



## Searching the Global Directory

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The Global Directory for Cisco CallManager (release 3.0 and later) contains every user within a Cisco CallManager directory. Cisco CallManager uses Lightweight Directory Access Protocol (LDAP) to interface with a directory that contains user information. This is an embedded directory supplied with Cisco CallManager. Its primary purpose is to maintain the associations of devices with users.

You can access the Global Directory by using either a basic or an advanced user search.

Refer the “Adding a New User” section on page 48-1 for details on adding and configuring a new user.

This chapter includes the following topics:

- Using Basic User Search, page 49-1
- Using Advanced User Search, page 49-3

## Using Basic User Search

The Basic User search utility searches the first name, last name, and user ID fields for matches of any substring that you enter as search criteria. For example, if you enter 'li' in the search field, the search results would include users whose first name, last name or user ID match that substring, as indicated in the following list:

Last name	First Name	User ID
Johnson	Charlie	cjohnson
Ni	Liang	lni
Collins	Manny	mcollins
Lin	Mike	michaell
Ivey	Gabriel	Gabrieli

If you enter two or more substrings separated by spaces, the search will look for matches of any of the substrings in any of the three search fields.

The following procedure contains information about how to use the Global Directory Basic User Search engine.

### Procedure

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- Step 1** Open Cisco CallManager Administration.
  - Step 2** Click **User > Global Directory**. The page refreshes to the User Search page.
  - Step 3** Enter the first name, last name, user ID, or substring of the user for whom you are searching in the User Search field.
  - Step 4** From the resulting list of matching names, click on the desired name to get specific information on that user.
  - Step 5** On the User Information window, you can view or modify this user's information. To save changed information, click **Update**.
  - Step 6** If you want to view or modify this user's device assignment, refer to the "Assigning Devices to a User" section on page 48-3 for more information.
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### Related Topics

The following list contains additional information and procedures related to this section:

- How Cisco JTAPI uses the Directory, page 48-2
- Adding a User, page 48-2

- Assigning Devices to a User, page 48-3
- Using Advanced User Search, page 49-3

## Using Advanced User Search

With the Advanced User Search utility, you can enter search criteria using three search fields and built-in Boolean logic to perform more complex searches.

If you enter two or more names or substrings separated by spaces in any one field, the search will interpret the request with the OR relationship operator, and will look for matches where any of your specified criteria is true. For example, if you enter 'john jerry', the search will return all users whose first names are John or Jerry.

If you enter a substring in two or more search fields, the search will interpret the request with the AND relationship operator and look for matches where both criteria are true. For example, if you enter 'Ling' for first name and 'Chu' for last name, the search will return the user named Ling Chu.



### Tips

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Use ORs with multiple entries in a single field, and ANDs across fields. For example, if you enter:

First Name: john jane  
Last Name: jones smith  
UserID: jjones jsmith

the search will be for (firstname='john' OR 'jane') AND  
lastname='jones' OR 'smith') AND (userid='jjones' OR 'jsmith').

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The following procedure contains information about how to use the Global Directory Advanced User Search engine.

### Procedure

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- Step 1** Open Cisco CallManager Administration.
- Step 2** Click **User > Global Directory**.
- Step 3** Click **Advanced Search**. The page refreshes to the Advanced User Search page.

**Step 4** Enter the first name, last name, and user ID search criteria of the user for whom you are searching in the appropriate fields.

**Step 5** Click **Search**.



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**Note** Click **Refine Search** if you want to further limit your search. When refining a search, you can enter new search criteria and then click **Search**, or click **Reset** to populate the fields with the last search criteria. Click **Clear** to delete all entries from the fields.

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**Step 6** Once the desired user appears in the search list, click on the user ID or name to display the Update User Information window.

**Step 7** On the User Information window, you can view or modify this user's information. To save changed information, click **Update**.

**Step 8** If you want to view or modify this user's device assignment, refer to the "Assigning Devices to a User" section on page 48-3 for more information.

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### Related Topics

The following list contains additional information and procedures related to this section:

- How Cisco JTAPI uses the Directory, page 48-2
- Adding a User, page 48-2
- Assigning Devices to a User, page 48-3
- Using Basic User Search, page 49-1