



Managing User Directory Information

The User Configuration window in Cisco CallManager Administration allows the administrator to add, search, display, and maintain information about Cisco CallManager users. This chapter describes the options for managing user directory information.

Refer to the [“Adding a New User”](#) section of the *Cisco CallManager Administration Guide* for more procedures on adding users and configuring application profiles.

Refer to the [“Searching the Global Directory”](#) section of the *Cisco CallManager Administration Guide* for procedures on searching for users and updating information on existing users.

This chapter includes the following topics:

- [How Cisco JTAPI Uses the Directory, page 17-2](#)
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How Cisco JTAPI Uses the Directory

Cisco Java Telephony Applications Programming Interface (JTAPI) uses the directory to determine which devices it can control and provides an interface method for getting the Media Access Control (MAC) address of the calling party, such as a user who is initiating the Cisco CallManager Extension Mobility Login.

After you install Cisco JTAPI, you have access to the Cisco CallManager directory. The directory stores parameters that initialize JTAPI, user profiles, application logic, and network-specific configuration information, such as the location of network resources and system administrator authentication.

User Information

Generally, completing user information remains optional; the devices function regardless whether you complete this information. However, Directory Services, Cisco CallManager Attendant Console, Cisco IPMA, Cisco CallManager Extension Mobility, and the Cisco IP Phone User Options windows also access information that you enter here. If you want to provide these features to your users, you must complete the information in the User Information window for all users and their directory numbers and also for resources such as conference rooms or other areas with phones (this is useful for Cisco CallManager Attendant Console).

Refer to the [“Adding a New User”](#) section in the *Cisco CallManager Administration Guide* for more procedures on adding users and configuring application profiles.

Application Profiles

After you add a new user, options in the Application Profile pane on the User Configuration window in Cisco CallManager Administration allow you to configure the user profile. These profiles allow each user to personalize phone features, Cisco IPMA, Cisco CallManager Extension Mobility, and Cisco IP SoftPhone capability.

For information on configuring Application Profiles for users, refer to the [“Configuring Application Profiles”](#) section of the *Cisco CallManager Administration Guide*.

Device Association

Associating devices to a user gives the user control over specified devices. Users control some devices, such as phones. Applications that are identified as users control other devices, such as CTI ports. When users have control of a phone, they can control certain settings for that phone, such as speed dial and call forwarding.

The Device Association window comprises a device filter section and a list of available devices.

Available Device List Filters

The device filter allows you to limit your list of devices by entering search criteria based on all or part of the device name, description, or directory number. To limit the list of available devices to a specific selection, enter the criteria by which you want to search by using the following methods:

- Choose device name, description, or directory number.
- Choose the comparison operator.
- Enter a text or number entry.

For example, to list all extensions that begin with ‘5,’ you would choose Directory Number begins with and then enter **5** in the text box.

Available Devices

After you have specified the search criteria to display devices, all matching available devices appear in the Available Devices list. The list displays in groups of 20 devices; you can navigate the list by using the buttons at the bottom of the window. You can page through the device list by clicking **First**, **Previous**, **Next**, and **Last**, or you can jump to a specific window by entering the page number in the window entry box and then clicking **Page**.

If you are modifying the device assignment for an existing user, the devices that were previously assigned to that user appear in a group at the beginning of the device list.

You can associate one or more devices to the user by checking that check box next to that device. If a device has multiple extensions that are associated with it, each line extension appears in the list. You need to choose only one line extension to choose all the lines that are associated with that device.

For more information on assigning devices to a user, refer to [“Associating Devices to a User”](#) in the *Cisco CallManager Administration Guide*.

Cisco IP Manager Assistant Profiles

The Cisco IP Manager Assistant (Cisco IPMA) feature enables managers and their assistants to work together more effectively. Cisco IPMA supports two modes of operation: proxy line support and shared line support. The Cisco IPMA service supports both proxy line and shared line support in a cluster. Cisco CallManager users comprise managers and assistants. The routing service intercepts manager calls and routes them appropriately. An assistant user handles calls on behalf of a manager.

From the Cisco CallManager User Information window, configure the settings for the managers and assistants who use the Cisco IPMA feature. You can configure IPMA in proxy line or shared line mode.

From this window, perform the following functions:

- Automatically configure a manager or assistant device, if desired.
- Choose whether the manager is a telecommuter.
- Choose whether the manager uses shared lines.
- Choose manager and assistant devices.
- Configure assistants for managers.
- Set up primary and incoming intercom lines for intercom capability.
- Set up proxy lines for each manager on the assistant phone.
- Choose the local language in which the User Information window displays.

For more information on Cisco IP Manager Assistant, refer to [Cisco IP Manager Assistant With Proxy Line Support](#) and [Cisco IP Manager Assistant With Shared Line Support](#) in the *Cisco CallManager Features and Services Guide*.

Cisco CallManager Auto Attendant Profiles

The Cisco CallManager Automated Attendant (AA) service answers incoming calls and prompts the caller for a user name or extension. The Cisco CallManager AA scans the directory for a match to resolve the user name or extension and transfers the caller to the appropriate endpoint.

The Cisco CallManager AA service requires a unique telephone keypad numerical representation of each user name. The mapping generates after you add a new user. The representation comprises an alphabetical mapping of the last name, first name, and the middle initial (LastFirstM) to corresponding keys on the telephone. Subsequently, Cisco CallManager AA checks the number against the number representations of all the existing users in the user table.

If the number is unique, Cisco CallManager AA then uses it to find the least number of digits that are required to identify a user. Otherwise, if a same name or same numerical mapping occurs, a prompt returns that indicates a duplicate key. At this point, you can either change the user name (through nicknames or removal of middle initials) or allow duplicates.

For more information on associating a Cisco CallManager Auto Attendant profile with a user, refer to [“Associating Auto Attendant Profiles”](#) in the *Cisco CallManager Administration Guide*.

Cisco CallManager Extension Mobility Profiles

Use Cisco CallManager Extension Mobility to configure a Cisco IP Phone to appear temporarily as a user phone. The user can log in to a phone, and the user extension mobility profile (including line and speed-dial numbers) resides on the phone. This feature applies primarily in environments where users are not permanently assigned to physical phones.

User device profiles and device profile defaults support the Cisco CallManager Extension Mobility feature. The user device profile includes the following information:

- Device Profile Information—Includes Device Type, User Device Profile Name, Description, User Hold Audio Source, and User Locale.
- Phone Button Information—Includes Phone Button Template for the device type.
- Softkey Template Information—Includes list of available softkey templates.

- Expansion Module Information—Includes Cisco IP Phone add-on modules such as the Model 7914 Expansion Module.
- Multilevel Precedence and Preemption Information—Includes MLPP domain, indication, and preemption settings.
- Logged-Out Default Profile Information—Includes Log In User ID

An authentication scheme authenticates the user. The workflow engine sends an XML string through an HTTP post request to the Login Service. The string contains the following items:

- User name and password of the login application
- Device name that is based on the MAC address of the device on which the user wants their profile to reside

A dialog prompt appears on the device of the user.

For more information on Cisco CallManager Extension Mobility, refer to [Cisco CallManager Extension Mobility](#) in the *Cisco CallManager Features and Services Guide*.

Cisco IP SoftPhone Profiles

You can associate a device (line) to a user as a Cisco IP SoftPhone. This enables users to use their desktop PC to place and receive telephone calls and to control an IP telephone.

For information on how to associate a line to a user as a Cisco IP SoftPhone, refer to “[Associating Cisco IP SoftPhone Profiles](#)” in the *Cisco CallManager Administration Guide*. For more information on Cisco IP SoftPhone, refer to the *Cisco IP SoftPhone Administrator Guide*.

Global Directory Search Tips

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.

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

Refer to the [“Searching the Global Directory”](#) section of the *Cisco CallManager Administration Guide* for procedures on searching for users and updating information on existing users.

For a description on adding a new user, see the [“User Information”](#) section on [page 17-2](#).

Related Topics:

- [Setting User Search Limits, page 17-7](#)
- [Basic Search, page 17-7](#)
- [Advanced Search, page 17-8](#)

Setting User Search Limits

To limit the search time for accessing users in the corporate directory and to reduce overhead for Cisco CallManager, set two enterprise parameters. The parameters apply to the user search from the Cisco CallManager User window and from the Cisco IP Phone directories button.

- **Enable All User Search**—This parameter specifies True by default. The False setting requires that a user search the corporate directory by entering search criteria (e.g., first name, last name, DN).
- **User Search Limit**—By default, this parameter specifies 64 search results at a time (the range is 1 to 64 search results). This parameter remains invalid if the Enable All User Search parameter is set to False and no search criteria is set.

Searches are limited to 64 results and are random. If the directory contains more than 64 records, a message displays stating that the search exceeded the search limit and the user must specify more specific search criteria.

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 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 that are separated by spaces, the search will look for matches of any of the substrings in any of the three search fields.

Advanced Search

The Advanced User Search utility has a built-in Boolean logic to perform more complex searches. You can enter search criteria by using the following fields:

- First Name
- Last Name
- User ID
- Department

If you enter two or more names or substrings that are 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 all 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.

**Tip**

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").

Managing User Directory Configuration Checklist

[Table 17-1](#) lists the general steps and guidelines for managing user directory information.

Table 17-1 *User Directory Configuration Checklist*

Configuration Steps		Related procedures and topics
Step 1	Search for user in the Global Directory.	Searching the Global Directory , <i>Cisco CallManager Administration Guide</i>
Step 2	Add user.	Adding a New User , <i>Cisco CallManager Administration Guide</i>
Step 3	Configure the application profiles.	Adding a New User , <i>Cisco CallManager Administration Guide</i> Device Profile Configuration , <i>Cisco CallManager Administration Guide</i>

Table 17-1 User Directory Configuration Checklist (continued)

Configuration Steps	Related procedures and topics
Step 4 Add a Conf button for Ad Hoc or MMConf button for the Meet-Me conference to the phone templates, if needed. You only need to do this for Cisco IP Phone 12 SP, 12 SP+, and 30 VIP phones.	Modifying Phone Button Templates , <i>Cisco CallManager Administration Guide</i>
Step 5 Notify users of the features that they have available for use.	Refer to the phone documentation for instructions on how users access various features on the Cisco IP Phone.

Where to Find More Information

Related Topics

- [Device Profile Configuration](#), *Cisco CallManager Administration Guide*
- [Phone Button Template Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco IP Phone Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco CallManager Attendant Console Configuration](#), *Cisco CallManager Administration Guide*
- [Conference Bridge Configuration](#), *Cisco CallManager Administration Guide*

Additional Cisco Documentation

- *Cisco IP SoftPhone Administrator Guide*
- *Cisco IP SoftPhone User Guide*
- *Cisco CallManager Features and Services Guide*
- Cisco IP Phone user documentation and release notes (all models)