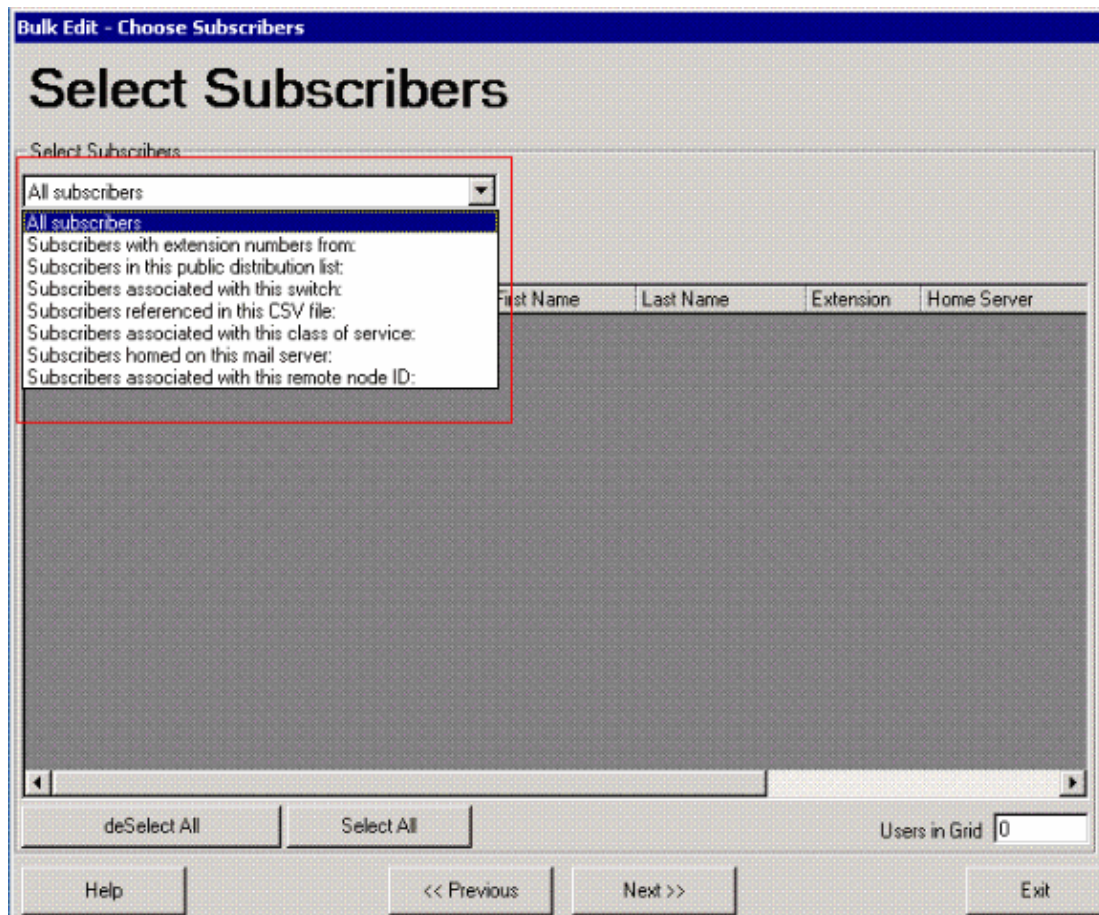
1. Launch the Bulk Edit utility on the Cisco Unity server by navigating to **Start > Programs > Bulk**

Edit.

2. From the Overview page, choose **Make Changes to Subscribers** and click **Next**.



3. From the Select Subscribers page, select the subscribers for which you want to change the password. You have multiple options to select the subscribers as shown here:



As an example in this document, the option **All subscribers** is chosen. You can choose your option based on which all subscriber passwords should be changed. For example, if you want to change the phone passwords of just the subscribers which are homed in particular mail server, you can choose the option **Subscribers homed on this mail server:**. Then, choose the mailserver name in the pull down menu.

Select Subscribers

Select Subscribers

All subscribers

Add Subscribers To Grid

Alias	Display Name	First Name	Last Name	Extension	Home Server

deSelect All

Select All

Users in Grid 0

Help

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Next >>

Exit

4. Click **Add Subscribers to Grid** in order to select the subscribers. The subscribers which fall in your filter criteria are displayed in the grid. All the subscribers displayed in the grid are selected by default. If you want to remove some from the list, you can remove them by unchecking the checkbox shown towards the subscriber.

Bulk Edit - Choose Subscribers

Select Subscribers

Select Subscribers

All subscribers

Add Subscribers To Grid

	Alias	Display Name	First Name	Last Name	Extension	Home Server
<input checked="" type="checkbox"/>	EAdmin	Example Administrator	testuser1	Administrator	1015	UNITY
<input checked="" type="checkbox"/>	ssubscriber 1	sub1 subscriber 1	sub1	subscriber 1	1000	UNITY
<input checked="" type="checkbox"/>	ssubscriber 2	sub2 subscriber 2	sub2	subscriber 2	1001	UNITY
<input checked="" type="checkbox"/>	ssubscriber 3	sub3 subscriber 3	sub3	subscriber 3	1003	UNITY
<input checked="" type="checkbox"/>	ssubscriber 4	sub4 subscriber 4	sub4	subscriber 4	1004	UNITY
<input checked="" type="checkbox"/>	ssubscriber 5	sub5 subscriber 5	sub5	subscriber 5	1005	UNITY
<input checked="" type="checkbox"/>	ssubscriber 6	sub6 subscriber 6	sub6	subscriber 6	1006	UNITY
<input checked="" type="checkbox"/>	T user	Test user	Test	user	1010	UNITY

deSelect All Select All Users in Grid 8

Help << Previous Next >> Exit

5. Click **Next**.
6. On the Select Subscriber Changes page, select the **Passwords** tab. On this page, set **User Must Change Password at Next Login** to **True**. Check the **Force Phone Password to be** box and fill in the temporary password you would like to give to these subscribers. If you want the password of these subscribers not to expire, set the **Password Never Expires** to **True**.

Select Subscriber Changes

Select the changes you want to have applied to the subscribers chosen in the previous panel. By default all values are set to be unchanged. You can choose as many items to update as you like.

Alt. Extensions	Exit Dest.	Features	Notification	Extension
Greetings	Caller Input	Messages	Conversation	Transfer
Profile	Account	Passwords		

User Cannot Change Password

User Must Change Password at Next Login

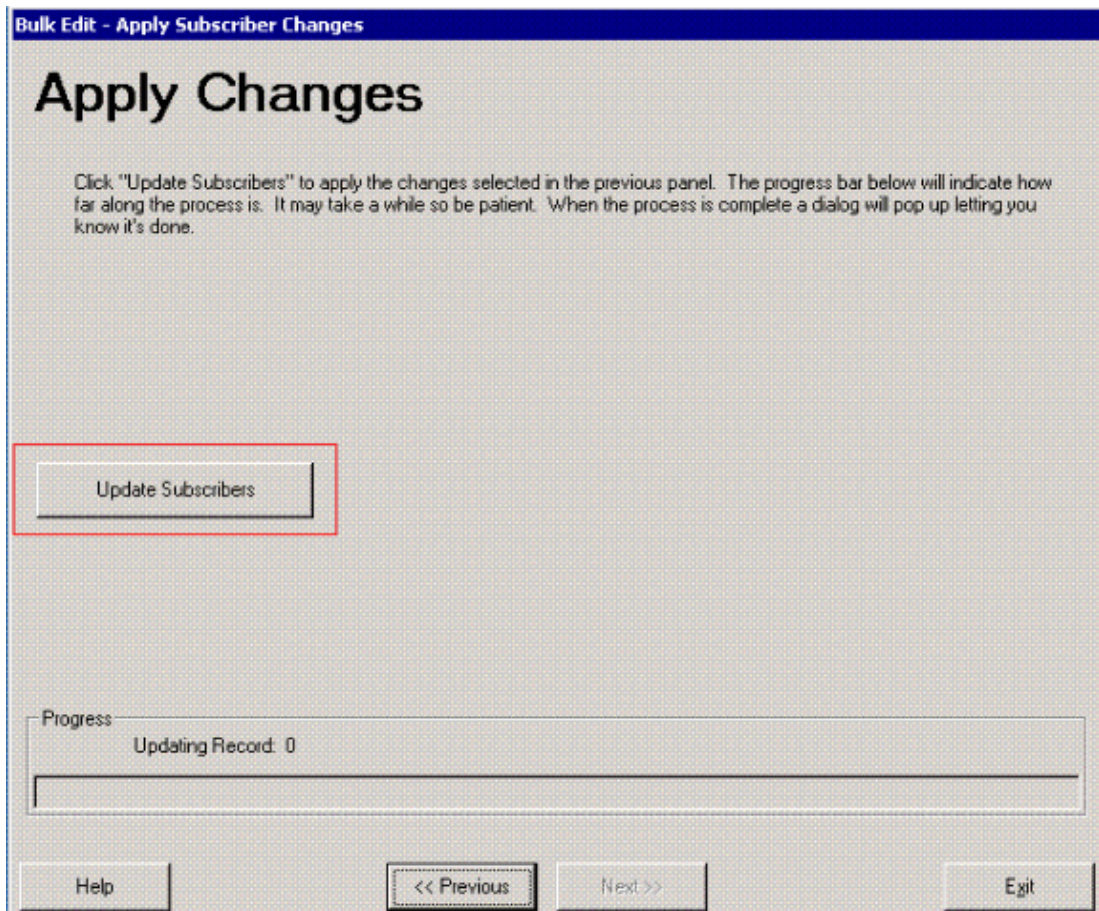
Password Never Expires

☒ Force Phone Password to be: (blank will disable password if checked)

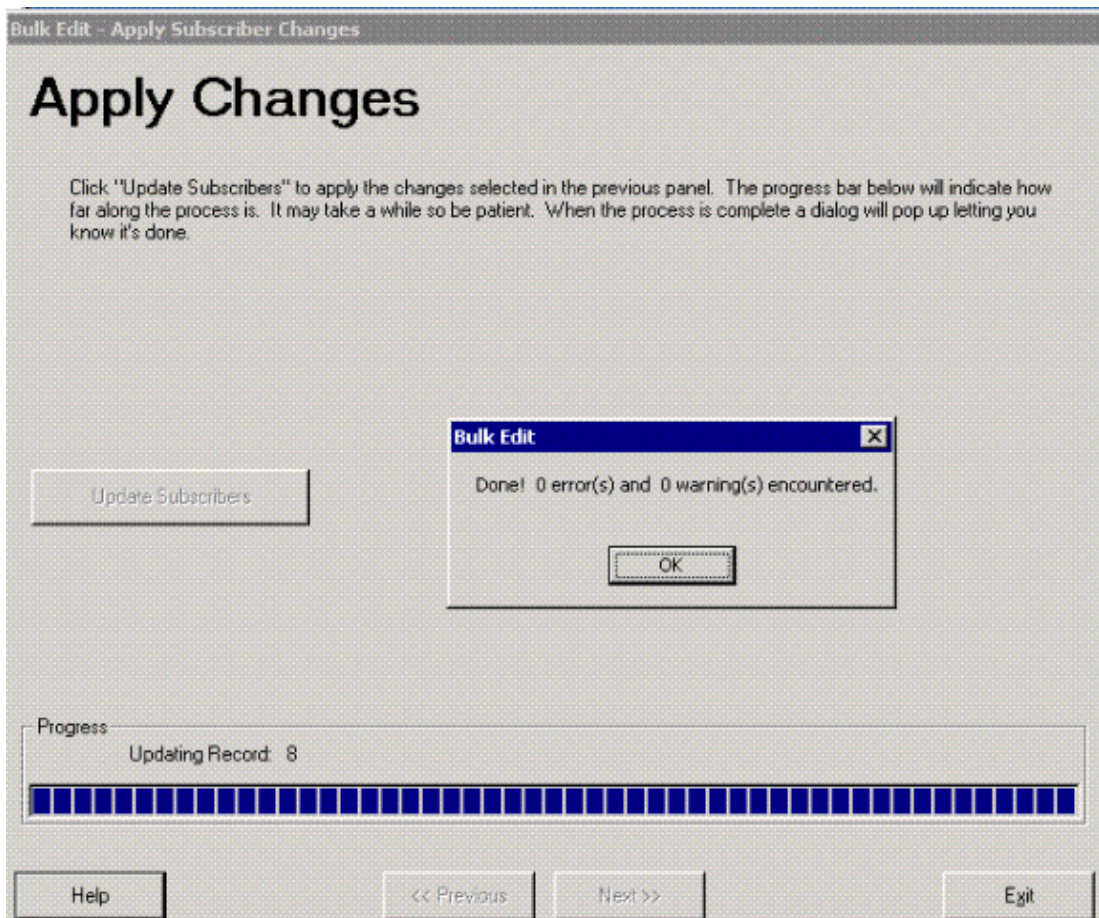
Help << Previous Next >> Exit

7. Click **Next**.

8. Click **Update Subscribers**.



9. Click **OK** for the message that appears.



10. Click **Cancel** when prompted to view the output log. Then, click **Exit**.

Related Information

- **Cisco Unity System Administration Guide**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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