



Configuring Users and Groups

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All configuration and administration functions for Cisco Unity Express are available through the graphical user interface (GUI). However, you may find using the command-line interface (CLI) is more efficient than using the GUI. For example, you may want to create a script to configure a large number of subscribers for a specific system. In this case, the CLI may be more useful.

This chapter describes the commands that would do the following tasks and contains the following sections:

- [Prerequisites, page 97](#)
- [Adding and Modifying a User, page 98](#)
- [Adding and Modifying a Group, page 104](#)
- [Configuring Privileges, page 108](#)
- [Sending Future Messages, page 109](#)

Prerequisites

Verify that the telephones and extensions connected to the Cisco Unified CME router or Cisco Unified CallManager server are configured. If you have not completed the configuration, see your [Cisco Unified CallManager administrator guide](#) or [Cisco Unified CME administrator guide](#) for the procedures. For Cisco Unified CME systems, you can use the Cisco Unity Express GUI for these procedures.

Adding and Modifying a User

Users, or subscribers, configured in Cisco Unified CME or Cisco Unified CallManager may be imported to the Cisco Unity Express database.

- Cisco Unity Express does *not* automatically synchronize its database with the Cisco Unified CallManager database. If a subscriber defined in Cisco Unity Express must be in the Cisco Unified CallManager database, go back to Cisco Unified CallManager later and define the subscriber there.
- To synchronize the Cisco Unity Express and Cisco Unified CME databases, use the Cisco Unity Express GUI option **Administration > Synchronize Information**.

The procedure described in this section allows you to create a new user in the system. Use the same commands to modify an existing user's properties.

Cisco Unity Express supports twice as many users as mailboxes. Some subscribers, such as system administrators, may not be assigned a voice mailbox. The maximum number of users is determined by the license of the module. See [“Software Licenses and Factory-Set Limits” on page 9](#) for the maximum number of users permitted for your module.

Required Data for This Procedure

The following information is required for adding or modifying a user:

- Username—The user ID. The username must be at least 3 and no more than 32 characters in length. Cisco Unity Express allows only letters, numbers, underscore (_), dot (.), and dash (-) in user IDs. User IDs must start with a letter. Do not use spaces in the username.
- (Optional) Full name—First and last name of the subscriber. Enter this name in quotation marks (“ ”).
- (Optional) Group—Name of an existing group in which this subscriber is a member.
- (Optional) Password—Password for logging into the Cisco Unity Express GUI. The password must be at least 3 and no more than 32 characters in length. Spaces are not allowed.
- (Optional) PIN—Personal identification number for logging into the TUI. The PIN must be at least 3 and no more than 16 digits in length.

SUMMARY STEPS

EXEC mode:

1. **username** *userid* [**create** | **delete** | **fullname** [**first** “*first-name*” | **last** “*last-name*” | **display** “*full-name*”] | **group** *group-name* | **language** “*language*” | **password** “*password*” | **pin** *number*]
2. **show users**
or
show user detail *username userid*
3. **copy running-config startup-config**

Configuration mode:

1. **config t**
2. **username** *userid* [**create** | **phonnumber** *phone-number* | **phonnumberE164** *full-number*]

3. **exit**
4. **show users**
or
show user detail username *userid*
5. **copy running-config startup-config**

DETAILED STEPS

EXEC Mode:

Command or Action	Purpose
<p>Step 1</p> <pre>username <i>userid</i> [create delete fullname [first "<i>first-name</i>" last "<i>last-name</i>" display "<i>full-name</i>"] group <i>group-name</i> language "<i>language</i>" password "<i>password</i>" pin <i>number</i>]</pre> <p>Example:</p> <pre>se-10-0-0-0# username user1 create se-10-0-0-0# username user2 fullname display "User 2" se-10-0-0-0# username user2 group sales se-10-0-0-0# username user2 password "green" se-10-0-0-0# username user2 pin 4444 se-10-0-0-0# username user2 delete</pre>	<p>Creates the subscriber with the specified user ID. The optional parameters configure more information for the subscriber:</p> <ul style="list-style-type: none"> • userid—User ID of the subscriber. The user ID must be at least 2 and no more than 31 characters in length. Cisco Unity Express allows only letters, numbers, underscore (_), dot (.), and dash (-) in user IDs. Do not use spaces in the username. User IDs must start with a letter. • create—Creates the subscriber with no other information. • delete—Deletes an existing subscriber. • fullname—Specifies a full name for this subscriber. This full name appears on telephone displays. • group—Associates this subscriber with an existing group. • language—Cisco Unity Express supports one language installed on the system at a time. The value for this command is determined by the installed language package and cannot be changed. • password—Specifies a password for this subscriber. The <i>password</i> value must be entered within quotation marks (" "). Spaces are not allowed. Acceptable password characters are lowercase letters a to z, uppercase letters A to Z, digits 0 to 9, and the following symbols: - , . + = _ ! @ # \$ ^ * () ? / ~ < > & %. • pin—Specifies a personal identification number (PIN) for this subscriber. The subscriber enters this number from the telephone when accessing the voice-mail system. The PIN may contain a maximum number of 16 digits. The asterisk (*) and pound sign (#) may not be used.

	Command or Action	Purpose
Step 2	<pre>show users</pre> <p>or</p> <pre>show user detail username <i>userid</i></pre> <p>Example: se-10-0-0-0# show user detail username user2</p>	<p>Displays a list of user IDs for all subscribers configured on the system.</p> <p>or</p> <p>Displays the detailed information configured for the specified subscriber.</p>
Step 3	<pre>copy running-config startup-config</pre> <p>Example: se-10-0-0-0# copy running-config startup-config</p>	<p>Copies the configuration changes to the startup configuration.</p>

Examples

The following output illustrates the **show users** and **show user detail username** commands:

```
se-10-0-0-0# show users
user1
user2

se-10-0-0-0# show user detail username user2
Full Name:          User 2
First Name:
Last Name:          user2
Nickname:           user2
Phone:
Phone (E.164):
Language:           en_ENU
se-10-0-0-0#
```

Configuration Mode:

	Command or Action	Purpose
Step 1	<pre>config t</pre> <p>Example: se-10-0-0-0# config t </p>	Enters configuration mode.
Step 2	<pre>username <i>userid</i> [create phonenumber <i>phone-number</i> phonenumberE164 <i>full-number</i>]</pre> <p>Example: se-10-0-0-0(config)# username user3 create se-10-0-0-0(config)# username user3 phonenumber 50180 se-10-0-0-0(config)# username user3 phonenumberE164 13335550180 </p>	<p>Creates the subscriber with the specified user ID. The optional parameters configure more information for the subscriber:</p> <ul style="list-style-type: none"> • <i>userid</i>—User ID of the subscriber. The user ID must be at least 2 and no more than 31 characters in length. Cisco Unity Express allows only letters, numbers, underscore (_), dot (.), and dash (-) in user IDs. Do not use spaces in the username. User IDs must start with a letter. • create—Creates the subscriber with no other information. • phonenumber—Specifies a number or extension for this subscriber. No spaces or dashes are allowed. • phonenumberE164—Specifies a telephone number with area code for this subscriber. No spaces or dashes are allowed.
Step 3	<pre>exit</pre> <p>Example: se-10-0-0-0(config)# exit </p>	Exits configuration mode.
Step 4	<pre>show users</pre> <p>or</p> <pre>show user detail username <i>userid</i></pre> <p>Example: se-10-0-0-0# show user detail username user2 </p>	<p>Displays a list of user IDs for all subscribers configured on the system.</p> <p>or</p> <p>Displays the detailed information configured for the specified subscriber.</p>
Step 5	<pre>copy running-config startup-config</pre> <p>Example: se-10-0-0-0# copy running-config startup-config </p>	Copies the configuration changes to the startup configuration.

Examples

The following example illustrates configuring a subscriber and the output from the **show** commands:

```
se-10-0-0-0(config)# username user3 create
se-10-0-0-0(config)# username user3 phonenumber 50180
se-10-0-0-0(config)# exit
se-10-0-0-0# show users
user1
user2
user3
se-10-0-0-0# show user detail username user3
Full Name:           User 3
First Name:
Last Name:           user3
Nickname:            user3
Phone:               50180
Phone(E.164):
Language:            en_ENU
```

Adding and Modifying a Group

A group is a collection of subscribers, usually with a common function or purpose, such as sales, main office, customer service, or technicians. A group has the following characteristics:

- Members of the group can be individual subscribers or other groups.
- The group is assigned an extension.
- The group may have a mailbox assigned to it.
- A group may have zero or more subscribers as owners. An owner of a group can add and delete members. Additionally, an owner can add and delete other owners to the group.
- Members may belong to more than one group.
- Members can be added to the group using the configuration mode **groupname** command or using the EXEC mode **username** command. See [“Adding and Modifying a User” on page 98](#) for details about the **username** command.



Note Subscribers must exist before being added to a group. See [“Adding and Modifying a User” on page 98](#) to configure the subscriber’s detailed information.

- Only members have access to the messages in a group’s voice mailbox. The owner is not considered a member of the group. If the owner needs to access the group’s mailbox, add the owner as a member of the group. (The owner’s name appears twice in the group, once as a member and once as the owner.)
- A group may be assigned a privilege level. The privilege level permits the members of the group to access all or a restricted set of administrative functions. Use the **show privileges** command to display the privilege levels installed on your system. Use the **show groups privileges** command to display the privileges assigned to each group. See [“Configuring Privileges” on page 108](#) for more information about privilege levels.

See [“Software Licenses and Factory-Set Limits” on page 9](#) for the maximum number of groups, owners, and members permitted on your system.

The following procedure allows you to create a new group in the system.

Required Data for This Procedure

The following information is required to define a group:

- EXEC mode:
 - Name of group
 - (Optional) Description of group
 - (Optional) Full name of group
- Configuration mode:
 - Name of group
 - (Optional) One or more existing user or group IDs to be added as members
 - (Optional) One or more existing user IDs to be added as owners
 - (Optional) Extension or telephone number of the group

- (Optional) Full E.164 telephone number of the group
- (Optional) Privilege level for the group

SUMMARY STEPS

EXEC Mode:

1. **groupname** *userid* [**create** | **delete** | **description** "*description*" | **fullname** "*full-name*"]
2. **show groups**
or
show group detail groupname *groupid*
3. **copy running-config startup-config**

Configuration Mode:

1. **config t**
2. **groupname** *groupid* [**member** *username* | **owner** *ownername* | **phonenumber** *phone-number* | **phonenumberE164** *full-number* | **privilege** *privilege-id*]
3. **exit**
4. **show groups**
or
show group detail groupname *groupid*
5. **copy running-config startup-config**

DETAILED STEPS

EXEC Mode:

	Command or Action	Purpose
Step 1	<p>groupname <i>groupid</i> [create delete description "<i>description</i>" fullname "<i>full-name</i>"]</p> <p>Example: se-10-0-0-0# groupname sales fullname "Sales Department" se-10-0-0-0# groupname sales description "Retail Sales Department" se-10-0-0-0# groupname sales delete</p>	<p>Creates the group with the <i>groupid</i> value. The optional parameters configure more information for the group:</p> <ul style="list-style-type: none"> • create—Creates the group with no other information. • delete—Deletes an existing group. • description—Specifies a description of the group. • fullname—Specifies a long name for the group.

	Command or Action	Purpose
Step 2	<pre>show groups</pre> <p>or</p> <pre>show group detail groupname groupid</pre> <p>Example: se-10-0-0-0# show group detail groupname sales</p>	<p>Displays a list of group IDs for all configured groups. This command does not display the details for the groups.</p> <p>or</p> <p>Displays the detailed configuration information for the group <i>groupid</i> value.</p>
Step 3	<pre>copy running-config startup-config</pre> <p>Example: se-10-0-0-0# copy running-config startup-config</p>	<p>Copies the configuration changes to the startup configuration.</p>

Examples

The following example creates a group and displays the output of the **show** commands:

```
se-10-0-0-0# groupname sales fullname "Sales Department"
se-10-0-0-0# groupname sales description "CA office"

se-10-0-0-0# show groups
Administrators
sales

se-10-0-0-0# show group detail groupname sales
Full Name:          Sales Department
Description:        CA office
Phone:
Phone (E.164):
Language:           en_ENU
Owners:
Members:
se-10-0-0-0#
```

Configuration Mode:

	Command or Action	Purpose
Step 1	<pre>config t</pre> <p>Example: se-10-0-0-0# config t</p>	Enters configuration mode.
Step 2	<pre>groupname groupid [member username owner ownername phonenumber phone-number phonenumberE164 full-number privilege privilege-id]</pre> <p>Example: se-10-0-0-0(config)# groupname sales member user1 se-10-0-0-0(config)# groupname sales owner user2 se-10-0-0-0(config)# groupname sales phonenumber 50163 se-10-0-0-0(config)# groupname sales phonenumberE164 14445550163 se-10-0-0-0(config)# groupname sales privilege ManagePrompts</p>	<p>Creates the group with the <i>groupid</i> value. The optional parameters configure more information for the user:</p> <ul style="list-style-type: none"> • member—Associates an existing subscriber as a member of this group. Repeat this command to assign multiple subscribers to the group. • owner—Specifies the owner of the group. The owner is not considered a member. If the owner is to have access to the group's voice mailbox, also assign the owner as a member. • onenumber—Associates a number or extension with this group. No spaces or dashes are allowed. • onenumberE164—Associates a telephone number and area code with this group. No spaces or dashes are allowed. • privilege—Specifies the privilege level for the group. Members assigned to this group have the designated privilege rights.
Step 3	<pre>exit</pre> <p>Example: se-10-0-0-0(config)# exit</p>	Exits configuration mode.
Step 4	<pre>show groups</pre> <p>or</p> <pre>show group detail groupname groupid</pre> <p>Example: se-10-0-0-0# show group detail groupname sales</p>	<p>Displays a list of group IDs for all configured groups. This command does not display the details for the groups.</p> <p>Displays the detailed configuration information for the group <i>groupid</i> value.</p>
Step 5	<pre>copy running-config startup-config</pre> <p>Example: se-10-0-0-0# copy running-config startup-config</p>	Copies the configuration changes to the startup configuration.

Examples

The following example adds an owner and two members to the group sales and assigns sales a phone number:

```
se-10-0-0-0# config t
se-10-0-0-0(config)# groupname sales member user1
se-10-0-0-0(config)# groupname sales member user2
se-10-0-0-0(config)# groupname sales owner user1
se-10-0-0-0(config)# groupname sales phonenumber 50163
se-10-0-0-0(config)# groupname sales phonenumberE164 12225550163
se-10-0-0-0(config)# groupname sales privilege ManagePrompts
se-10-0-0-0(config)# exit

se-10-0-0-0(# show groups
Administrators
sales

se-10-0-0-0# show group detail groupname sales
Full Name:          Sales Department
Description:        CA office
Phone:              50163
Phone(E.164):      12225550163
Language:           en_ENU
Owners:             user1
Members:            user1 user2
se-10-0-0-0(#
```

Configuring Privileges

The Cisco Unity Express software recognizes several privileges for subscribers:

- **Superuser**—The superuser privilege permits subscribers to log in to the Cisco Unity Express GUI as an administrator. Additionally, it permits subscribers to record spoken names for remote subscribers and locations through the Administration via Telephone (AvT).
- **ManagePrompts**—The prompt management subscriber has access to the AvT but not to any other administrative functions.
- **broadcast**—The broadcast privilege permits the subscriber to send broadcast messages across the network.
- **local-broadcast**—The local-broadcast privilege permits subscribers to send broadcast messages only to subscribers on the local network.
- **ManagePublicList**—The ManagePublicList privilege permits the subscriber to create and modify public distribution lists.
- **ViewPrivateList**—The ViewPrivateList privilege allows the subscriber to view another subscriber's private distribution lists. The subscriber can not modify or delete the private lists.
- **vm-imap**—The vm-imap privilege gives subscribers access to the IMAP feature.

These privilege levels are assigned to a group, and any member of the group is granted the privilege rights. The software initialization process created an Administrator group from the imported subscribers designated as administrators. Other groups can be created with these privileges. Assign subscribers to an existing group using the CLI commands or the GUI option **Configure> Users**.

To display a list of privileges, use the **show privileges** command in Cisco Unity Express EXEC mode.

To configure a group with a privilege level, see [“Adding and Modifying a Group” on page 104](#).

Sending Future Messages

Cisco Unity Express subscribers may create and schedule voice-mail messages for future delivery to one or more subscribers on the local system or on configured remote network locations.

You are not required to configure this feature for subscribers.

Subscribers can schedule message delivery for up to 1 year in advance.

Senders can readdress, rerecord, and review the message before scheduling it for delivery. After the system confirms the date and time for the future delivery, the sender cannot change or delete the message.

You can display and delete messages marked for future delivery.

A subscriber can schedule any number of messages for future delivery as long as the subscriber's mailbox has enough space. The system counts all the sender's future messages against the sender's quota until a message is sent. After a future message is delivered, it is counted against the recipient's quota.

The following sections describe this feature:

- [Permitted Subscribers, page 109](#)
- [Message Delivery Time, page 109](#)
- [System Status Impact, page 110](#)
- [Unsuccessful Message Delivery, page 110](#)
- [Loss of Future Messages, page 110](#)
- [Incorrect Message Delivery, page 110](#)
- [Backup and Restore of Future Messages, page 111](#)
- [Displaying and Deleting Future Messages, page 111](#)

Permitted Subscribers

No special privileges are required to use this feature.

All subscribers configured on the system have access to this feature.

Message Delivery Time

Any change or drift in the system time impacts the message delivery. For example, a sender schedules a message for a 4:00 p.m. delivery when the system time is 3:00 p.m.

- If the system time jumps ahead by 15 minutes, the system delivers the message at its new 4:00 p.m. Only 45 minutes, rather than 1 hour, separates the original scheduling of the message delivery and the actual delivery.
- If the system clock falls behind by 15 minutes, the system delivers the message at its new 4:00 p.m. time, which is 1 hour and 15 minutes from the time of the original scheduling.
- If the system time moves forward beyond the scheduled time, such as by 2 hours, the system delivers the message immediately after the time change.

System Status Impact

If the sending system is in a shutdown state with messages scheduled to be delivered during that time, the system delivers the messages as soon as the system comes up again.

If the sending system is in “offline” state with messages scheduled to be delivered during that time, the system delivers the messages as soon as the system returns to “online” state.

Unsuccessful Message Delivery

Message delivery fails in the following situations:

- Networking is disabled on a sending system before delivering a scheduled message to a remote network location.

For example, location A has a message scheduled for delivery to remote location B on 15-April-2006. You disable location A on 14-April-2006. Message delivery fails.

- Networking is disabled on the remote location before delivery of the scheduled message.
- The remote location is disabled before delivery of the scheduled message.

In all cases, the system generates a nondelivery receipt (NDR).

However, if you change the IP address or hostname of the remote location before delivery of a scheduled message, the system delivers the message successfully.

Loss of Future Messages

Several scenarios can cause the loss of future messages:

- If you delete a sender’s mailbox, the system deletes any scheduled messages from that sender.
- If the sender’s mailbox is disabled, the system does not delete the messages immediately. At the scheduled time, the system checks the status of the sender’s mailbox. If the mailbox is enabled, the system delivers the scheduled message. If the mailbox is disabled, the system deletes the messages.
- If the recipient or remote location of a scheduled message is deleted, the system does not delete the scheduled message immediately. At the time of delivery, the system checks if the recipient or remote location is deleted. If the recipient or remote location is restored, the system delivers the message successfully. If the recipient or remote location is deleted, the system deletes the message and generates an NDR.

Incorrect Message Delivery

Subscriber or network configuration changes may impact delivery of scheduled messages.

- A message is scheduled for delivery on 12-April-2006 to Subscriber1 at extension 1234 at remote location A. On 11-April-2006, you change Subscriber1’s extension to 5678. The system cannot deliver the message and generates an NDR.
- A message is scheduled for delivery on 12-April-2006 to Subscriber1 at extension 1234 at remote location A. On 11-April-2006, you delete Subscriber1 and give Subscriber1’s extension to Subscriber2. The system delivers the scheduled message successfully to Subscriber2.

Backup and Restore of Future Messages

The system backs up messages scheduled for future delivery as part of a data backup. When that backup is restored, the system delivers the scheduled messages at the appropriate times. If the scheduled delivery time is in the past, the system delivers those messages as soon as the system is restored.

Recipients may receive a scheduled message more than once. For example, you back up the system on 20-March-2006. This backup contains messages scheduled for 25-March-2006. On 26-March-2006, the system experiences a power outage. The administrator uses the 20-March-2006 backup to restore the system. The system redelivers the scheduled messages contained in the backup file

Displaying and Deleting Future Messages

To display and delete future messages, see [“Monitoring Future Messages”](#) on page 250.

