

Main page: [Cisco Unified Presence, Release 7.x](#)

Contents

- [1 Previous Topic](#)
- [2 About Application Profiles](#)
 - ◆ [2.1 Related Topics](#)
- [3 Changing an Application Profile for a Single User](#)
 - ◆ [3.1 Before You Begin](#)
 - ◆ [3.2 Procedure](#)
 - ◆ [3.3 Troubleshooting Tips](#)
 - ◆ [3.4 Related Topics](#)
- [4 Changing Application Profiles for a Group of Users](#)
 - ◆ [4.1 Procedure](#)
 - ◆ [4.2 Related Topics](#)

Previous Topic

- [Configuration and Maintenance of Cisco Unified Presence](#)

- [Application Profiles](#)

- [Changing an Application Profile for a Single User](#)

- [Changing Application Profiles for Multiple Users](#)

About Application Profiles

This section describes how to change the following application profiles for a single user, or for multiple users:

- Voicemail Profile
- Conferencing Profile
- CTI Gateway Profile
- LDAP Profile

Application profiles enable you to partition your Cisco Unified Personal Communicator user base for performance and scalability. You can change individual application profiles for each user.

Application profiles are not required; some Cisco Unified Personal Communicator users might not have a voicemail or a conferencing profile. In this situation, the drop-down selection displays None.

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)

Changing an Application Profile for a Single User

Before You Begin

- See the Application Profiles topic for instructions.
- If a profile for any of these four categories is marked as Default, all users whom you subsequently enable for Cisco Unified Personal Communicator will be assigned those defaults settings. You can partition your Cisco Unified Personal Communicator user base for performance and scalability.

Procedure

1. Select **Application > Cisco Unified Personal Communicator > User Settings**.
2. Locate the user. See the Finding a Network Component topic for instructions.
3. Select the link to select the user.
4. Specify the profiles to change for the user in the Application Profile Configuration section, as described in the table below.

Field	Description
Voicemail Profile	Displays a list box of the available Cisco voicemail profiles. If the list is empty, you may need to configure a voicemail profile for Cisco Unified Personal Communicator.
Conferencing Profile	Displays a list box of the available Cisco conferencing profiles. If the list is empty, you may need to configure a conferencing profile for Cisco Unified Personal Communicator.
CTI Gateway Profile	Displays a list box of the available Cisco CTI gateway profiles. If the list is empty, you may need to configure a Cisco CTI gateway profile for Cisco Unified Personal Communicator.
LDAP Profile	Displays a list box of the available Cisco LDAP profiles. If the list is empty, you may need to configure a Cisco LDAP profile for Cisco Unified Personal Communicator.

5. Select **Save**.

Troubleshooting Tips

- If you change a user application profile in this window (for example, change from LDAP Profile 1 to LDAP Profile 2), the change is reflected in **Application > Cisco Unified Personal Communicator > LDAP Profile** window.
- You can also use the System Dashboard to view Cisco Unified Personal Communicator-enabled users in Cisco Unified Presence. Select **Diagnostics > System Dashboard**.

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)

Changing Application Profiles for a Group of Users

Procedure

1. Select **Bulk Administration > CUPC/Deskphone > Export**.
2. Perform the following actions:
 1. Select **Find** in the Export Users Query window to obtain current profile information by finding all users.
 2. Select **Next** at the bottom of the window.
 3. Specify the filename to be exported in the Export CUP Users Configuration window.
3. Select **Bulk Administration > Upload/Download Files**.
4. Perform the following actions:
 1. Find and select the file that you want to download.
 2. Select **Download Selected**.
 3. Add or remove profile names according to the instructions in the sample file.
5. Select **Bulk Administration > Upload/Download Files**.
 1. Select **Add New**.
 2. Enter the name of the file to upload.
 3. Select the target for which you want to use the file.
 4. Select the transaction type that the file defines.
 5. Check **Overwrite File** if it exists if you want to overwrite an existing file with the same name.
 6. Select **Save**.
6. Select **Bulk Administration > CUPC/Deskphone > Update**.
7. Perform the following actions:
 1. Select the updated .csv file.
 2. Select **Save** to submit the file to update profile information in bulk.

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)