

# How do you Bulk Migrate UM Accounts from Exchange to Office 365 in CUC?

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## Introduction

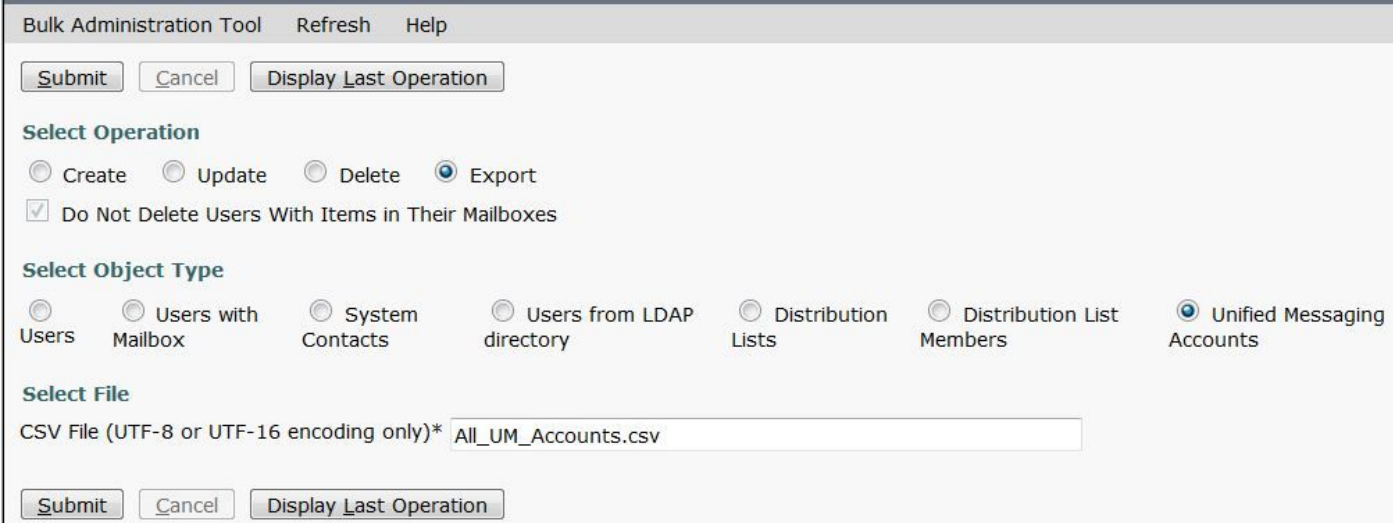
This document describes how the bulk migration of Unified Messaging (UM) accounts from exchange to Office 365 happens in Cisco Unity Connection (CUC).

## How do you Bulk Migrate UM Account of Users from Exchange to Office 365 in CUC?

When you have multiple UM accounts on unity connection and would like to migrate the UM account of users from one to another. Bulk edit tool does not help as you cannot directly migrate UM accounts through Bulk Edit tool.

This procedure describes how to bulk migrate the Exchange UM account of users to Office 365. The same procedure can be used to migrate between any two UM accounts.

Step 1. In order to export a list of all users having a UM account in a csv file, navigate to **Tools > Bulk Administration Tool** and then under **Select Operation** check **Export**, and under **Select Object Type** check **Unified Messaging Accounts**, as shown in the image.



The screenshot shows the Bulk Administration Tool interface. At the top, there are buttons for 'Submit', 'Cancel', and 'Display Last Operation'. Below this, the 'Select Operation' section has radio buttons for 'Create', 'Update', 'Delete', and 'Export', with 'Export' selected. A checkbox labeled 'Do Not Delete Users With Items in Their Mailboxes' is checked. The 'Select Object Type' section has radio buttons for 'Users', 'Users with Mailbox', 'System Contacts', 'Users from LDAP directory', 'Distribution Lists', 'Distribution List Members', and 'Unified Messaging Accounts', with 'Unified Messaging Accounts' selected. The 'Select File' section has a text input field containing 'All\_UM\_Accounts.csv' and a label 'CSV File (UTF-8 or UTF-16 encoding only)\*'. At the bottom, there are buttons for 'Submit', 'Cancel', and 'Display Last Operation'.

Exported csv file is shown in the image:

| 1 | Subscriber | ServiceDisplayN | OptionalServiceA | UMEmailAddress | EmailAddr | EnableCal | EnableMe | EnableMb | EnableTts | IsPrimaryA | LoginType | UserId | UserProfileNumber |
|---|------------|-----------------|------------------|----------------|-----------|-----------|----------|----------|-----------|------------|-----------|--------|-------------------|
| 2 | test       | Office-365      | 84668d40-1a95-   | test@dkumar9.c |           | 0         | 1        | 0        | 1         | 1          | 0         | 0      |                   |
| 3 | deepak     | Exchange-2010   | 74d72040-4179-   | deepak@dkumar  |           | 0         | 1        | 0        | 1         | 0          | 0         | 0      |                   |
| 4 | FANIS      | Exchange-2010   | 34427aca-b989-   | fanish@dkumar  |           | 0         | 1        | 0        | 1         | 1          | 0         | 0      |                   |
| 5 | deepman    | Exchange-2010   | 02e7bd35-f08a-   | deepman@dkum   |           | 0         | 1        | 0        | 1         | 1          | 0         | 0      |                   |
| 6 | melbin     | Exchange-2010   | dea09935-da7f-   | melbin@dkumar  |           | 0         | 1        | 0        | 1         | 1          | 0         | 0      |                   |
| 7 |            |                 |                  |                |           |           |          |          |           |            |           |        |                   |

Step 2. From the above csv file, ensure that it contains only those users whose UM account needs to be migrated from exchange to Office 365. For example, from exported CSV file, the first user **test** is already using Office 365, therefore remove this from the csv file.

| 1 | Subscriber | ServiceDisplayN | OptionalServiceA | UMEmailAddress | EmailAddr | EnableCal | EnableMe | EnableMb | EnableTts | IsPrimaryA | LoginType | UserId | UserProfileNumber |
|---|------------|-----------------|------------------|----------------|-----------|-----------|----------|----------|-----------|------------|-----------|--------|-------------------|
| 2 | deepak     | Exchange-2010   | 74d72040-4179-   | deepak@dkumar  |           | 0         | 1        | 0        | 1         | 0          | 0         | 0      |                   |
| 3 | FANIS      | Exchange-2010   | 34427aca-b989-   | fanish@dkumar  |           | 0         | 1        | 0        | 1         | 1          | 0         | 0      |                   |
| 4 | deepman    | Exchange-2010   | 02e7bd35-f08a-   | deepman@dkum   |           | 0         | 1        | 0        | 1         | 1          | 0         | 0      |                   |
| 5 | melbin     | Exchange-2010   | dea09935-da7f-   | melbin@dkumar  |           | 0         | 1        | 0        | 1         | 1          | 0         | 0      |                   |
| 6 |            |                 |                  |                |           |           |          |          |           |            |           |        |                   |

Step 3. Use above csv file to delete the existing UM account of users **Exchange-2010** by Bulk Administration tool.

Navigate to **Tools > Bulk Administration Tool** and under **Select Operation** check **Delete**, and then under **Select Object Type** check **Unified Messaging Accounts**. After this, browse the above csv file (which contains only those users, whose UM account need to be deleted) and click on **Submit**, as shown in the image:

The screenshot shows the Bulk Administration Tool interface. At the top, there are buttons for 'Submit', 'Cancel', and 'Display Last Operation'. Below this, the 'Select Operation' section has radio buttons for 'Create', 'Update', 'Delete' (which is selected), and 'Export'. There is a checked checkbox for 'Do Not Delete Users With Items in Their Mailboxes'. The 'Select Object Type' section has radio buttons for 'Users', 'Users with Mailbox', 'System Contacts', 'Distribution Lists', 'Distribution List Members', and 'Unified Messaging Accounts' (which is selected). The 'Select File' section has a text input for 'CSV File (UTF-8 or UTF-16 encoding only)\*' with a 'Browse...' button and the filename 'All\_UM\_Accounts.csv'. Below that is a text input for 'Failed Objects Filename\*' with the filename 'failed.txt'. At the bottom, there are buttons for 'Submit', 'Cancel', and 'Display Last Operation'.

If UM accounts of all the users are deleted successfully, you should get a notification:

"Bulk Administration Tool completed. Number of successes: 4, Number of failures: 0"

Step 4. Now you need to create the UM accounts for office 365. Open the above CSV file and make these changes:

- Rename the 2<sup>nd</sup> column **ServiceDisplayName** with UM service account name created for office 365.
- Leave the 3<sup>rd</sup> column **OptionalServiceAccountID** blank.

| 1 | Subscriber | ServiceDisplayNar | OptionalServiceAccountID | UMEmailAddr | EmailAdr | EnableCal | EnableMer | EnableN | EnableTts | IsPrima | LoginTyp | UserId | UserProfileNumber |
|---|------------|-------------------|--------------------------|-------------|----------|-----------|-----------|---------|-----------|---------|----------|--------|-------------------|
| 2 | deepak     | Office-365        |                          | deepak@dkur | 0        | 1         | 0         | 1       | 0         | 0       | 0        |        |                   |
| 3 | FANIS      | Office-365        |                          | fanish@dkum | 0        | 1         | 0         | 1       | 1         | 0       | 0        |        |                   |
| 4 | deepman    | Office-365        |                          | deepman@dk  | 0        | 1         | 0         | 1       | 1         | 0       | 0        |        |                   |
| 5 | melbin     | Office-365        |                          | melbin@dkur | 0        | 1         | 0         | 1       | 1         | 0       | 0        |        |                   |
| 6 |            |                   |                          |             |          |           |           |         |           |         |          |        |                   |

Step 5. Create the office 365 UM account of users using above csv file.

Navigate to **Tools > Bulk Administration Tool** and check **Create** under **Select Operation**, and then select **Unified Messaging Accounts** under **Select Object Type**, as shown in the image. Now browse the above csv file.

The screenshot shows the Bulk Administration Tool interface. At the top, there are buttons for 'Submit', 'Cancel', and 'Display Last Operation'. Below this, the 'Select Operation' section has radio buttons for 'Create' (selected), 'Update', 'Delete', and 'Export', along with a checked checkbox for 'Do Not Delete Users With Items in Their Mailboxes'. The 'Select Object Type' section has radio buttons for 'Users', 'Users with Mailbox', 'System Contacts', 'Distribution Lists', 'Distribution List Members', and 'Unified Messaging Accounts' (selected). The 'Select File' section includes a 'CSV File (UTF-8 or UTF-16 encoding only)\*' field with a 'Browse...' button and the filename 'All\_UM\_Accounts.csv', and a 'Failed Objects Filename\*' field with the filename 'failed.txt'. At the bottom, there are buttons for 'Submit', 'Cancel', and 'Display Last Operation'.

If UM accounts of all the users are created successfully, you should get a notification like this:

"Bulk Administration Tool completed. Number of successes: 4, Number of failures: 0"

Step 6. Verify if UM account of users are created successfully.

| Status ▾ | Alias                   | Display Name   | UM Service                 | Exchange Calendar/ Contacts | TTS | Single Inbox | MeetingPlace Scheduling and Joining | Email Address       |
|----------|-------------------------|----------------|----------------------------|-----------------------------|-----|--------------|-------------------------------------|---------------------|
| ⓘ        | <a href="#">test</a>    | test           | <a href="#">Office-365</a> | E                           | E   | E            | N/A                                 | test@dkumar9.com    |
| ⓘ        | <a href="#">deepak</a>  | deepak         | <a href="#">Office-365</a> | E                           | DU  | E            | N/A                                 | deepak@dkumar9.com  |
| ⓘ        | <a href="#">FANIS</a>   | ANIS, FARHEEN  | <a href="#">Office-365</a> | E                           | E   | E            | N/A                                 | fanish@dkumar9.com  |
| ⓘ        | <a href="#">melbin</a>  | , melbin       | <a href="#">Office-365</a> | E                           | E   | E            | N/A                                 | melbin@dkumar9.com  |
| ⓘ        | <a href="#">deepman</a> | Harsh, Deepman | <a href="#">Office-365</a> | E                           | E   | E            | N/A                                 | deepman@dkumar9.com |