



## Searching the Global Directory

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The Global Directory for Cisco CallManager 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. Cisco supports this embedded directory with Cisco CallManager. Maintaining the associations of devices with users describes its primary purpose.

Using either a basic or an advanced user search, you can access the Global Directory.

See the [“Adding a New User” section on page 51-1](#) for details on adding and configuring a new user.

The following topics contain information on searching the Global Directory:

- [Using Basic Search, page 52-2](#)
- [Using Advanced Search, page 52-3](#)
- [Global Directory Search Tips, \*Cisco CallManager System Guide\*](#)

# Using Basic 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 include users whose first name, last name, or user ID matches that substring. If you enter two or more substrings that are separated by spaces, the search looks for matches for any substring in any of the three search fields.

**Tip**

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For more information on how Cisco CallManager uses the search fields, refer to [“Basic Search”](#) in the *Cisco CallManager System Guide*.

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

**Procedure**

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**Step 1** Choose **User > Global Directory**.

The User Information Basic Search window displays.

**Note**

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You can temporarily change the language for the User Information window by choosing a different language from the **View page in** drop-down list box. However, doing so only changes the language that displays for the current web session. The next time that you log on, the User Information window displays in the default language.

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**Step 2** In the User Search field, enter the first name, last name, user ID, or substring of the user for whom you are searching, and click **Search**.

**Step 3** From the resulting list of matching names, click the desired name to view specific information on that user.

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**Next Steps**

To modify this user information, update the appropriate fields as described in the [“User Configuration Settings”](#) section on page 51-3 and click **Update**.

To view or modify this user device assignment, see the [“Associating Devices to a User”](#) section on page 51-6 for more information.

#### Related Topics

- [Adding a User, page 51-2](#)
- [Associating Devices to a User, page 51-6](#)
- [Using Advanced Search, page 52-3](#)
- [Global Directory Search Tips, Cisco CallManager System Guide](#)

## Using Advanced Search

With the Advanced User Search utility, you can enter search criteria by using four search fields and built-in Boolean logic to perform more complex searches. If you enter two or more names or substrings that are separated by spaces in any one field, the search looks for matches where any of your specified criteria is true. For example, if you enter “john jerry,” the search returns all users whose first names are John or Jerry. If you enter a substring in two or more search fields, the search looks for matches where both criteria are true. For example, if you enter “Ling” for first name and “Chu” for last name, the search returns the user named Ling Chu.



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**Tip**

For more information on how Cisco CallManager uses the search fields, refer to [“Advanced Search”](#) in the *Cisco CallManager System Guide*.

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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** Choose **User > Global Directory**.

**Step 2** Click **Advanced Search**.

The User Information Advanced User Search window displays.



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**Note** You can temporarily change the language for the User Information window by choosing a different language from the **View page in** drop-down list box. However, doing so only changes the language that displays for the current web session. The next time that you log on, the User Information window displays in the default language.

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**Step 3** In the appropriate fields, enter the first name, last name, user ID, or department search criteria of the user for whom you are searching.

**Step 4** Click **Search**.



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**Note** If you want to further limit your search, click **Refine 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. To delete all entries from the fields, click **Clear**.

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**Step 5** When the desired user displays in the search list, click the user ID or name to display the User Configuration window.

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### Next Steps

To modify this user information, update the appropriate fields as described in [Table 51-1](#) and click **Update**.

To view or modify this user device assignment, see the [“Associating Devices to a User” section on page 51-6](#) for more information.

### Related Topics

- [Adding a User, page 51-2](#)
- [Associating Devices to a User, page 51-6](#)
- [Using Basic Search, page 52-2](#)
- [Global Directory Search Tips, Cisco CallManager System Guide](#)