



Administrative Accounts and Passwords

This section provides descriptions and guidelines for administrative accounts and passwords on a Cisco CallManager system. It covers the following topics:

- [Administrator Account, page 36-1](#)
- [CCMAdmin Account, page 36-2](#)
- [SQLSvc Account, page 36-2](#)
- [SQL Server Administration \(sa\) Account, page 36-2](#)
- [Where to Find More Information, page 36-3](#)

Administrator Account

This is the default Windows NT administration account. This password is not used by Cisco CallManager. This password can be different on Cisco CallManager servers only if it is not used to access Cisco CallManager Administration.

CCMAdmin Account

This account is installed so that Cisco CallManager Administrators can use it to access Cisco CallManager Administration web pages.

- The password for this account should be the same on all servers in a Cisco CallManager cluster.
- The account should have administrative privileges on each machine in the cluster in order to support the Serviceability Control Center web pages. This allows the IIS server to perform passive authentication for starting and stopping services and for database replication.

SQLSvc Account

The SQLSvc account is the core account used for server-to-server interaction within a Cisco CallManager system. This account must be the same on every machine in the cluster for database replication to work properly.

Changing the SQLsvc Password

If the SQLsvc password has been changed on the publisher from the installed default, replication of the publisher database will fail when a new subscriber is added.

If replication has failed, change the new subscriber's SQLsvc service password to match the SQLsvc password on the publisher, and replication should succeed.

SQL Server Administration (sa) Account

This is the default SQL Server administration account. This password is only used by installation and migration. Most of the system does not use this account.

Where to Find More Information

Related Topics

- [Cisco CallManager Groups](#), page 4-1
- [Call Admission Control](#), page 4-10

Additional Cisco Documentation

- Cisco CallManager installation and upgrade documents that match the Cisco CallManager release running on your system
- [Service Parameters Configuration](#), *Cisco CallManager Administration Guide*
- [Starting and Stopping Services](#), *Cisco CallManager Administration Guide*
- *Cisco CallManager Serviceability Administration Guide*

■ Where to Find More Information