

# Identify the Default Users and Groups Created by ICM 4.X Installation Within Windows NT User Manager

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## Introduction

This document defines the users and groups that are created during the initial installation of Microsoft Windows NT for the various Cisco Intelligent Contact Management (ICM) 4.x components. This applies when there is a new installation of the Windows NT (WinNT) operating system, Microsoft Structured Query Language (SQL) Server, and applicable ICM 4.x software components.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- ICM
- Windows NT

### Components Used

The information in this document is based on these software and hardware versions:

- ICM Software Release 4.x
- Windows NT

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, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Users and Groups

### Setup Instance

## **Users Created**

## **Groups Added Into**

## **Groups Created**

## **Group Members**

WinNT Setup as a PDC<sup>1</sup>

Administrator

LG<sup>2</sup>–Administrators

LG–Administrators

LG–Administrators

GG<sup>3</sup>–Domain Administrators

GG–Domain Admins

LG–Backup Operators

GG–Domain Users

LG–Guests

GG–Domain Guests

Guest

LG–Guests

LG–Replicator

GG–Domain Guests

LG–Users

GG–Domain Users

GG-Domain Admins

Administrator

GG-Domain Guests

Guest

GG-Domain User

Administrator

LG-Server Operators

LG-Print Operators

LG-Account Operators

GG-NT Domain Operators

GG-NT Domain Operators

**Setup Instance**

**Users Created**

**Groups Added Into**

**Groups Created**

**Group Members**

SQL 6.5 Setup

SQL ExecutiveCMDExec

LG-Users

GG-SQLAdmin

Administrator

GG-Domain Users

GG-SQLAW<sup>4</sup>Admin

IIS 4.0<sup>5</sup>

IUSR\_XXXX<sup>6</sup>

GG-Domain Users

LG-MTS Trusted Impersonators

LG-Guests

IWAM\_XXXX

GG-Domain Users

LG-Guests

LG-MTS Trusted Impersonators

ICR<sup>7</sup> Setup – Router

LG-DbagWrite

GG-YYYY<sup>8</sup>SQLUser

GG-SQLAdmin

GG-SQLAWAdmin

GG-ICRPerfmon

LG-LocalICRPerfmon

GG-ICRPerfmon

LG-YYYYDbagRead

GG-YYYYSQLUser

### **Setup Instance**

#### **Users Created**

#### **Groups Added Into**

#### **Groups Created**

#### **Group Members**

ICR Setup – Logger

YYYYAXXXX that is TESTAGEOTESTLGRA

LG-Administrators

LG-LocalSQLAdmin

GG-SQLAdmin

GG-Domain Users

GG-SQLAWAdmin

GG-SQLAdmin

ICR Setup – AW

YYYYXXXX that is TESTGEOTESTLGRA

LG-Administrators

LG-LocalSQLUser

GG-YYYYSQLUser

With HDS<sup>9</sup> and WebView

GG-Domain Admins

LG-LocalWVScript

GG-YYYYWVScript

GG-YYYYWVScript

ICR Setup – Listener

ICR Setup – PG

Configure ICR – Users

User Added

Test

GG-Domain Users

GG-YYYSQLUser

## **Setup Instance**

### **Users Created**

### **Groups Added Into**

### **Groups Created**

### **Group Members**

<sup>1</sup> PDC = Primary Domain Controller.

<sup>2</sup> LG = Local Group.

<sup>3</sup> GG = Global Group.

<sup>4</sup> AW = Admin Workstation.

<sup>5</sup> IIS = Microsoft Internet Information Server.

<sup>6</sup> XXXX represents Machine Name.

<sup>7</sup> ICR = Intelligent Call Router.

<sup>8</sup> YYYY represents Customer Instance Name.

<sup>9</sup> HDS = Historical Data Server.

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## **Related Information**

- **Technical Support & Documentation – Cisco Systems**
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