Password and PIN resets

This chapter provides information about how to reset user passwords used to log on to the Cisco Unified IP Phone Self Care Portal window and the extension mobility feature PINs used to log in to Cisco Unified IP Phones.

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Reset passwords and PINs

You can reset the password that users use when they log on to the Cisco Unified IP Phone Self Care Portal window. You can also reset the PINs for the extension mobility feature that users use when they log in to Cisco Unified IP Phones. Use this action when you must reset a group of users to a default password or to a default PIN without updating any other attributes.

You can choose users for resetting passwords and PINs using either a query search or a custom file.

Note Be aware that the credential settings selected on the reset page apply to both the password and the pin.

Reset user password and PIN using query

You can use a query to locate users and reset passwords and PINs to a default value.

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **Reset Password/PIN** > **Query**.
The Find and List Users window displays.

Step 2 To locate the users that you want to reset, define the query filter.

Step 3 From the first **Find User where** drop-down list box, choose one of the following criteria:

- User ID

- First Name

- Middle Name

- Last Name

- Manager

- Department

From the second **Find User where** drop-down list box, choose one of the following criteria:

- begins with

- contains

- is exactly

- ends with

- is empty

- is not empty

Step 4 Specify the appropriate search text, if applicable, and click **Find**.
　　Note To choose users from more than one department, enter multiple departments separated with a comma in this field. For example, to choose users from departments 12 and 14, enter 12, 14 in the third box instead of performing two operations.
　　Tip To find all users that are registered in the database, click **Find** without entering any search text.

Step 5 To further define your query, you can choose AND or OR to add multiple filters and repeat .

Step 6 Click **Find**.
A list of discovered users displays by

- User ID

- First Name

- Middle Name

- Last Name

- Manager

- Department Name

- LDAP Sync Status

Step 7 Click **Next**.

Step 8 Enter the values that you want to update for all the records that you defined in your query.

- Password—Enter the default password that users use when they log on to the Cisco Unified IP Phone Self Care Portal window.

- Confirm Password—Reenter the password.

- PIN—Enter the default PIN for the extension mobility feature that users should use when they log in to a Cisco Unified IP Phone.

- Confirm PIN—Reenter the PIN.

Step 9   In the **Job Information** area, enter the Job description.

Step 10   Choose a method to change passwords or PINs. Do one of the following:

      a)   Click **Run Immediately** to change passwords or PINs immediately.

      b)   Click **Run Later** to change them at a later time.

Step 11   To create a job for resetting passwords or PINs, click **Submit**.

Step 12   To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu.

      To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

      Tip   The log file displays the number of users that were updated and the number of records that failed, including an error code.

Related Topics

     BAT log files

     Scheduling Jobs

Reset user password and PIN using custom file

To locate users and to reset passwords and PINs to default values, you can create a custom file of user IDs by using a text editor.

Before You Begin

1   Create a text file that lists each user ID on a separate line for which you want to reset password or PIN.

2   Upload the custom file into Cisco Unified Communications Manager first node.

Note   Do not use the insert or export transaction files that are created with bat.xlt for the reset transaction. Instead, you must create a custom file with details of the user records that need to be reset. Use only this file for the reset transaction. In this custom reset file, you do not need a header, and you can enter values for user ID.

Procedure

Step 1   Choose **Bulk Administration** > **Users** > **Reset Password/PIN** > **Custom File**.
The **Find and List Users** window displays.

Step 2   In **Reset Pwd/PIN for Users where** drop-down list box, choose the field that you used in the custom file from the following options:

      • User ID

      • First Name

      • Middle Name

      • Last Name

• Department

Step 3   In the **In Custom File** drop-down list box, choose the filename for the custom file.

Step 4   In the **Job Information area**, enter the Job description.

Step 5   Choose a method to change passwords or PINs. Do one of the following:

    a) Click **Run Immediately** to change passwords or PINs immediately.

    b) Click **Run Later** to change them at a later time.

Step 6   To create a job for resetting passwords or PINs, click **Submit**.

Step 7   To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu.

    To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.

    Tip   The log file displays the number of users that were updated and the number of records that failed, including an error code.

Related Topics

BAT log files

Scheduling Jobs

Upload file to server