

[Cisco Unified MeetingPlace, Release 6.x](#) > [Cisco Unified MeetingPlace Audio Server](#) > [Configuring](#) > [Setting Up the Audio Server](#)

See also [About Cisco Unified MeetingPlace Profiles and Access](#).

After you define the user groups, create the user profiles. Before you create user profiles, be sure you have the following information about each user:

- User group (optional)
- Unique user ID and profile number (for the user ID, consider using the user phone extension, or network or e-mail user name)
- User-specific address information (phone, e-mail, pager)

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### To Define User Profiles

**Note:** Before you begin, make sure you complete [Worksheet 5-18: User Profiles](#).

1. By using MeetingTime, log in to Cisco Unified MeetingPlace.
2. In the MeetingTime Configure tab, in the Views list, select **User Profiles** and click **New**.
3. Enter a value for each user profile parameter (attribute).  
Use the information you entered in [Worksheet 5-18: User Profiles](#).

4. Choose the user group for the profile.
5. For all attributes that you want to assign the group default setting, choose **Group Dflt** .
6. Click **Save Changes** .

By default, attendants cannot create End User, Delegate (Contact), or Attendant user profiles. However, you can grant them such privileges. For more information, see the [User Class](#).

## Creating Guest Profiles

Cisco Unified MeetingPlace includes a user ID, called guest, with a user profile for guest users. You can modify the guest profile, but you cannot delete it.

Examples of parameters you might want to change for guests are:

- Billing code
- Prompt level (standard or abbreviated)
- Default time zone to appear on notifications

While not recommended, you can also modify the class of service privileges for guest users. For example, you can allow guests to start meeting recordings or initiate outdials from within a meeting.

The guest profile is also used as a template for future profiles created in MeetingTime. To speed up the process of creating profiles, make sure all guest profile settings are set to Group Dflt.

## Letting Guests Join Meetings from the Web

By default, Cisco Unified MeetingPlace prevents outdialing to guests when they click the Join Voice Conference button from the Web. You can change this setting to allow users to schedule meetings that let guests be outdialed when they click the Join Voice Conference button. This is especially useful in meetings attended by guests outside your organization, such as customers, partners, and suppliers.

### To Allow Users to Schedule Meetings That Let Guests Attend Over the Web

Do the following in your user profiles:

- For the Can Call Out From Mtgs attribute, choose **Yes** .
- For the Can Schedule Guest Outdial Mtgs attribute, choose **Yes** .

Remember the following information:

- This configuration lets profile users without outdial privileges have the system outdial to them by using the Join Voice Conference button from the Web.
- The total number of outdials and breakout sessions permitted at any time is  $N/6$ , where "N" is equal to the maximum number of access ports on your system.

## Importing User Profile and Group Information

If the information required for user profiles or user groups already exists in another database (such as an e-mail directory, a voice-mail directory, or a human resources database), you can import the profile information directly into the Cisco Unified MeetingPlace database. There are two ways of importing information:

- Use Cisco Unified MeetingPlace Directory Services (see the [Importing with Cisco Unified MeetingPlace Directory Services](#)).
- Manual file import (see the [Importing with Manual File Import](#)).

Although creating a process for importing the initial database and keeping it current requires planning, doing so saves you time overall. Rather than worrying about accepting impromptu requests, you can manage the process by anticipating any circumstances that may occur.

For best results when doing any imports into Cisco Unified MeetingPlace Audio Server, remember the following information:

- To ensure the import process does not fail because of missing information, define your user groups before you import profiles.
- Plan the import for when network activity and Cisco Unified MeetingPlace use are both at an absolute minimum. The import process needs exclusive Cisco Unified MeetingPlace Audio Server system rights to ensure that packet timing happens in a predictable manner.
- If the import process is unsuccessful, the Import Status dialog box shows the last record that was processed. In this case, restart MeetingTime, edit the import file to remove the meetings that successfully loaded, and continue importing the remaining meetings.

## Importing Profiles for All Users

Cisco Unified MeetingPlace provides automated tools for synchronizing its list of profile users with other user lists in your company, such as e-mail directories, voice-mail directories, and human resources databases.

Although creating a process for importing the initial database and keeping it current requires planning, this approach saves you time. Rather than worrying about accepting impromptu requests, you can manage the process by anticipating any circumstances before they occur.

Alternatively, you can use Cisco Unified MeetingPlace Directory Services to automatically synchronize

information in your corporate directory server with information in your Cisco Unified MeetingPlace server. For more information, see the [Importing with Cisco Unified MeetingPlace Directory Services](#).

## Importing with Cisco Unified MeetingPlace Directory Services

Using a directory service, a company can store all its resources and personnel information in one place and allow other applications to access that information from a single source. Doing so decreases the cost of managing information, increases control and consistency of information, and unifies security across applications.

Cisco Unified MeetingPlace Directory Services (a Cisco Unified MeetingPlace software option) synchronizes information in your corporate directory server with information in your Cisco Unified MeetingPlace server. It interacts with common corporate directories such as Microsoft Active Directory and Netscape Directory Server through Lightweight Data Access Protocol (LDAP).

When new employees join the company, their information is entered into the corporate directory. Cisco Unified MeetingPlace Directory Services detects the addition and instantly creates a profile for each new employee.

As employees change departments and offices, their contact information changes. To ensure that the system has the most accurate information, changes to a user information on the corporate directory are recognized and replicated on Cisco Unified MeetingPlace Directory Services. Automatic profile updates ease system use and limit help desk calls.

For more information about Cisco Unified MeetingPlace Directory Services, see [Cisco Unified MeetingPlace Directory Services, Release 5.4](#).

## Importing with Manual File Import

If you do not have Cisco Unified MeetingPlace Directory Services installed, you must complete a manual file import. To simplify this process, you can choose to import only fields that contain profile or group-specific information, such as user IDs, profile numbers, group names, group numbers, and contact information (e-mail addresses, phone numbers, and so on). Any fields you do not include in the import file derive their value from either the guest profile or the user group to which the user has been assigned.

If you are not assigning users to groups, review the settings in the guest profile to make sure they are appropriate for the users you are adding to the system. For example, if you want users to outdial from meetings but the guest profile has the Can Call Out from Mtgs attribute set to *No*, you must change this setting in the guest profile before importing your profiles. After the profiles are imported, you must change the settings in the guest profile back to their original values.

If you are assigning users to groups, be sure to include the Group Name or Group Number field in the import

file.

The import file must include unique values for the profile number and user ID. If used, the group name and group number values must also be unique.

You can use any value as the user ID and profile number as long as it is unique. For example, if you are importing the data from your voice-mail system, you can use the user phone number as his or her profile number. If you are getting the information from an e-mail system database, you can use the e-mail user ID as the Cisco Unified MeetingPlace user ID.

For more information about file import, see [File Import Specifications](#).

## Import File Requirements

The import file must be a comma-delimited ASCII file (an unformatted or flat file). The first line of the file is a group of keywords that acts as a header and identifies the order in which data appears in all subsequent lines.

For example, if each line of information starts with the first name of the user and then lists the last name, user ID, profile number, phone number, contact user ID, group name, and time zone code, it would look like this:

```
fnm, lnm, uid, prfnum, phnum, ctuid, grpnme, tzcode  
Alex, Bell, Bell, 206, 5551234, Patton, system, 87  
Lee, Smith, Smith, 202, 5556789, Patton, system, 87
```

Before you create an import file, remember the following information:

- Any spaces placed at the beginning or end of a value are deleted during the import process unless the value and the leading or ending spaces are enclosed in double quotation marks (" "). Spaces within a value, for example in Tech Support for a billing code, are imported without being deleted.
- Any commas used in a value must be enclosed in double quotation marks, such as using "Yuen, Chris" for a user ID.
- All text types are case insensitive.

## Importing Files in the Cisco Unified MeetingPlace Database

**Caution!** Before you import user or group profiles, be sure to define user groups.

### To Import Files in the Cisco Unified MeetingPlace Database

1. Create the import file, and make sure the following are true:
  - ◆ The import file contains the first name, last name, user ID, profile number, group name or number, and specific address information (phone number, Internet e-mail address, e-mail address, and pager number) for each user.
  - ◆ For group profiles, the import file contains the group name and group number.
2. In the MeetingTime System tab, set the following attributes:
  - ◆ For Actions, select **Import User Profiles** or **Import Group Profiles** .
  - ◆ For Action to Perform, choose either **Add Profiles to System** or **Add Groups to System** .
  - ◆ For Data File to Use, click in the Values area. In the dialog box that displays, enter the name of the import file (the file to import into), or click **Browse** to locate the file. Then click **OK** .
  - ◆ For Overwrite Duplicate Info, choose an option.
    - In general, performance is better when this attribute is set to No. Also, you avoid writing over any changes that users have made to their profiles. To reset the system back to a particular state, you can set this attribute to Yes.
  - ◆ For Log File Name, enter a destination for error information.
    - If you are importing a large number of records, enter a filename to log the errors to.
  - ◆ For Error Threshold, enter a value.
    - This value determines the number of errors that MeetingTime allows before aborting the import process. Do not set this number too high because a large number of errors indicates a problem with the import file.
3. Click **Execute** .
  - A status dialog box reports any error conditions that occur during importing.

## Automating the Import Process

When importing is automated, you can publish the Cisco Unified MeetingPlace login schema through your intranet to greatly reduce your involvement in database management.

If Cisco Unified MeetingPlace Directory Services is not installed, you can simplify maintaining your Cisco Unified MeetingPlace database by writing a script that uses the Windows Batch Mode (see the [Importing and Deleting Profiles in Windows Batch Mode](#)). Automating the import process deactivates employees who have left your company and adds new employees.

### To Write a Script to Automate Importing

1. Export your source database (for example, NT or Human Resources) to a LAN drive.
2. Compare the database to your last export.
3. Create two files (one for additions and one for deactivations).
4. Put the files into the proper import format.
  - For more information, see the [Import File Requirements](#).
5. Run the two imports into Cisco Unified MeetingPlace (one to deactivate former users and one to add new users).

## Importing and Deleting Profiles in Windows Batch Mode

Importing or deleting profiles in batch mode lets you perform the process overnight and avoid tying up your machine (importing takes about one second per profile). You can perform all the import operations in batch mode using command line options.

**Caution!** The batch import process overwrites duplicate profile information in the system.

### To Generate an Import in Batch Mode

1. Create the import file.  
Make sure the import file contains the first name, last name, user ID, profile number, group name or number, and specific address information (phone number, Internet e-mail address, e-mail address, and pager number) of the user.
2. Run MeetingTime by using a command line option described in [Table: Command Line Options](#). Remember the following information:
  - ◆ Enter all parameters, including import filename, as one line. Do not press Enter until after you enter the import filename.
  - ◆ Begin the command line string with this syntax (unless this information is stored in the MeetingTime settings):  

```
C:\Program Files\Cisco Systems\Mtgtime600\mtgtime.exe
userid [user ID] userpwd [user password] hostname [hostname]
(For information on storing login settings, see the Editing and Storing MeetingTime Settings.)
```
3. To enter a command line from Windows, choose **Start** menu > **Run** , enter the command line, and click **OK** .  
If you plan to run the batch import process frequently, you can create a shortcut for quick access to the file without having to remember the import string each time.

**Table: Command Line Options**

Import Option	Sample Import String
Adding Profiles	ImportProfiles [Data file to use] [Add/Delete]  For example: <code>importProfiles impfile.csv yes</code>  <b>Note:</b> If the batch file import string does not specify the action of adding (yes) or deleting (no), the system defaults to <i>yes</i> .
Adding Groups	ImportGroups [Data file to use] [Add/Delete]  For example: <code>importGroups impfile.csv yes</code>
Adding Profiles with error file and threshold defined	ImportProfiles [Data file to use] [Add/Delete][Log filename] [Error threshold]

	<p>For example: <code>importProfiles impfile.csv yes logfile.txt 50</code></p> <p><b>Note:</b> If the batch file import string does not specify the log filename, the system creates a file named <i>logfile.txt</i> .</p>
Deleting Profiles	<p>ImportProfiles [Data file to use] [Add/Delete]</p> <p>For example: <code>importProfiles impfile.csv no</code></p> <p><b>Note:</b> If the batch file import string does not specify the error threshold number, the system defaults to 50.</p>
Deleting Profiles with error file and threshold defined	<p>ImportProfiles [Data file to use] [Add/Delete] [Log filename] [Error threshold]</p> <p>For example: <code>importProfiles impfile.csv no logfile.txt 50</code></p>

## Unlocking a Profile

Because more than one user may have tried unsuccessfully to log in, more than one user profile might be locked.

### To Review a List of Locked Profiles

1. In the MeetingTime System tab, for **Actions** , select **View Locked Profiles** .  
In the Locked Profiles dialog box, you see the user ID, the active state of the profile, the group default value of the User Active? field, and the state that the profile will be set to.
2. Select the profile(s), and then unlock and reset them by clicking one of the following buttons.

To Update the User Active? Profile Field To	Click
Active (Yes), enabling the locked profile	<b>Set Active</b>
Inactive (No), disabling the locked profile	<b>Set Inactive</b>
The value specified in the group assigned to the user	<b>Set to Group</b>

3. Click **OK** .

**Note:** To remove a profile from the list without reactivating it, click the **Set Inactive** button in the Locked Profiles dialog box. For example, use this button when you need to research the security status of the user within your organization or to prevent a user from using the system until after training. If the Lock/Unlock Profiles Help Desk privilege has been enabled, you can also view locked profiles by clicking the **View Locked Profiles** button in the Preference tab. Attendants and users with higher privileges can see this button when this Help Desk privilege has been enabled.



## Changing User Profile Records

You can also use the Import Profiles action to change a user ID or profile number.

### To Change a User Profile Record

1. Create an import file with a minimum of two fields: uid (user ID) and prfnum (profile number).  
These fields are used to find the existing user record. As a best practice, we recommend that you use a minimum of four fields, the two specified above and "fnm" (First Name) and "lnm" (Last Name).
2. Edit the import file by adding two new fields: newuid and newprfnum.
3. Under these fields, specify the new user IDs and profile numbers.
4. For users whose information does not change, copy the values from the original user ID and profile number fields.

For example, importing the file displayed in the following example changes Pat Park's user ID to Park\_newID and changes the profile number to 20611. It also changes Chris Lee's user ID to Lee\_Mgr but maintains the previous profile number. Alex Leeman's user ID and profile number remains the same.

```
fnm,lnm,uid,prfnum,newuid,newprfnum
Pat,Park,Park,206,Park_newID,20611
Chris, Lee, Lee, 202, Lee_Mgr, 202
Alex, Leeman, Leeman, 204, Leeman, 204
```

For information about removing profiles from the system, see the [To Change User Profile Information Manually](#).

## Viewing User Group and User Profile Records

You can quickly view a particular user group or user profile record. In the MeetingTime Configure tab, click the **Find Records** (magnifying glass) button.

To	Do This
See all defined user groups	In the Views list, click <b>User Groups</b> , then click the <b>Find Records</b> button. You see a list of all defined groups.
Search user profile records	In the Views list, click <b>User Profiles</b> , then click the <b>Find Records</b> button. In the dialog box that displays, choose an option for what to search on (the search criteria). Or, for <b>Begins With</b> , enter the characters that the search criteria begins with. Then click <b>OK</b> .

## Updating User Profiles

*For Cisco Unified MeetingPlace Release 6.0 MR 1 and later:* The "update all profiles" option in the administration interface copies all the user profiles from the Audio Server. The "periodic poll" option refreshes only the existing user profiles.

## Cisco\_Unified\_MeetingPlace,\_Release\_6.x\_--\_About\_User\_Profiles

*For Cisco Unified MeetingPlace Release 6.0 FCS version only:* The "update all profiles" option in the administration interface refreshes only the existing user profiles. The "periodic poll" option refreshes only the existing user profiles.