



# Administrative Accounts and Passwords

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

- [Administrator Account, page 38-1](#)
- [CCMAdmin Account, page 38-2](#)
- [SQLSvc Account, page 38-2](#)
- [SQL Server Administration \(sa\) Account, page 38-2](#)
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## 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

The CCMAdmin user provides a common administrator login account for all Cisco CallManagers in the cluster. For example, if you are logged in as CCMAdmin, you can view all the services in all the servers in the cluster in one Control Center window. To have access to all servers in the cluster simultaneously, you must ensure the password for CCMAdmin is identical on every server in the cluster.

# SQLSvc Account

The SQLSvc account functions as 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.

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

If replication fails, change the new subscriber 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. You only use the sa password during 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**

- *Installing Cisco CallManager Release 3.2*
- *Upgrading Cisco CallManager Release 3.2*
- [Service Parameters Configuration](#), *Cisco CallManager Administration Guide*
- [Starting and Stopping Services](#), *Cisco CallManager Administration Guide*
- *Cisco CallManager Serviceability Administration Guide*
- *Cisco CallManager Serviceability System Guide*

■ Where to Find More Information