

# Reset the Password for the Supervisor Desktop ID to Default

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## Introduction

This document describes how to reset the password for the Supervisor Desktop ID to its initial default in a Cisco IP Contact Center (IPCC) Express environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)
- Cisco Agent Desktop

### Components Used

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

- Cisco CRS version 3.x and later
- Cisco CallManager version 3.x and later
- Cisco Agent Desktop

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.

# Background

Login to the Cisco Agent Desktop before you start Cisco Supervisor Desktop. Complete these steps in order to start the Cisco Supervisor Desktop:

1. Choose **Start > Programs > Cisco > Desktop > Supervisor**. The login window appears.
2. Enter the Supervisor Desktop ID in the appropriate fields.
3. Click **OK**.

## Reset the Cisco Supervisor Desktop Password

If the password for the Supervisor Desktop ID is lost, you cannot recover the password. However, you can reset the password to the initial default, Supervisor Desktop ID. Complete these steps:

1. Log into Cisco CallManager.
2. Choose **User > Global Directory**.
3. Locate the User and click **Device Association**, as shown here.

**Figure 1: User Configuration**



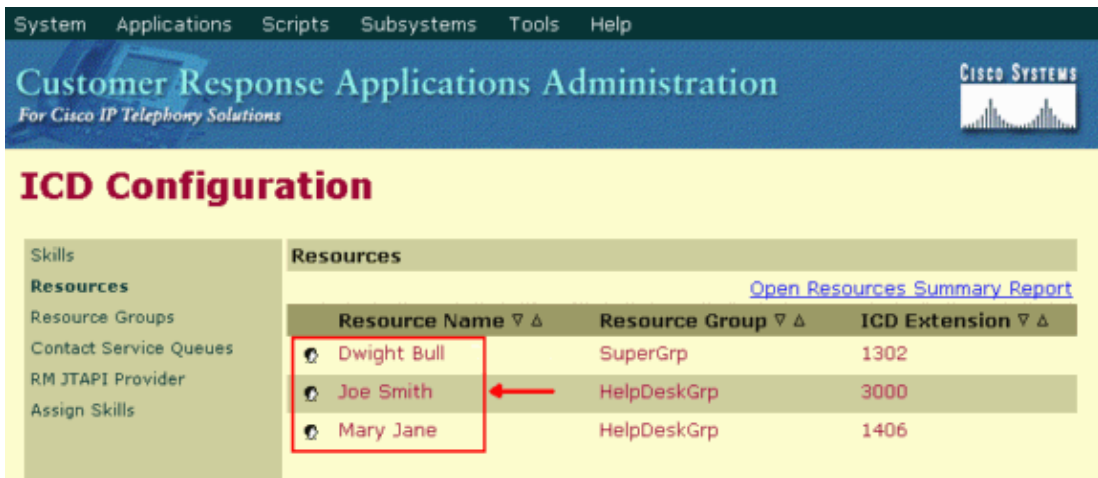
4. Select **No ICD Extension**.
5. Click **Update Selected** to dissociate the User and the Integrated Call Distribution (ICD) extension, as shown here.

**Figure 2: Device Association**



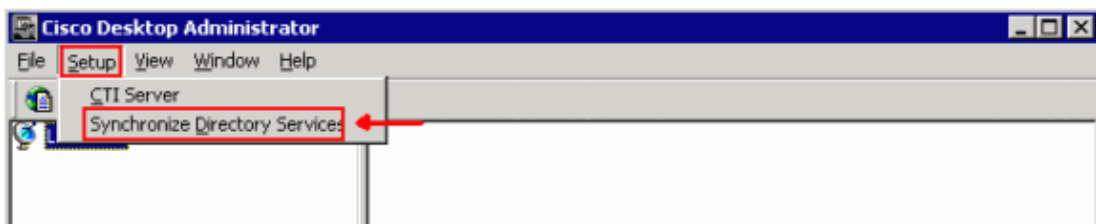
6. Login to the CRS Administration Application.
7. Choose **Subsystems > ICD > Resources** to verify the targeted Desktop Supervisor ID is no longer listed, as shown here.

**Figure 3: ICD Configuration**



8. Login to the Cisco Desktop Administrator.
9. Select **Setup > Synchronize Directory Services**, as shown here.

**Figure 4: Cisco Desktop Administrator**



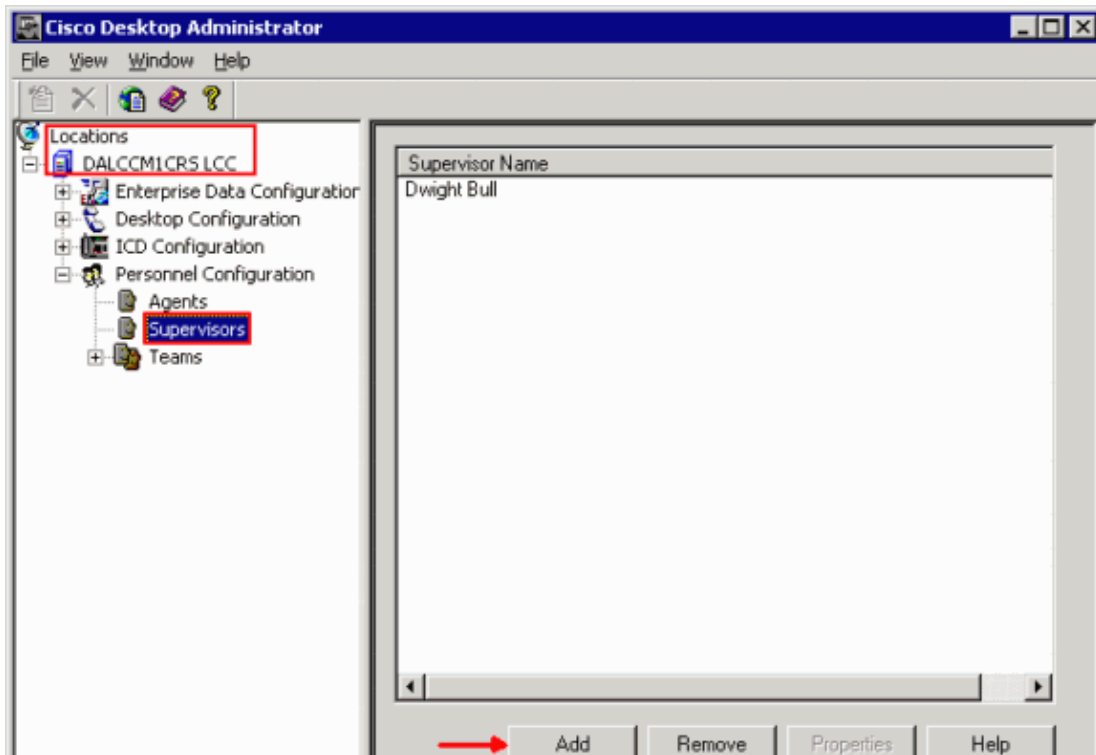
10. Repeat steps 1, 2, and 3.
11. Select **ICD Extension**.
12. Click **Update Selected** to associate the User and the ICD extension.

**Figure 5: Device Association**



13. Login to CRS Administration Application.
14. Choose **Subsystems** > **ICD** > **Resources** in order to verify this userid is listed and added back to **Resources** or **Skills** group.
15. Repeat steps 8 and 9.
16. Choose **Locations** > <Site Name> > **Supervisor** to expand the team selection list under Team View.
17. Click **Add** to make this User ID a member of the **Supervisors** team, as shown here.

**Figure 6: Cisco Desktop Administrator**



After you execute this procedure, the password for the Supervisor Desktop is the same as Supervisor Desktop ID.

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IP Communications and Video: Contact Center
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## Related Information

- [Initial Supervisor Desktop Login Failure with New Supervisor Desktop ID](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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