



Adding a New User

The User Configuration window in Cisco Unified CallManager Administration allows the administrator to add, search, display, and maintain information about Cisco Unified CallManager users. The following topics contain information on managing user directory information:

- [Adding a User, page 67-2](#)
- [Creating a Cisco Unity Voice Mailbox, page 67-3](#)
- [User Configuration Settings, page 67-5](#)
- [Changing a User Password, page 67-9](#)
- [Changing a PIN, page 67-10](#)
- [Configuring Application Profiles, page 67-11](#)
- [Associating Devices to a User, page 67-12](#)
- [Associating Auto Attendant Profiles, page 67-13](#)
- [Associating Cisco Extension Mobility Profiles, page 67-14](#)
- [Associating Cisco IP SoftPhone Profiles, page 67-14](#)
- [Managing User Directory Information, *Cisco Unified CallManager System Guide*](#)
- [Managing User Directory Configuration Checklist, *Cisco Unified CallManager System Guide*](#)



Note You cannot set up or update user passwords from Cisco Unified CallManager Administration when it is integrated with Microsoft Active Directory (AD). For more information, see the *Installing the Cisco Unified CallManager Customer Directory Plugin* publication.

Adding a User

The following procedure provides instructions on adding a user.

Procedure

Step 1 Choose **User > Add a New User**.



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.

Step 2 Enter the appropriate settings as described in [Table 67-1](#).

Step 3 When you have completed the user information, save your changes and add the user by clicking **Insert**.

Next Steps

If you want to associate devices to this user, continue with the “[Associating Devices to a User](#)” procedure.

Related Topics

- [Creating a Cisco Unity Voice Mailbox, page 67-3](#)
- [User Configuration Settings, page 67-5](#)
- [Changing a User Password, page 67-9](#)

- [Changing a PIN](#), page 67-10
- [Configuring Application Profiles](#), page 67-11
- [Associating Devices to a User](#), page 67-12
- [Searching the Global Directory](#), page 68-1
- [Managing User Directory Configuration Checklist](#), *Cisco Unified CallManager System Guide*

Creating a Cisco Unity Voice Mailbox

The Create Voice Mailbox link on the User Configuration window allows administrators to create individual Cisco Unity voice mailboxes from Cisco Unified CallManager Administration.



Note

The Create Voice Mailbox link displays only if the Unity administrator installed and configured the appropriate software. Refer to the *Cisco Unified CallManager 4.2 Integration Guide for Cisco Unity 4.0*.

Before You Begin

- Administrator must configure Cisco Unified CallManager for voice messaging. Refer to [Cisco Unity Configuration Checklist](#) in the *Cisco Unified CallManager System Guide*.
- Administrator must configure Cisco Unity servers. See the Cisco Unity documentation.
- Ensure Cisco Unity Cisco Unified CallManager Integrated Voice Mailbox Configuration is enabled on the Cisco Unity server. Refer to the *Cisco Unified CallManager 4.2 Integration Guide for Cisco Unity 4.0*.
- Ensure Cisco RIS Data Collector service is activated. Refer to the *Cisco Unified CallManager Serviceability System Guide* and the *Cisco Unified CallManager Serviceability Administration Guide*.
- A device must associate with the user before the Create Voice Mailbox link displays. The link displays beside the Primary Extension field.
- Ensure Voice Mail Profile is associated with the Primary Extension Directory Number for the Create Voice Mailbox link displays. See the [“Adding a Directory Number”](#) section on page 59-49.



Note The Directory Number Configuration window also includes the Create Voice Mailbox link.

Procedure

- Step 1** From the User Configuration window, associate a device to the user (see the [“Associating Devices to a User”](#) section on page 67-12).
Check the Primary Extension radio button for the device that is getting associated.
- Step 2** To configure the voice mailbox, click the **Create Voice Mailbox** link.
The Configure Cisco Unity Voice Mailbox dialog box appears.
- Step 3** To configure the fields in the Configure Cisco Unity Voice Mailbox, follow the procedures in the *Cisco Unified CallManager 4.2 Integration Guide for Cisco Unity 4.0*.
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Related Topics

- [Cisco Unity Cisco Unified CallManager Integrated Mailbox Configuration](#), *Cisco Unified CallManager System Guide*
- [Cisco Unity Configuration Checklist](#), *Cisco Unified CallManager System Guide*

User Configuration Settings

Table 67-1 describes the user configuration settings. See the [“Supported Characters in the Directory”](#) section on page 67-8 for additional information.

Table 67-1 User Configuration Settings

Field	Description
First Name	Enter the user first name. You may use the following special characters: =, +, <, >, #, ;, \, , , “”, and blank spaces.
Last Name	Enter the user last name. You may use the following special characters: =, +, <, >, #, ;, \, , , “”, and blank spaces.
UserID	Enter the user identification name. Cisco Unified CallManager does not permit modifying the user ID after it is created. You may use the following special characters: =, +, <, >, #, ;, \, , , “”, and blank spaces.
User Password	Enter five or more alphanumeric or special characters for the user password. You may use the following special characters: =, +, <, >, #, ;, \, , , “”, and blank spaces.
Confirm Password	Enter the user password again.
PIN	Enter five or more numeric characters for the Personal Identification Number.
Confirm PIN	Enter the PIN again.
Telephone Number	Enter the user telephone number. You may use the following special characters: (,), and -.
Manager UserID	Enter the name of the user manager ID. The manager user ID that you enter must already exist in the directory as a user.
Department	Enter the user department information (for example, the department number or name).


Table 67-1 User Configuration Settings (continued)

Field	Description
User Locale	<p>From the drop-down list box, choose the locale that is associated with the user. The user locale identifies a set of detailed information to support users, including language and font.</p> <p>Cisco Unified CallManager uses this locale for extension mobility and the Cisco Unified IP Phone User Options. For Cisco Extension Mobility log on, the locale that is specified here takes precedence over the device and device profile settings. For Cisco Extension Mobility log off, Cisco Unified CallManager uses the user locale that the default device profile specifies.</p> <p>Note If you do not choose a user locale, the locale that is specified in the Cisco CallManager service parameters as Default User Locale applies.</p>
Enable CTI Application Use	<p>To configure users, so they can use Computer Telephony Integration (CTI) applications, check the Enable CTI Application Use check box.</p>
Enable CTI Super Provider	<p>Enabling this option allows the associated CTI application to control/monitor any CTI controllable device in the system. Application requirements determine whether this field should be enabled; refer to the corresponding application documentation.</p> <p>Note You must also check the Enable CTI Application check box.</p>
Call Park Retrieval Allowed	<p>Enabling this option allows the associated CTI application to monitor and retrieve calls from Call Park DN. Application requirements determine whether this field should be enabled; refer to the corresponding application documentation.</p>

Table 67-1 User Configuration Settings (continued)

Field	Description
Enable Calling Party Number Modification	Enabling this option allows the associated CTI application to change the calling number when it redirects a call to a destination. The application provides the calling number that is received at the redirect destination. Application requirements determine whether this field should be enabled; refer to the corresponding application documentation. Cisco Emergency Responder (CER) represents one example of an application that requires this option to be enabled.
Associated PC	This field, which is required for Cisco SoftPhone and Cisco Unified CallManager Attendant Console users, displays after the user is added.
Primary Extension	This field displays after the user is added and represents the primary directory number for the user. You choose no primary line when you associate devices to the user. Users can have multiple lines on their phones. If the system is configured for Unity Integration, the Create Voice Mailbox link displays.
Controlled Devices	This field displays after the user is added. After the device is associated, this field displays the description information (for example, the MAC address) that the user controls.
Enable Authentication Proxy Rights	This field, which is required if the authentication proxy rights for a user with Cisco Extension Mobility is enabled, displays after the user is added. If authentication proxy rights capability is enabled, this field displays True; if disabled, this field displays False.

Table 67-1 User Configuration Settings (continued)

Field	Description
Controlled Device Profiles	This field displays after the user is added. This field displays a list of controlled device profiles that are associated with a user who is configured for Cisco Extension Mobility.
View page in	From the drop-down list box, choose the language in the User Configuration window, in which you want the phone to display. This language displays only for the current web session. The next time that you log on, the User Configuration window displays in the default language.
	 <p>Note Download and install the appropriate locale installer to choose the desired language.</p>

Supported Characters in the Directory**Caution**

Using non-ISO-Latin1 characters greater than 127 with DC Directory, Netscape Directory, or Active Directory can cause directory database errors. Cisco CallManager Release 3.3 and above supports all ISO-Latin1 (ISO-8859-1) characters and all non-ISO-Latin1 characters in the range 0-127 with any directory.

Cisco Unified CallManager only supports ISO-Latin1 and ASCII characters in the User Configuration windows in Cisco Unified CallManager Administration.

After you download the locale installer, you can display field names in the User Configuration windows in Cisco Unified CallManager Administration in your chosen language. However, Cisco Unified CallManager only supports ISO-Latin1 (ISO-8859-1) characters and non-ISO-Latin1 characters in the range 0-127 in the fields and in all user accounts and passwords that are needed to access these windows. If a user enters data that is not in the allowed character range, a dialog box displays and states that the user must enter data by using only ISO-Latin1 characters and non-ISO-Latin1 characters in the range 0-127.

Related Topics

- [Adding a User, page 67-2](#)
- [Changing a User Password, page 67-9](#)
- [Changing a PIN, page 67-10](#)
- [Associating Devices to a User, page 67-12](#)
- Password Management Features, *Installing the Cisco Unified CallManager Customer Directory Plugin*

Changing a User Password

Use the following procedure to change a user password for a user in the global directory.

Procedure

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- Step 1** From the global directory, choose the user whose password you want to change as described in the [“Searching the Global Directory” section on page 68-1](#).
The User Configuration window displays with information about the chosen user.
- Step 2** Click the **Change** button next to the User Password field.
The Change Password for dialog box displays.
- Step 3** In the Password field, enter the new password.
- Step 4** In the Confirm Password field, enter the new password again.
- Step 5** Click **Update and Close**.
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**Caution**

If you have an integrated enterprise directory (as opposed to the embedded DC-Directory), you may be able to configure password management features such as periodic password expiration. To prevent disruption of critical access to the system, never configure a password expiration period for the following system users: CCMAdministrator, CCMSysUser, IPMASysUser, and any other system user that any Cisco Unified CallManager application creates and uses. You must set passwords for these users to never expire.

Related Topics

- [Adding a User, page 67-2](#)
- [Changing a PIN, page 67-10](#)
- [Searching the Global Directory, page 68-1](#)
- [Managing User Directory Configuration Checklist, Cisco Unified CallManager System Guide](#)
- [Password Management Features, Installing the Cisco Unified CallManager Customer Directory Plugin](#)

Changing a PIN

Use the following procedure to change the personal identification number (PIN) for a user in the global directory.

Procedure

- Step 1** From the global directory, choose the user whose PIN you want to change as described in the [“Searching the Global Directory” section on page 68-1](#).
The User Configuration window displays with information about the chosen user.
- Step 2** Click the **Change** button next to the PIN field.
The Change PIN for dialog box displays.
- Step 3** In the PIN field, enter the new PIN.

Step 4 In the Confirm PIN field, enter the new PIN again.

Step 5 Click **Update and Close**.

Related Topics

- [Adding a User, page 67-2](#)
- [Changing a User Password, page 67-9](#)
- [Searching the Global Directory, page 68-1](#)

Configuring Application Profiles

After you add a new user, you can configure a profile for each application that is listed in the Application Profiles pane on the left side of the User Configuration window. These profiles allow each user to personalize phone features, Cisco Unified CallManager Assistant, Cisco Extension Mobility, AutoAttendant, and Cisco IP SoftPhone capability.

Before you begin

Make sure that the user is in the database. See the “[Searching the Global Directory](#)” section on [page 68-1](#) for more information.

Related Topics

- [Associating Devices to a User, page 67-12](#)
- [Associating Auto Attendant Profiles, page 67-13](#)
- [Associating Cisco Extension Mobility Profiles, page 67-14](#)
- [Associating Cisco IP SoftPhone Profiles, page 67-14](#)
- [Cisco Unified CallManager Assistant Profiles, *Cisco Unified CallManager System Guide*](#)

Associating Devices to a User

After you have added a user, you can associate devices over which users will have control. Users can control some devices, such as phones. Applications that are identified as users can 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.

**Note**

For devices that are not CTI-controllable, such as H.323 devices, an asterisk (*) displays next to the device icon in the list of available devices. All device association behavior remains identical regardless of the type of device for which the feature is configured.

Before You Begin

To assign devices to a user, you must access the User Configuration window for that user. See the [“Searching the Global Directory” section on page 68-1](#) for information on accessing information on existing users. When the User Configuration window displays, perform the following procedure to assign devices.

Procedure

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- Step 1** In the Application Profiles pane, click **Device Association**.
 - Step 2** Limit the list of available devices by entering the search criteria in the Available Device List Filters section, if desired, and click **Select Devices**.
 - Step 3** Check the check box of one or more devices that you want to associate with the user. You can assign one primary extension from the devices to which the user is assigned by clicking the radio button in the **Primary Ext.** column for that device.
 - Step 4** When you have completed the assignment, click **Update Selected** to assign the devices to the user.
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Related Topics

- [Adding a User, page 67-2](#)
- [Searching the Global Directory, page 68-1](#)

- [Device Association](#), *Cisco Unified CallManager System Guide*
- [Managing User Directory Configuration Checklist](#), *Cisco Unified CallManager System Guide*

Associating Auto Attendant Profiles

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

Before You Begin

To associate an automated attendant profile to a user, you must access the User Information window for that user. See the [“Searching the Global Directory” section on page 68-1](#) for information on accessing information on existing users. When the User Information window displays, perform the following procedure to associate profiles.

Procedure

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- Step 1** In the Application Profiles pane, choose **Auto Attendant**.
- Step 2** In the **Name Dialing** field, enter the attendant name (LastFirstM). For example, for John Quincy Smith, enter SmithJohnQ.
- If a same name or same numerical mapping occurs, a prompt indicates a duplicate key. At this time, you can either change the user name (through nicknames or removal of middle initials) or allow duplicates.
- Step 3** Click **Insert**.
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Related Topics

- [Adding a User](#), page 67-2
- [Searching the Global Directory](#), page 68-1
- [Cisco Unified CallManager Auto Attendant Profiles](#), *Cisco Unified CallManager System Guide*

- [Managing User Directory Configuration Checklist](#), *Cisco Unified CallManager System Guide*

Associating Cisco Extension Mobility Profiles

Use Cisco Extension Mobility to configure a Cisco Unified IP Phone 7940 or Cisco Unified IP Phone 7960 to temporarily display as the phone of a user. The user can log in to a phone, and the extension mobility profile (including line and speed-dial numbers) for the user resides on the phone. This feature applies primarily in environments where users are not permanently assigned to physical phones.

To associate an extension mobility profile to a user, you must access the User Information window for that user. See the [“Searching the Global Directory” section on page 68-1](#) for information on accessing information on existing users. To configure and associate Cisco Extension Mobility for users, refer to the [“Cisco Extension Mobility” chapter in the *Cisco Unified CallManager Features and Services Guide*](#).

Related Topics

- [Adding a User, page 67-2](#)
- [Searching the Global Directory, page 68-1](#)
- [Managing User Directory Configuration Checklist](#), *Cisco Unified CallManager System Guide*
- [Associating a User Device Profile to a User](#), *Cisco Unified CallManager Features and Services Guide*

Associating 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 more information on Cisco IP SoftPhone, refer to the *Cisco IP SoftPhone Administrator Guide*.

Before You Begin

To associate a desktop PC to a user, you must access the User Information window for that user. See the [“Searching the Global Directory” section on page 68-1](#) for information on accessing information on existing users. When the User Information window displays, perform the following procedure to associate the PC.

Procedure

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- Step 1** In the Application Profiles pane, choose **SoftPhone**.
The SoftPhone window displays.
- Step 2** In the **Associated PC** field, enter the IP Address or host name of the desktop PC.



Note You must make an entry in the Associated PC field, which is required for collaboration with Virtual Conference Room.

- Step 3** Click **Insert**.
The User Configuration window displays.



Note To use phone lines in standalone mode, check the Enable CTI Application Use check box.

- Step 4** Click **Update**.
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Related Topics

- [Adding a User, page 67-2](#)
- [Searching the Global Directory, page 68-1](#)
- [Cisco IP SoftPhone Profiles, Cisco Unified CallManager System Guide](#)
- [Managing User Directory Configuration Checklist, Cisco Unified CallManager System Guide](#)

