

Create an End User and Associate to an IP Phone in Cisco Unified Communications Manager

Document ID: 112078

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Introduction

Cisco Unified Communications Manager (CUCM) includes several features that are related to user accounts, which includes end-user features and administrative privileges. CUCM users can be managed with CUCM configuration tools or by the integration of CUCM with a Lightweight Directory Access Protocol Version 3 (LDAPv3) directory. This document describes the types of user accounts used by CUCM and how they can be managed.

Prerequisites

Requirements

Readers of this document need to have knowledge of these topics:

- Cisco Unified Communications Manager (CallManager) 6.x or later administration
- IP Telephony hardware

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified Communications Manager Version 6.x or later
- Cisco 7960 IP telephone

Note: While a Cisco 7960 IP telephone is used for an example in this document, Cisco CallManager is compatible with many IP phones. This document applies to all of them.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

CUCM User Accounts

Several CUCM features require user accounts for authentication purposes. These features include an administrative web page, user web pages, and these applications:

1. Cisco Unified Attendant Console
2. Cisco Unified Extension Mobility
3. Cisco Unified Manager Assistant (CUMA)

There are two types of user accounts in CUCM:

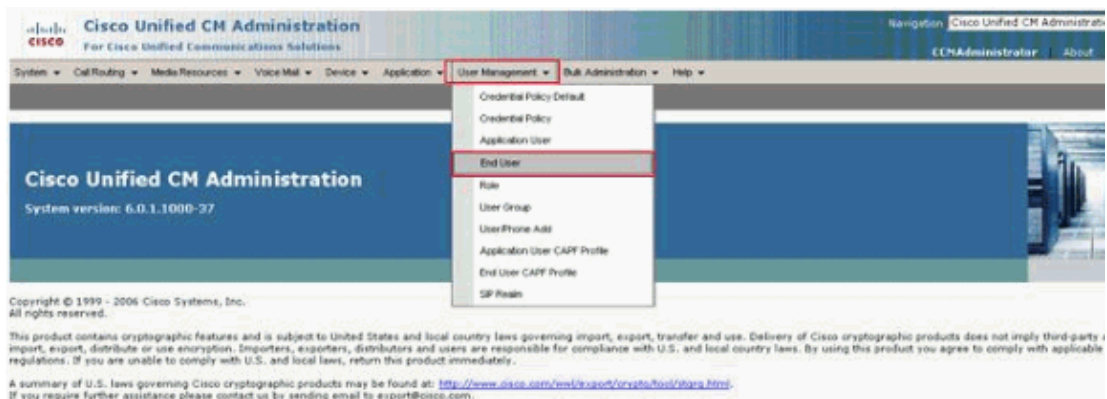
1. **End users** End users are associated with an individual and have an interactive login. End users can have administrative roles based on the user group role configuration.
2. **Application users** Application users are associated with applications such as Cisco Unified Attendant Console, Cisco Unified Contact Center Express (UCCX), or Cisco Unified Manager Assistant. The mentioned applications need to authenticate with CUCM, but application users do not have the ability to interactively log in. Application users are leveraged for internal process–level communications between applications.

Note: This document deals with End users.

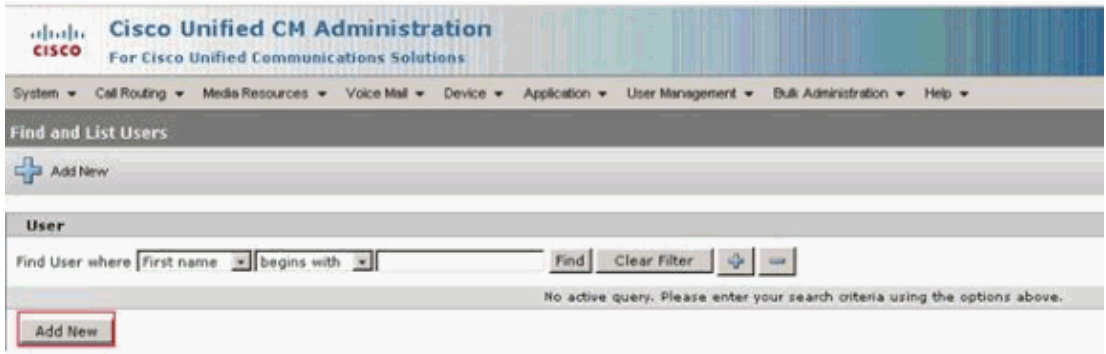
Create an End User Account and Associate to an IP Phone

Complete these steps in order to create a user and associate the user with a Device (IP Phone).

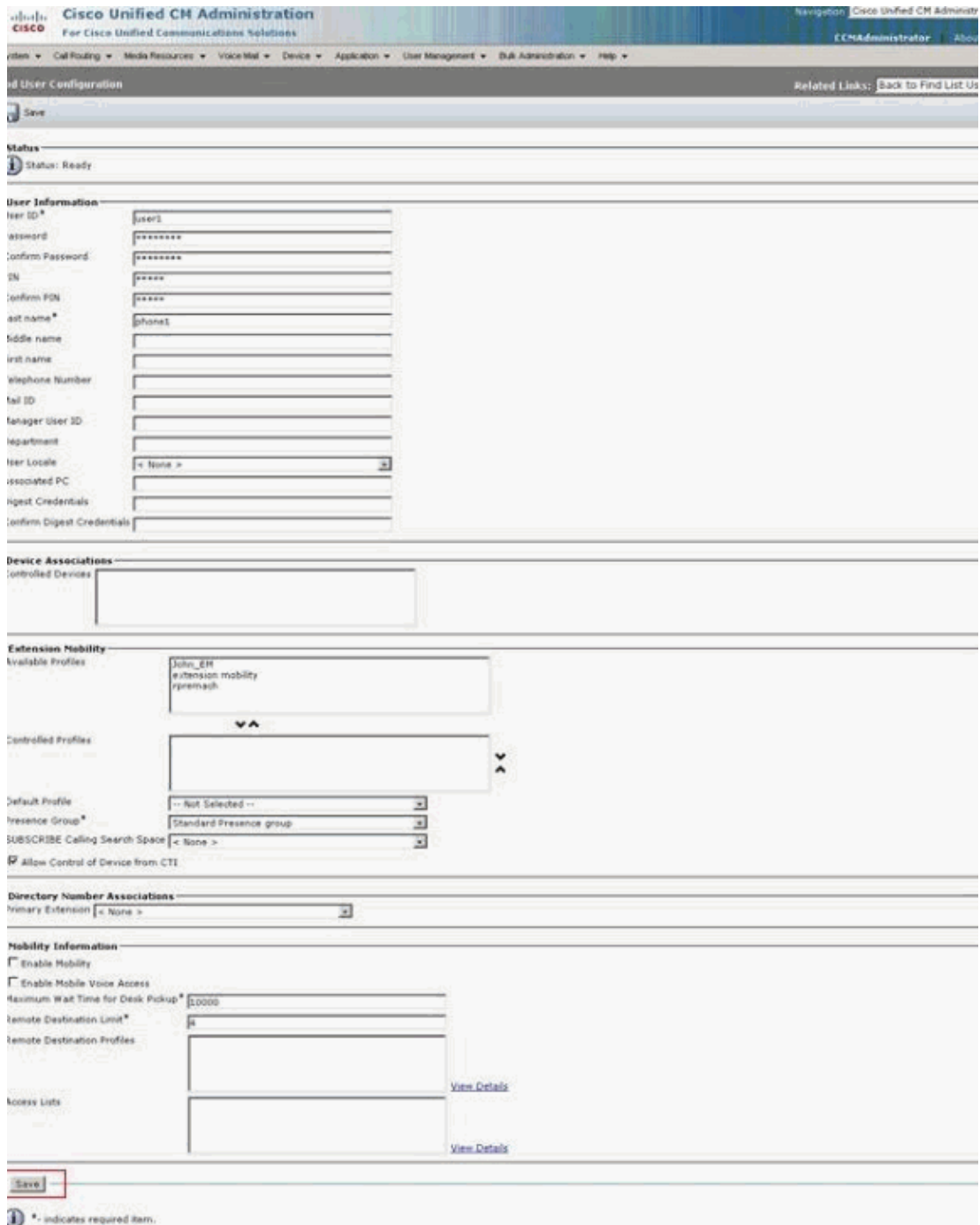
1. Choose **User Management > End User** from the Cisco Unified CM Administration page menu.



2. Click **Add New**.



3. Enter the user information as required on the End User Configuration page, and click **Save** when you are done.



4. Click **Device Association**.

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration > CCNAdministrator > About

System > Call Routing > Media Resources > Voice Mail > Device > Application > User Management > Bulk Administration > Help

End User Configuration Related Links: [Back to Find List](#)

Save Delete Add New

Status
Add successful

User Information

User ID * [Edit Credential](#)

Password [Edit Credential](#)

Confirm Password

FN [Edit Credential](#)

Confirm FN

Last name *

Middle name

First name

Telephone Number

Mail ID

Manager User ID

Department

User Locale

Associated PC

Digest Credentials

Confirm Digest Credentials

Device Associations

Controlled Devices

[Device Association](#)

Extension Mobility

Available Profiles

Controlled Profiles

Default Profile

Presence Group *

SUBSCRIBE Calling Search Space

Allow Control of Device from CTI

Directory Number Associations

Primary Extension

Mobility Information

Enable Mobility

Enable Mobile Voice Access

Maximum Wait Time for Desk Pickup *

Remote Destination Limit *

Remote Destination Profiles

[View Details](#)

Access Lists

[View Details](#)

CAFF Information

Associated CAFF Profiles

[View Details](#)

Permissions Information

Groups

[View Details](#)

[Add to User Group](#)

[Remove from User Group](#)

Roles

[View Details](#)

Save Delete Add New

- On the User Device Association page, click **Find**. This shows a list of IP phones that are registered with the CUCM.

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration > CCNAdministrator > About

System > Call Routing > Media Resources > Voice Mail > Device > Application > User Management > Bulk Administration > Help

User Device Association Related Links: [Back to User](#)

User Device Association

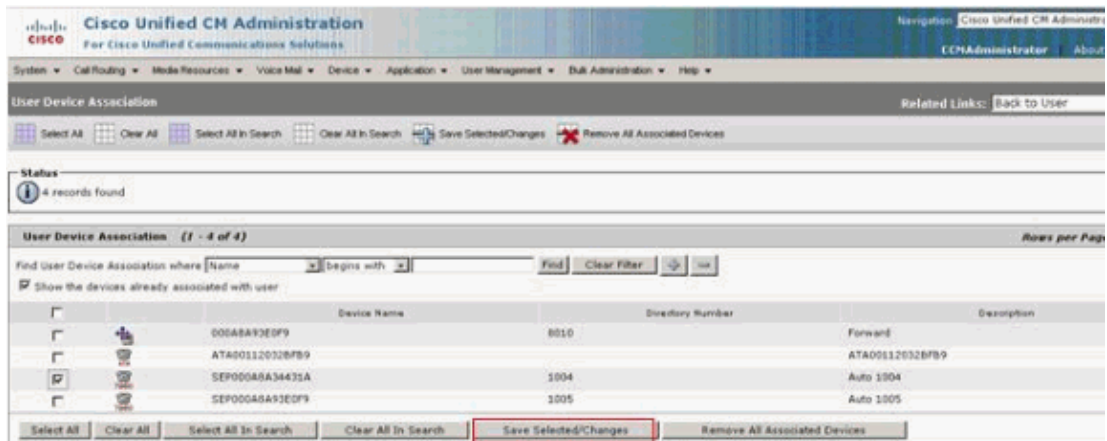
Find User Device Association where begins with [Find](#) [Clear Filter](#)

Show the devices already associated with user

No active query. Please enter your search criteria using the options above.

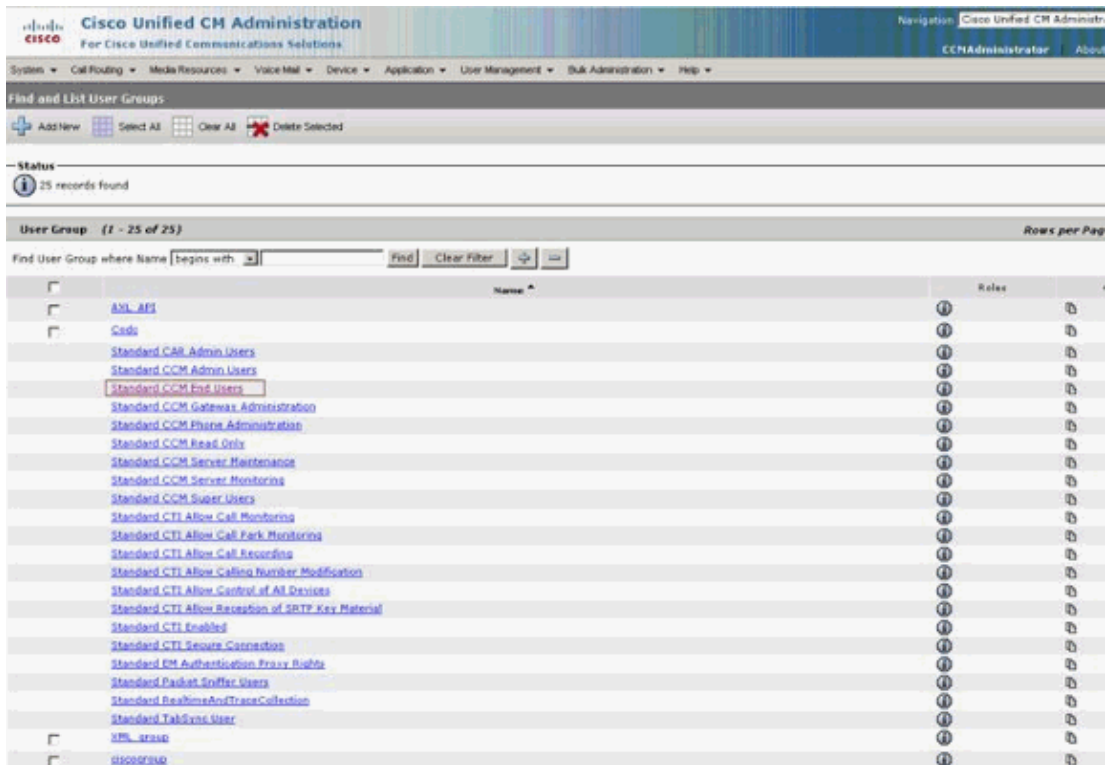
- Mark the check box of the IP phone or phones that you want to associate with the user and click **Save**

Selected/Changes.

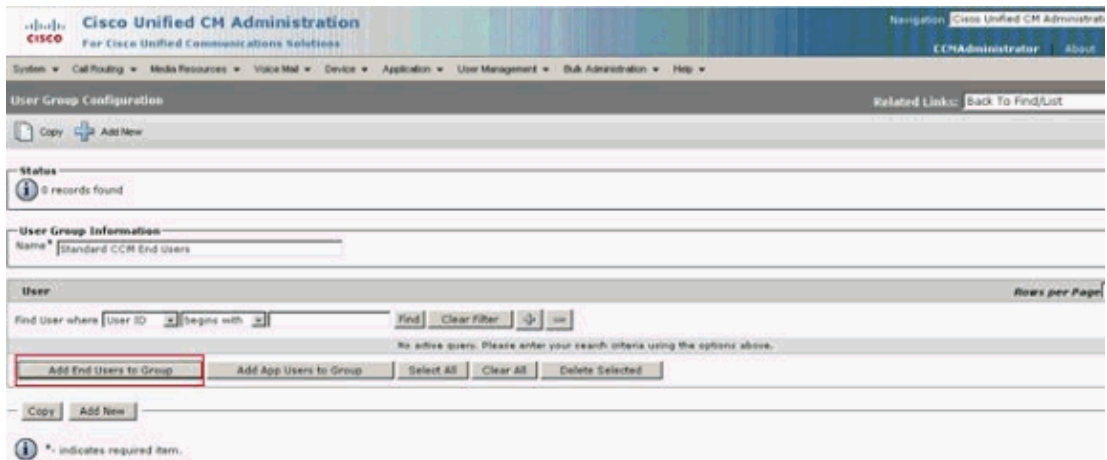


After you complete the previous steps, you can associate an IP Phone that is already registered with the CUCM to a New User. Complete these steps in order to associate the user to the *Standard CCM End Users* group so that the user is able to login to the CUCM.

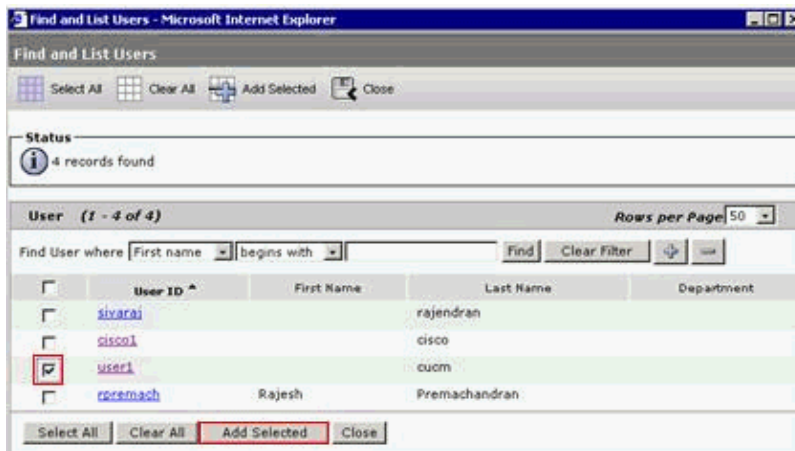
1. Choose **User Management > User Group** from the Cisco Unified CM Administration page menu.
2. Click **Find** on the Find and List User Groups window.
3. Choose and click on **Standard CCM End Users**.



4. Click **Add End Users to Group**.



5. Choose the newly created user *user1* and click **Add Selected**.



Associate New User to Phone and New Phone to User

If you want to create a new user and new phone and associate each other simultaneously, choose **User Management > User/Phone Add** from the Cisco Unified CM Administration page menu. Then this window appears:

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

End User, Phone, DN, and LA Configuration

Save

Status
Status: Ready

User Information

User ID*
Password
Confirm Password
PIN
Confirm PIN
Last name*
Middle name
First name

Device Associations

Product Type* -- Not Selected --
MAC Address*
Calling Search Space DN < None >
Calling Search Space Phone < None >
External Phone Number Mask*
Extension*
Route Partition < None >
Voice Mail Profile < None >
 Enable Extension Mobility

Save

* - indicates required item.

Fill in the details and you can add a new user and phone and associate that new user to the newly added IP phone simultaneously.

Lightweight Directory Access Protocol

LDAPv3 integration allows end users to be synchronized from a centralized database to CUCM. This option proves useful when all the end users already exist in an LDAPv3 database. LDAPv3 user synchronization is available only to end users. CUCM supports two types of LDAPv3 integration, which can be enabled independently of each other:

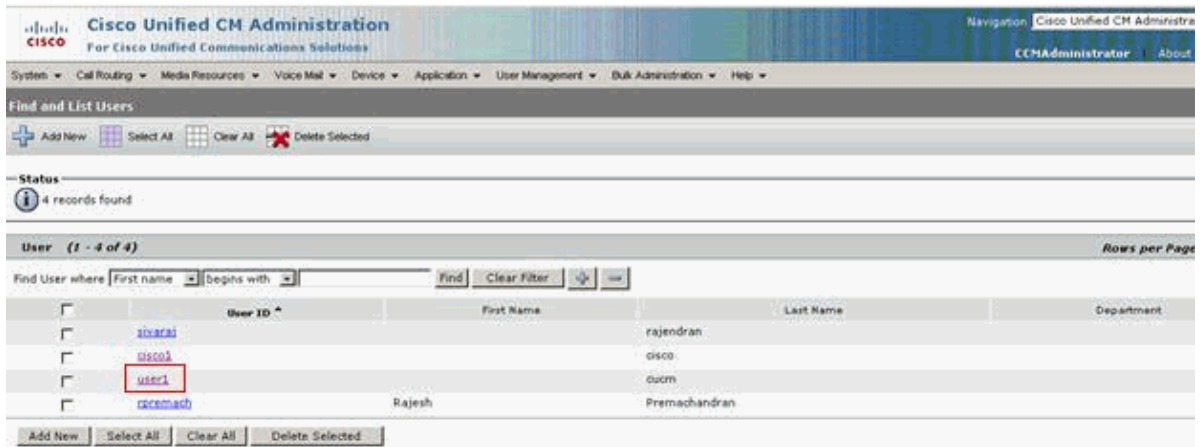
- **LDAPv3 synchronization** Allows user provisioning where personal and organizational data is managed in an LDAPv3 directory and replicated to the Cisco Unified CM IDS database. LDAPv3 synchronization replicates data to the CUCM database. User data cannot be modified from CUCM administration tools when LDAPv3 synchronization is enabled. LDAPv3 authentication passes any authentication requests through the CUCM server to the LDAPv3 server where the user login is authenticated.
- **LDAPv3 authentication** Allows user authentication against an LDAPv3 directory. Passwords are managed in the central LDAPv3 server when LDAPv3 authentication is turned on. LDAPv3 authentication has the benefit of the maintenance of one central password database. CUCM does not replicate the passwords that are configured in the central LDAPv3 database.

Verify

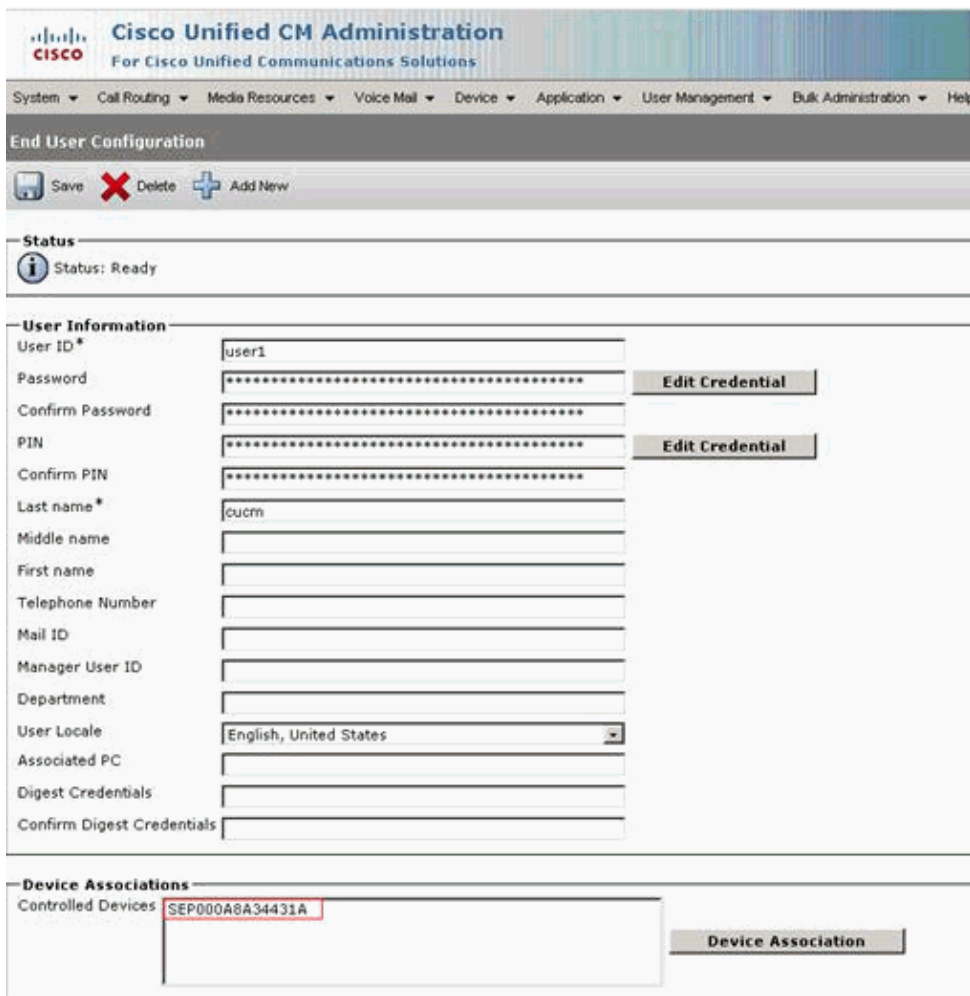
Use this section in order to confirm that your configuration works properly.

Complete these steps in order to verify the device association with the user.

1. Choose **User Management > End User** from the Cisco Unified CM Administration page menu.
2. On the Find and List Users window, which displays a list of users, click **Find**.
3. Click on **User1** user, which you have just created.



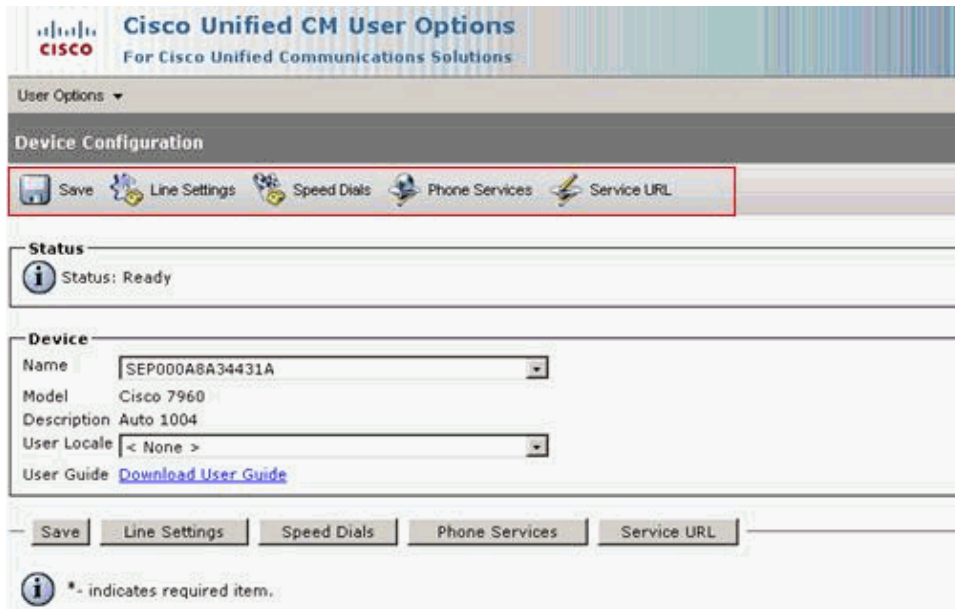
4. A similar window to this screen shot appears. The Device Association field reflects the association that you made with the IP Phone.



5. Go to <https://<IP address of cucm>/ccmuser/> on your browser and login as user1. Use the password that you gave during the creation of the user.



6. From this window you are able to manage what ever features that you want on the IP phone.



You can have a local user created under CUCM and associate it with a IP phone and manage the device (IP Phone).

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- [LDAP Directory Integration](#)
- [Application Users and End Users](#)
- [Technical Support & Documentation – Cisco Systems](#)

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

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