

# SoftPhone and Active Directory Integration

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## Introduction

This document describes the integration of Active Directory with SoftPhone. Softphone can be setup to integrate with Active Directory and provide a listing of the 'Users' within an Active Directory container. This enables you to lookup 'User' details and if they have a valid Telephone number call from SoftPhone.

## Prerequisites

## Requirements

There are no specific requirements for this document.

## Components Used

The information in this document is based on the software and hardware versions below.

- SoftPhone version 1.3(x)
- Cisco CallManager version 3.x(x)
- Windows 2000 in an Active Directory environment

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

## Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Integrate Active Directory with SoftPhone

This section provides preparation information and the procedure used to integrate Active Directory with SoftPhone.

## Prepare to Integrate Active Directory with SoftPhone

To be able to setup the Active Directory integration with your SoftPhone you need to have this information in advance.

### Active Directory / LDAP Server

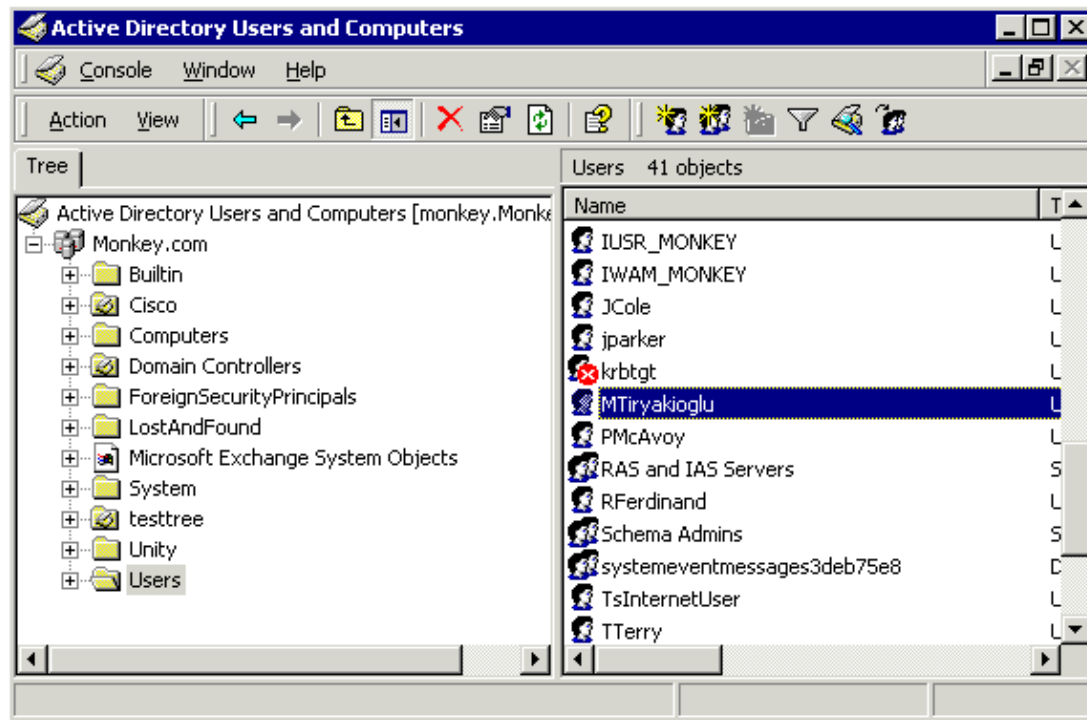
You need to know the IP address or DNS name of the server and be able to ping it from the Client machine that SoftPhone is installed on.

### LDAP Port Number

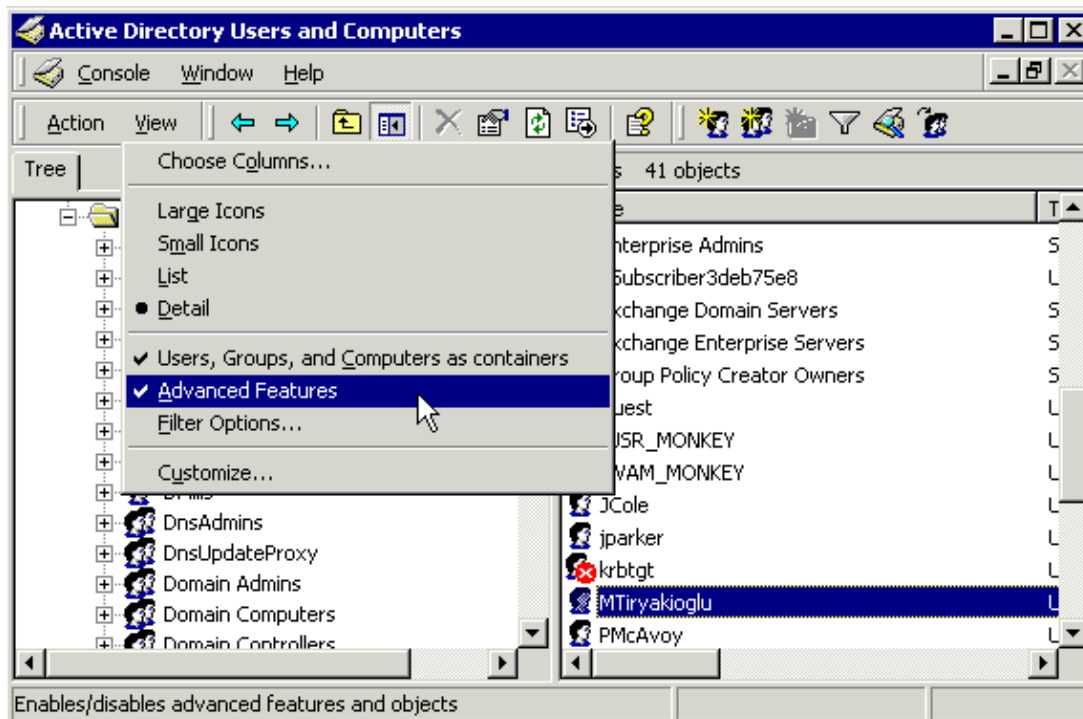
In order to communicate with the Active Directory / LDAP server, you need to know the port that is used for LDAP queries. By default it is 389. However, do not take this for granted as a system administrator may define different port numbers.

### Authentication Method

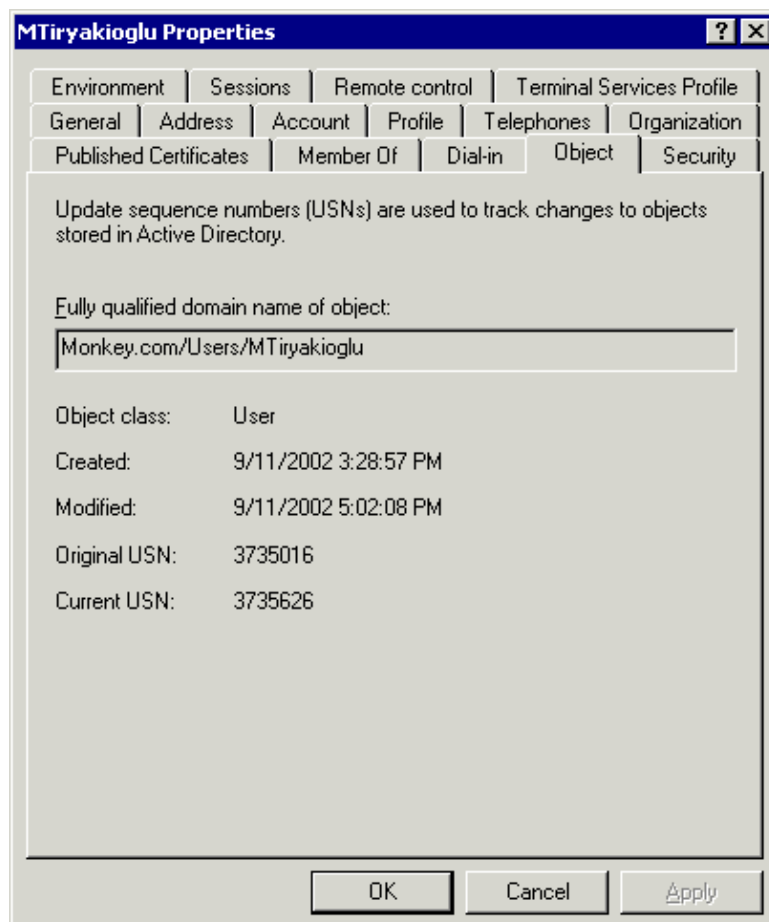
A valid user name and password are required in order to access the Users directory as well as the rights to be able to read from the Users container. To identify your user name in Active Directory, connect to your Active Directory domain using Active Directory Users and Computers as shown here.



For this example, the user "MTiryakioglu" is used. Check to make sure that this is an alias and not the authentication name by first turning on the **Advance Features** from the View menu.



Right-click on the user, select **Properties** and select the **Object** tab as shown here. This shows you the correct user name which should be used and also the fully qualified domain name (FQDN) in which the Users container resides.



## Location of Users Container

It is also necessary to know the location within the Active Directory Schema where the Users are located for this document.

*CN=Users, DC=monkey, DC=com*

This information can be obtained by looking at the Object tab in the users properties when viewing them through Active Directory Users and Computers.

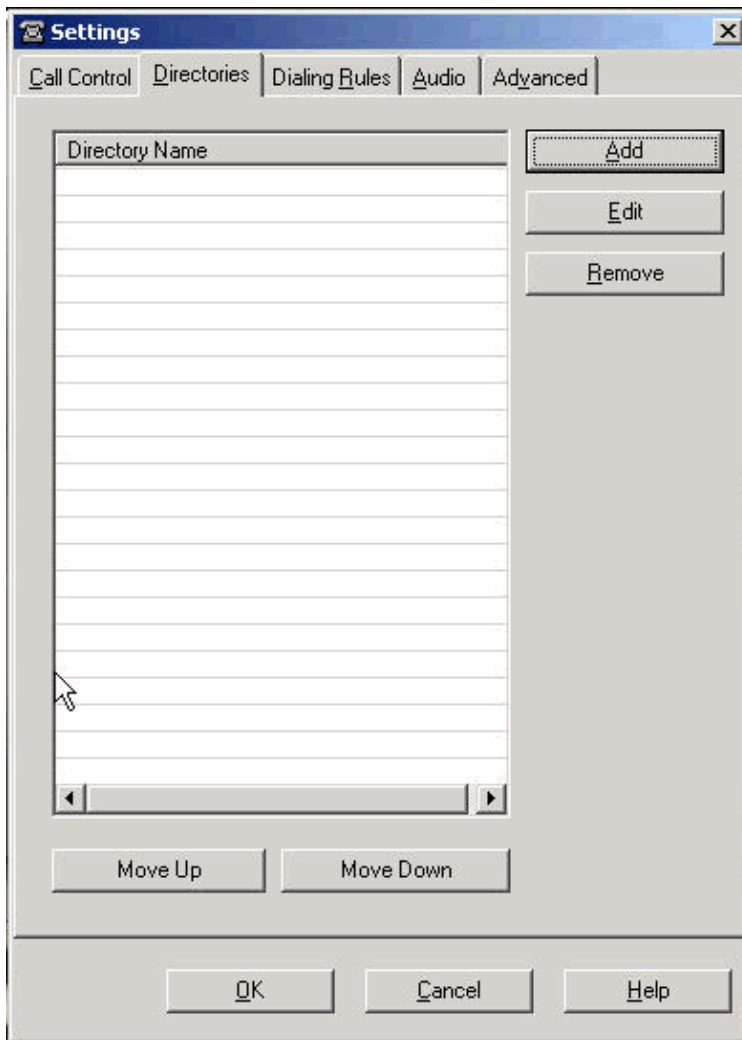
## Integration with SoftPhone

Complete these steps to integrate your SoftPhone with Active Directory.

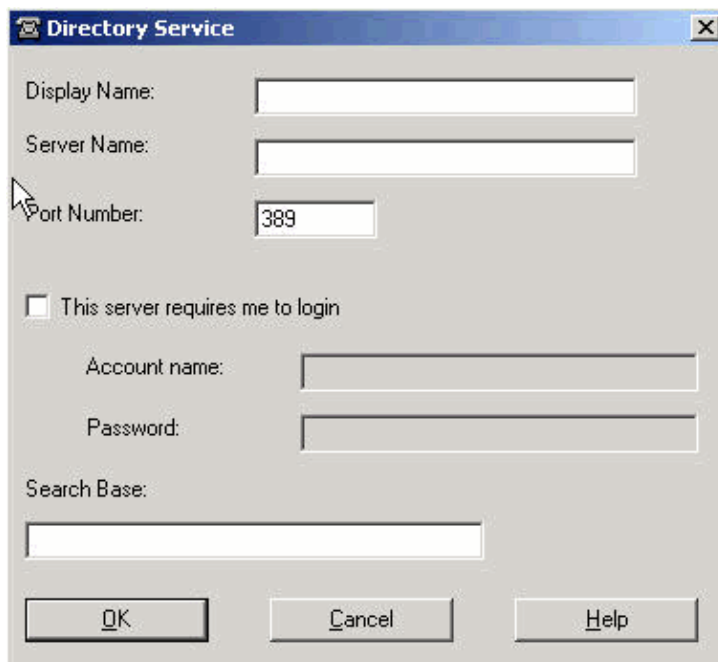
1. When the SoftPhone is loaded, select the third button from the right at the top of SoftPhone.



- The Settings window appears.
2. Click the **Directories** tab



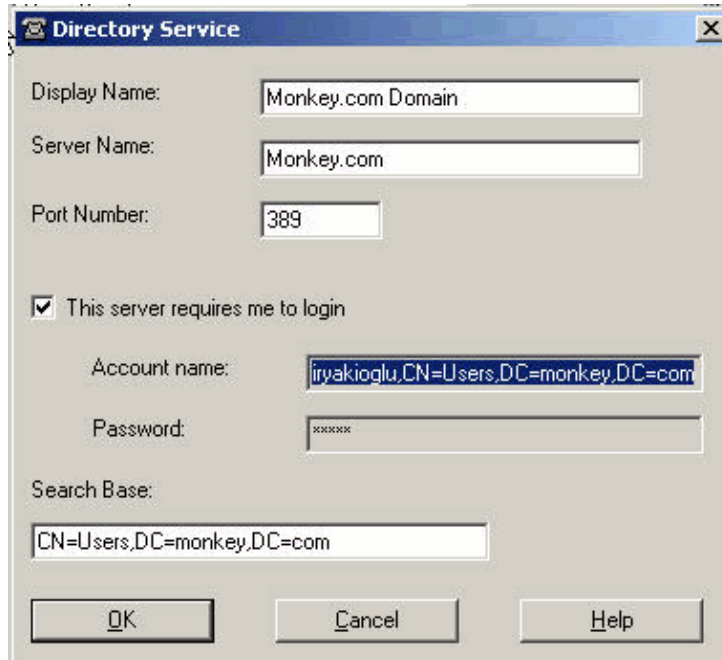
3. Click the **Add** button to enter the Active Directory configuration information.



4. From the Display Name field, enter a description that is meaningful and easy to recognize. In this example, "Monkey.comDomain" is used because this is the domain which you will search within.
5. Enter the Server Name of the server that provides your Active Directory query responses. In this example, the server "Monkey.com" is used.

6. Enter the Port number used to send and receive Lightweight Directory Application Protocol (LDAP) queries on the Active Directory server. This example uses the default "389".

These are the most important and most common points of failure when you set up the Active Directory integration. If your Active Directory server requires you to login and authenticate to be able to solve LDAP queries, you need to have a valid username and password. The Search Base is the area within your Active Directory schema which queries the Active Directory server to search in during a search. Within the example container "Users" in "Monkey.com" are searched. This is defined as *CN=Users, DC=monkey, DC=com* with the user being "Mtiryakioglu".

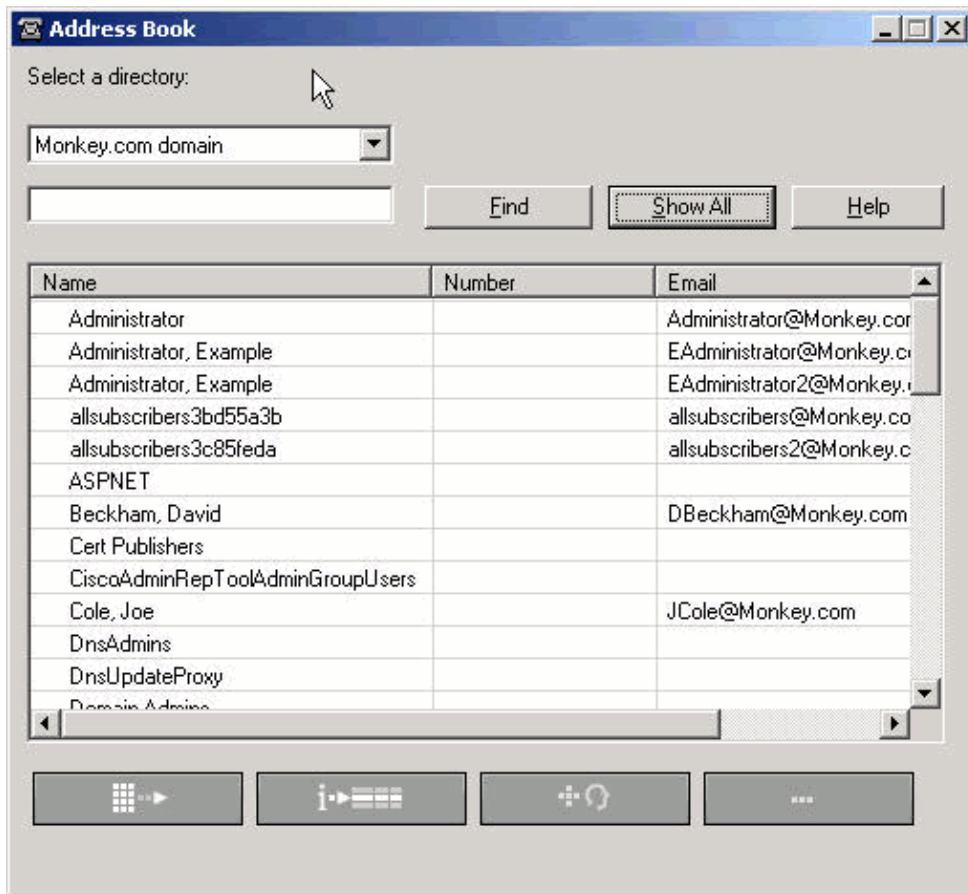


The image shows a Windows-style dialog box titled "Directory Service". It contains several input fields and a checkbox. The "Display Name" field is set to "Monkey.com Domain". The "Server Name" field is set to "Monkey.com". The "Port Number" field is set to "389". There is a checked checkbox labeled "This server requires me to login". Below this, the "Account name" field contains the text "iryakioglu,CN=Users,DC=monkey,DC=com". The "Password" field is filled with "xxxxxx". The "Search Base" field contains "CN=Users,DC=monkey,DC=com". At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

7. Once you have entered all the details, click **OK** for the settings to be accepted and then press the **Directories** button to test the functionality.



8. When the Address Book window appears, select the directory that you want to search in. (More than one directory maybe defined using the process above).
9. Click the **Show All** button to return all users within the Active Directory container that you have defined.



## Troubleshoot

If no users are shown then the three most common points of failure are:

- **UserName** – Incorrect or not allowed to perform queries, check with Active Directory administrator.
- **Password** – Incorrect password, check with Active Directory administrator.
- **Search Base** – The query you sent to the Active Directory Server contains an container that is incorrect or does not exist, check with Active Directory administrator.

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## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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