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Introduction

This document describes the procedure to change the default application administrator user in Cisco Unity Connection (CUC).

Prerequisites

Requirements

Cisco recommends that you have knowledge of CUC.

Components Used

The information in this document is based on CUC 8.x and higher.

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, ensure that you understand the potential impact of any command.

Procedure

Complete these steps in order to change the default application administrator user name:

Step 1. Retrieve the objectID of the default application administrator user from the Unity Connection database.

Step 2. Retrieve the alias associated with the default application administrator objectID.

Step 3. Update the read only flag of the default application administrator user in order to make it editable.

Step 4. Update the default application administrator user and smtpaddress(pmailname@domain) in the Unity Connection database. Choose a desired username. In this example, admin is updated to cucadmin.

Step 5. Retrieve the default application administrator name and pkid from the Cisco CallManager (CCM) database.

Note: When a CUC server is rebuilt with a new application administrator username and a Disaster Recovery System (DRS) restore is performed on the system, the CUC database is updated with the old username. However, the CCM database still has the new username.

Step 6. Update CCM database with the new application administrator user if the entry is different.

Step 7. Change the application administrator user password.

Step 8. Confirm the encryptiontype is 4 for web authentication for the default application administrator user (Credentialtype 3 is for web application password).

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.