



Multilevel Administration Configuration

Multilevel Administration (MLA) allows users with full access to configure different levels of administration access for Cisco CallManager administrators. Users with full access configure functional groups, user groups, and access privileges for user groups. In general, full-access users configure the access of other users to Cisco CallManager Administration.

Three levels of access exist: full access, read-only access, and no access. These differ as follows:

- Users with full access can view and modify the Cisco CallManager Administration windows that belong to the functional groups to which the user's user group has full access.
- A user with read-only access can view the Cisco CallManager Administration windows that belong to the functional groups to which the user's user group has read-only access. A user with read-only access cannot, however, make any changes on the administration windows to which the user has only read-only access. For a user with read-only access, Cisco CallManager grays out all buttons and disables icons that modify Cisco CallManager configuration information.
- A user with no access can neither view nor change the Cisco CallManager Administration windows that belong to the functional groups to which the user's user group has no access.

Use the following topics to configure MLA:

- [Enabling MLA, page 69-2](#)
- [Functional Groups, page 69-3](#)
- [User Groups, page 69-6](#)
- [User Group Privileges, page 69-12](#)
- [Configuring MLA Enterprise Parameters, page 69-15](#)
- [Exiting MLA, page 69-16](#)

Related Topics

- [Functional Groups, Cisco CallManager System Guide](#)
- [User Groups, Cisco CallManager System Guide](#)
- [User Group Access Privileges, Cisco CallManager System Guide](#)

Enabling MLA

This section describes how to enable MLA in Cisco CallManager Administration prior to performing MLA configuration.

Procedure

- Step 1** After Cisco CallManager Administration has been installed, use the following URLs to access Cisco CallManager Administration and Cisco CallManager Serviceability:
- <http://<CCMServer>/ccmadmin>
- where <CCMServer> specifies the IP address or name of the Cisco CallManager server.
- Step 2** Choose **User > Access Rights > Configure MLA Parameters**.
- The MLA Enterprise Parameter Configuration window displays.
- Step 3** To change the Enable MultiLevelAdmin enterprise parameter, click the drop-down list box on the right and select **True**.
- Step 4** Enter a new password at the prompt “New password for CCMAdministrator” and re-enter the password at the prompt “Confirm password for CCMAdministrator”.

Step 5 Click **Update**.

A message informs you that you must restart the web server in all Cisco CallManager systems in the cluster for the change to take effect.

Related Topics

- [Login Authentication](#), *Cisco CallManager System Guide*
- [Functional Groups](#), page 69-3
- [User Groups](#), page 69-6
- [User Group Privileges](#), page 69-12
- [Configuring MLA Enterprise Parameters](#), page 69-15
- [Exiting MLA](#), page 69-16

Functional Groups

Functional groups comprise groups of Cisco CallManager Administration windows. Typically, each major menu item of Cisco CallManager Administration makes up a standard (default) functional group. You may, however, create custom functional groups that consist of Cisco CallManager Administration windows. The following topics describe adding, updating, and deleting functional groups:

- [Adding a Functional Group](#), page 69-4
- [Updating a Functional Group](#), page 69-4
- [Deleting a Functional Group](#), page 69-5

Related Topics

- [Functional Groups](#), *Cisco CallManager System Guide*
- [Enabling MLA](#), page 69-2
- [User Groups](#), page 69-6
- [User Group Privileges](#), page 69-12
- [Configuring MLA Enterprise Parameters](#), page 69-15
- [Exiting MLA](#), page 69-16

Adding a Functional Group

This section describes how to add a functional group to Cisco CallManager Administration.

Procedure

Step 1 Choose **User > Access Rights > Functional Group**.

The Functional Group Configuration window displays.

Step 2 In the Functional Group Name field, enter the name of a new functional group.

Step 3 Click the check box next to the menu(s) that you want to include in the new functional group.

By default, all submenu windows that are related to a menu item get selected when you click on a menu item.

Step 4 To remove a particular submenu window, click the check box next to the submenu item that you want to exclude from the new functional group.

Step 5 Click **Insert**.

The name of the functional group that you added displays in alphabetical order in the Functional Groups list at left.

Related Topics

- [Updating a Functional Group, page 69-4](#)
- [Deleting a Functional Group, page 69-5](#)
- [User Groups, page 69-6](#)
- [User Group Privileges, page 69-12](#)
- [Functional Groups, *Cisco CallManager System Guide*](#)

Updating a Functional Group

This section describes how to update a functional group in Cisco CallManager Administration.

Procedure

Step 1 Choose **User > Access Rights > Functional Group**.

The Functional Group Configuration window displays.

Step 2 In the list of Functional Groups at left, click the name of the functional group that you want to update.



Note You cannot update nor delete a standard functional group.

The functional group that you chose displays.

Step 3 Click the check box next to the menu(s) or submenu(s) that you want to update in the functional group that you chose.

Step 4 Click **Update**.

Related Topics

- [Adding a Functional Group, page 69-4](#)
- [Deleting a Functional Group, page 69-5](#)
- [User Groups, page 69-6](#)
- [Functional Groups, page 69-3](#)
- [Functional Groups, Cisco CallManager System Guide](#)

Deleting a Functional Group

This section describes how to delete a functional group in Cisco CallManager Administration.

Procedure

Step 1 Choose **User > Access Rights > Functional Group**.

The Functional Group Configuration window displays.

Step 2 In the list of Functional Groups at left, click the name of the functional group that you want to delete.



Note You cannot delete a standard functional group.

The functional group that you chose displays.

Step 3 Click **Delete**.

You receive a message that asks you to confirm the deletion.

Step 4 Click **OK**.

The window refreshes, and the functional group that you deleted no longer displays in the Functional Groups list at left.

Related Topics

- [Adding a Functional Group, page 69-4](#)
- [Updating a Functional Group, page 69-4](#)
- [User Groups, page 69-6](#)
- [User Group Privileges, page 69-12](#)
- [Functional Groups, Cisco CallManager System Guide](#)

User Groups

User groups comprise lists of directory users. A user may belong to multiple user groups. After you add a user group, you then add users to a user group. You can then proceed to assign privileges to a user group. If a user belongs to multiple user groups, the MLA permission enterprise parameter determines the effective privilege of the user.

The following topics describe adding and deleting user groups and adding and deleting users to (from) user groups:

- [Adding a User Group, page 69-7](#)
- [Deleting a User Group, page 69-8](#)

- [Adding Users to a User Group](#), page 69-9
- [Deleting Users from a User Group](#), page 69-11

Related Topics

- [User Groups](#), *Cisco CallManager System Guide*
- [Enabling MLA](#), page 69-2
- [Functional Groups](#), page 69-3
- [User Group Privileges](#), page 69-12
- [Configuring MLA Enterprise Parameters](#), page 69-15
- [Exiting MLA](#), page 69-16

Adding a User Group

This section describes how to add a user group to Cisco CallManager Administration.

Procedure

-
- Step 1** Choose **User > Access Rights > User Group**.
- The User Group Configuration window displays.
- Step 2** In the User Group Name field, enter the name of a new user group.
- Step 3** Click **Insert**.
- The name of the user group that you added displays in alphabetical order in the User Groups list at left.
- Step 4** Proceed to add users to this user group. See [Adding Users to a User Group](#), page 69-9.
- Step 5** Proceed to assign privileges to the user group. See [Assigning Privileges to a User Group](#), page 69-12.
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Related Topics

- [User Groups](#), *Cisco CallManager System Guide*
- [Adding Users to a User Group](#), page 69-9
- [Deleting a User Group](#), page 69-8
- [Functional Groups](#), page 69-3
- [User Group Privileges](#), page 69-12

Deleting a User Group

This section describes how to delete a user group from Cisco CallManager Administration. Use the following procedure to delete a user group entirely. If you want to delete only certain users from a user group, see [Deleting Users from a User Group](#), page 69-11.

Procedure

Step 1 Choose **User > Access Rights > User Group**.

The User Group Configuration window displays.

Step 2 In the list of User Groups at left, click the name of the user group that you want to delete.

The user group that you chose displays. The list shows the users in this user group in alphabetical order.

Step 3 If you want to delete the group entirely, click **Delete Group**.

Related Topics

- [User Groups](#), *Cisco CallManager System Guide*
- [Adding a User Group](#), page 69-7
- [Deleting Users from a User Group](#), page 69-11
- [Functional Groups](#), page 69-3
- [User Group Privileges](#), page 69-12

Adding Users to a User Group

This section describes how to add users to a user group in Cisco CallManager Administration.

**Note**

The following configuration must take place for users that were added outside Cisco Unified CallManager through direct addition of the user to Active Directory (AD) that is integrated with Cisco Unified CallManager:

When you add a user to a user group, you must first use Cisco Unified CallManager to associate the user with a device, or you must configure at least one of the user's attributes in Cisco Unified CallManager. (This configuration is not necessary for users that were added within Cisco Unified CallManager.)

The following error results if you do not follow the preceding configuration for directly added Active Directory users:

```
Error Number: -1005
Description: User or User Profile doesn't exist or user profile
attribute not set for the user <username>
```

Procedure

-
- Step 1** Choose **User > Access Rights > User Group**.
The User Group Configuration window displays.
- Step 2** In the list of User Groups at left, click the name of the user group to which you want to add users.

The user group that you chose displays. The list shows the users that currently belong to the user group that is listed under Users in the group.
- Step 3** Click **Add a User to Group**.
The User Group Configuration window displays.

Step 4 In the User Search field, enter a user name and click **Search**.



Note You can perform the search for users in a variety of ways. You can enter the first name, last name, or user ID of a user. Alternatively, you can leave the field blank, which results in display of all users.

If the user that you specified is found in the database, the user's record displays. If the list display contains too many users, click **Refine Search** to narrow the search by repeating this step.

Step 5 In the list of search results, click the check box next to the users that you want to add to this user group. If the list comprises multiple windows, use the links at the bottom to see more results.

Step 6 Click **Add Selected**.

The User Group Configuration window redisplay with the users that you added now listed in the Users in the group list.



Note After you add a user, you can view the user's privileges by clicking the key icon next to the user's name.

Related Topics

- [User Groups, Cisco CallManager System Guide](#)
- [Deleting Users from a User Group, page 69-11](#)
- [Adding a User Group, page 69-7](#)
- [Deleting a User Group, page 69-8](#)
- [Functional Groups, page 69-3](#)
- [User Group Privileges, page 69-12](#)

Deleting Users from a User Group

This section describes how to delete users from a user group in Cisco CallManager Administration.

Procedure

- Step 1** Choose **User > Access Rights > User Group**.
- The User Group Configuration window displays.
- Step 2** In the list of User Groups at left, click the name of the user group from which you want to delete users.
- The user group that you chose displays. The list shows the users that currently belong to the user group in a list under Users in the group.
- Step 3** Click the check boxes next to the names of the users that you want to delete from this user group.
- Step 4** Click **Delete Selected**.
- A confirmation message asks you to confirm the deletion.
- Step 5** Click **OK**.
- The User Group redisplay with the deleted users removed from the Users in the group list.
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Related Topics

- [User Groups](#), *Cisco CallManager System Guide*
- [Adding Users to a User Group](#), page 69-9
- [Adding a User Group](#), page 69-7
- [Deleting a User Group](#), page 69-8
- [Functional Groups](#), page 69-3
- [User Group Privileges](#), page 69-12

User Group Privileges

Users with full access can assign privileges to user groups for access to functional groups.

Use the following topics to assign privileges to user groups:

- [Assigning Privileges to a User Group, page 69-12](#)
- [Viewing the Privileges Report, page 69-13](#)
- [Viewing a User's Privileges, page 69-14](#)

Related Topics

- [User Group Access Privileges, Cisco CallManager System Guide](#)
- [Enabling MLA, page 69-2](#)
- [Functional Groups, page 69-3](#)
- [User Groups, page 69-6](#)
- [Configuring MLA Enterprise Parameters, page 69-15](#)
- [Exiting MLA, page 69-16](#)

Assigning Privileges to a User Group

This section describes how to assign privileges to a user group in Cisco CallManager Administration.

Procedure

Step 1 Choose **User > Access Rights > Assigning Privileges to User Group**.

The Assign Privileges to User Group window displays.

Step 2 Click the name of the user group to which you want to assign privileges.

For the user group that you chose, the list of associated functional groups displays. For each functional group, an access privilege displays.

Step 3 For each functional group, choose the privilege level that you want to assign to users in this user group. Choose one of the following choices from the drop-down list: No Access, Read Only, or Full Access.

Step 4 Click **Update**.

Related Topics

- [User Group Access Privileges, Cisco CallManager System Guide](#)
- [Viewing the Privileges Report, page 69-13](#)
- [Functional Groups, page 69-3](#)
- [User Groups, page 69-6](#)

Viewing the Privileges Report

This section describes how to view the privileges report. The privileges report shows the privileges that are assigned to all user groups for each functional group. The report displays user groups in rows that form the left column of the report. The various functional groups form the report columns. User groups display alphabetically from top to bottom. Functional groups display alphabetically from left to right.

Use the following procedure to view the privileges report.

Procedure

Step 1 Choose **User > Access Rights > Assigning Privileges to User Group**.

The Assign Privileges to User Group window displays.

Step 2 Click **View Privileges Report**.

The Privileges Report window displays.

Step 3 To return to assigning privileges, click **Back to Assign Privileges**.

Related Topics

- [User Group Access Privileges](#), *Cisco CallManager System Guide*
- [Assigning Privileges to a User Group](#), page 69-12
- [Functional Groups](#), page 69-3
- [User Groups](#), page 69-6

Viewing a User's Privileges

This section describes how to view the privileges that are assigned to a user. Use the following procedure to view the privileges that are assigned to a user.

Procedure

-
- Step 1** Choose **User > Access Rights > User Group**.
- The User Group Configuration window displays.
- Step 2** In the list of User Groups at left, click the name of the user group to which the user whose privileges you want to view belongs.
- The User Group that you chose displays. The list shows the users in this user group.
- Step 3** Click the key icon next to the user whose privileges you want to view.
- The privilege report of the user displays.
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Related Topics

- [User Group Access Privileges](#), *Cisco CallManager System Guide*
- [Assigning Privileges to a User Group](#), page 69-12
- [Functional Groups](#), page 69-3
- [User Groups](#), page 69-6

Configuring MLA Enterprise Parameters

Users with full access can configure multilevel administration access enterprise parameters. This section describes how to configure MLA enterprise parameters.

**Note**

After running the Cisco Customer Directory Configuration Plugin, you must configure the MLA to move all users and user groups to the new directory. For more information, refer to *Installing the Cisco Customer Directory Configuration Plugin for Cisco CallManager Release 4.2*.

Procedure

-
- Step 1** Choose **User > Access Rights > Configure MLA Parameters**.
The Configure MLA Parameters window displays.
 - Step 2** To change the User Group Base enterprise parameter, enter the value for User Group Base.
 - Step 3** To change the Administrative User Base enterprise parameter, enter the value for Administrative User Base.
 - Step 4** To change the Debug Level enterprise parameter, choose the value for Debug Level from the drop-down list box.
 - Step 5** To change the Effective Access Privileges For Overlapping User Groups enterprise parameter, choose a value from the drop-down list box.
 - Step 6** To change the Effective Access Privileges For Overlapping Functional Groups enterprise parameter, choose a value from the drop-down list box.
 - Step 7** To change the Enable MultiLevelAdmin enterprise parameter, choose a value from the drop-down list box.
 - Step 8** To change the User Cache Flush Timeout (Minutes) enterprise parameter, choose a value from the drop-down list box.

Step 9 Click **Update**.

**Note**

If you change the value of the Enable MultiLevelAdmin or User Cache Flush Timeout (Minutes) parameter, a message displays that prompts you to restart the web server in all Cisco CallManager systems in the cluster for the change to take effect.

Related Topics

- [Login Authentication](#), *Cisco CallManager System Guide*
- [Enabling MLA](#), page 69-2
- [Functional Groups](#), page 69-3
- [User Groups](#), page 69-6
- [User Group Privileges](#), page 69-12
- [Exiting MLA](#), page 69-16

Exiting MLA

After performing MLA configuration within Cisco CallManager Administration, close your browser to prevent unauthorized users from accessing MLA functions.

Related Topics

- [Enabling MLA](#), page 69-2
- [Functional Groups](#), page 69-3
- [User Groups](#), page 69-6
- [User Group Privileges](#), page 69-12
- [Configuring MLA Enterprise Parameters](#), page 69-15