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When users leave your organization, disable their access to Cisco Unified MeetingPlace by either deactivating or removing them from your user database.

- When you deactivate users, you disable their access but maintain historical information about them in the database.
- When you remove users, you disable their access and remove their profile records from the Cisco Unified MeetingPlace database.

Deactivate users immediately (you can remove them later). When you run reports, you can continue to retrieve information about meetings scheduled by deactivated users. When other Cisco Unified MeetingPlace meetings no longer refer to that user, remove the user from the database.

You can use two methods for maintaining the user database:

- **Use Cisco Unified MeetingPlace Directory Services** . If you have Cisco Unified MeetingPlace Directory Services installed, it maintains the user database automatically. By using the corporate directory for profile information, Cisco Unified MeetingPlace Directory Services greatly simplifies profile management and guarantees a more accurate record of profiles stored on the Cisco Unified MeetingPlace server. It also adds a level of security by deleting profiles whenever a user is removed from the corporate directory. Properly managing profiles means former employees cannot continue accessing the system. (For more information, see [Maintaining Cisco Unified MeetingPlace Directory Services](#).)
- **Maintain the database manually** . If Cisco Unified MeetingPlace Directory Services is not installed, you must maintain your system. This section describes how to manually maintain your user database. The following sections describe how to maintain the user database manually.

Do the following procedures, as applicable:

- [To Deactivate Single User Profiles or Groups](#)
- [To Deactivate Multiple Profiles](#)
- [To Deactivate Groups by Importing](#)
- [To Delete a Single Group or Profile](#)
- [To Delete Multiple Profiles by Importing](#)
- [To Delete Groups by Importing](#)
- [To Change User Group Information Manually](#)
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- [To Change User Profiles by Exporting and Importing Manually](#)
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To Deactivate Single User Profiles or Groups

1. In MeetingTime, select the **Configure** tab.
2. View the record for the user profile or group you want to deactivate. (For information about viewing, see the [Viewing User Group and User Profile Records](#).)
 - ◆ For profiles, in the User Active? field, choose **No** .
 - ◆ For groups, in the Group Active? field, choose **No** .
3. Click **Save Changes** .
 - This action deactivates all user profiles for all users in the group whose User Active fields are set to Group dflt.

To Deactivate Multiple Profiles

If you have several users to deactivate, you can deactivate them all using the import process.

1. Create an import file with three fields:
 - ◆ uid (user ID)
 - ◆ prfnum (profile number)
 - ◆ uactive (user active)
2. Under these fields, for each profile you want to deactivate, enter the user ID and profile number, followed by a comma (,) and no , as in:

```
uid, prfnum, uactive
ABell, 1234, no
JSmith, 5678, no
```
3. In MeetingTime, select the **System** tab.
4. Click the **Import User Profiles** action.
5. For the Action to Perform attribute, choose **Add Profiles to System** .
6. For the Data File to Use attribute, enter the location and name of the file to import in the text box. Then click **OK** .
 - You can also click **Browse** to locate the file. When browsing to import a file, Cisco Unified MeetingPlace specifies the file type as Import Files (*.imp). If your import file has a different extension, for List of File Type, choose either **.csv** or **All Files** .
7. Set the Overwrite Duplicate Information attribute to **Yes** .
8. Set the error threshold.
 - This value specifies the number of errors MeetingTime allows before aborting the import process. Do not set this number too high, because several errors can indicate a problem with

the import file.

A status dialog box reports any error conditions that occur during importing.

9. Click **Execute** .

To Deactivate Groups by Importing

If you have several groups to deactivate, you can deactivate them by importing them.

1. Create an import file with the following two fields:
 - ◆ Grpname (group name)
 - ◆ IsActive (group active)
2. Under these two fields, for each group you want to deactivate, enter the group name, followed by a comma (,) and no , as in:
Grpname,IsActive
Corporate,no
Sales,no
3. In the MeetingTime System tab, set the following attributes:
 - ◆ Click the **Import Group Profiles** action.
 - ◆ For the Action to Perform attribute, choose **Add Groups to System** .
 - ◆ For the Data File to Use attribute, enter the location and name of the file to import in the text box. Then click **OK** .
You can also click **Browse** to locate the file. When browsing to import a file, Cisco Unified MeetingPlace specifies the file type as Import Files (*.imp). If your import file has a different extension, for List of File Type, choose either **.csv** or **All Files** .
 - ◆ Set the Overwrite Duplicate Information attribute to **Yes** .
 - ◆ For the Error Threshold attribute, enter the number of errors MeetingTime allows before aborting the import process.
Do not set this number too high, because large numbers of errors can indicate a problem with the import file. (A status dialog box reports any error conditions that occur during the import process.)
4. Click **Execute** .

To Delete a Single Group or Profile

System administrators may decide to let their help desk staff or attendants delete user profiles. For more information, see the [About Help Desk Privileges for Attendants](#).

1. In MeetingTime, select the **Configure** tab.
2. Find the record you want to delete.
For information about finding records, see the [About Searching for Users, Groups, and Teams](#).
3. Click the **Delete** button, then click **Yes** to confirm the deletion.

To Delete Multiple Profiles by Importing

1. Create an import file with two fields:
 - ◆ uid (user ID)
 - ◆ prfnum (profile number)
2. Under these two fields, for each profile you want to delete, enter the user ID and profile number separated by a comma (,), as in:

```
UId, prfnum
ABell, 1234
JSmith, 5678
```
3. In the MeetingTime System tab, set the following attributes:
 - ◆ Click the **Import User Profiles** action.
 - ◆ For the Action to Perform attribute, choose **Delete Profiles from System** .
 - ◆ For the Data File to Use attribute, enter the location and name of the file to import. (Or click **Browse** to locate the file.) Then click **OK** .
 - ◆ Use the Send Log Info To attribute to set the destination for the error information.
If you are importing a large number of records, save the error information to a file. Use the Log file Name attribute to specify a name for this error file.
 - ◆ For the Error Threshold attribute, enter the number of errors MeetingTime allows before aborting the import process, then click **OK** .
Do not set this number too high, because several errors can indicate a problem with the import file.
4. Click **Execute** .

To Delete Groups by Importing

1. Create an import file with two fields for grpnum (group number) and Grpnme (group name) with the list of groups you want to delete.

```
Grpnum, Grpnme
1837, Corporate
6272, Sales
```
2. In the MeetingTime System tab, set the following attributes:
 - ◆ Select the **Import Group Profiles** action.
 - ◆ For the Action to Perform attribute, choose **Delete Groups from System** .
 - ◆ For the Data File to Use attribute, enter the location and name of the file to import. (Or click **Browse** to locate the file.) Then click **OK** .
 - ◆ For the Send Log Info To attribute, set the destination for the error information.
If you are importing a large number of records, save the error information to a file. Use the Log File Name attribute to specify a name for this error file.
 - ◆ For the Error Threshold attribute, enter the number of errors MeetingTime allows before aborting the import process, then click **OK** .
Do not set this number too high, because several errors can indicate a problem with the import file.
3. Click **Execute** .

To Change User Group Information Manually

You can change common attributes for a group of users. For example, if the contact person for a group of users changes, you can change the group information instead of changing multiple user profiles.

1. In the MeetingTime Configure tab, select the **User Groups** view.
2. Click the **Find Records** button (magnifying glass).
3. Select the group whose attributes you want to change, then click **OK** .
For information about finding groups, see the [About Searching for Users, Groups, and Teams](#).
4. Change the group attributes, then click **Save Changes** .

To Change User Profile Information Manually

1. In the MeetingTime Configure tab, select the **User Profiles** view.
2. Click the **Find Records** button (magnifying glass).
3. Search for a user by user ID, profile number, or last name, then click **OK** .
For information about finding users, see the [About Searching for Users, Groups, and Teams](#).
4. Change the attributes, then click **Save Changes** .

To Change User Profiles by Exporting and Importing Manually

You can change attributes for multiple user profiles by exporting the Raw Profile Information report into a spreadsheet or database.

1. In the target spreadsheet or database, make the desired changes using the commands and features available in that application.
2. Save the file as a comma delimited (.csv) file type.
3. Import the file into Cisco Unified MeetingPlace with the Overwrite Duplicate attribute set to **Yes** .
For information about importing files, see the [Importing User Profile and Group Information](#).

To Import and Export Encrypted Passwords

You can export profiles containing user encrypted passwords by running a Raw Profile Information report. The profiles can then be imported into another conference server to replicate the database.

For example, if you have multiple standalone conference servers, export profiles from one conference server and import them into another, which preserves all passwords.