

# How to Configure Basic Reporting Permissions for an LDAP user in CUIC

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## Introduction

This document describes how to configure permissions to a report in Cisco Unified Intelligence Center (CUIC) for a new LDAP user

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- CUIC Reporting
- Lightweight Directory Access Protocol (LDAP)

### Components Used

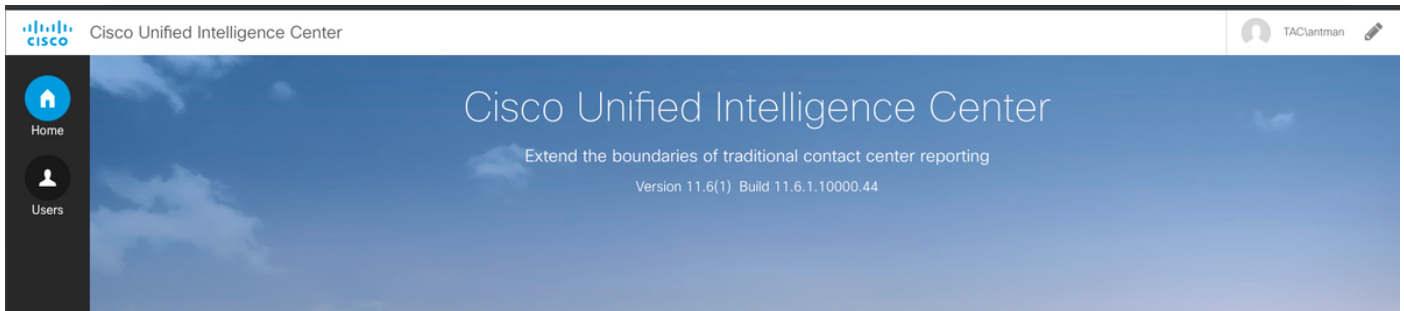
This document is not restricted to specific software and hardware versions.

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, ensure that you understand the potential impact of any command.

## Configure

Step 1. Configure a new user in Active Directory (AD) server that you want to use for reporting purposes.

Step 2. Log in to CUIC as the LDAP user.



Step 3. At first log in, you do not have correct permissions until those are granted by your CUIC Admin user. For reporting, you need to have the **Report Designer** role assigned to you.

User Name: TAClantman

Alias: [Empty]

User is active

First Name: [Empty]

Last Name: [Empty]

Organization: [Empty]

Email: [Empty]

Phone: [Empty]

Description: [Empty] (At most 255 characters)

Time Zone: CST

Start Day Of The Week:  Locale Based (Sunday)  Custom Setting Sunday

SSO Enabled:

Roles:

- Login User
- System Configuration Administrator
- Security Administrator
- Dashboard Designer
- Report Designer
- Report Definition Designer
- Value List Collection Designer

Permissions:

Group	Execute	Write
My Group (AllUsers)	<input type="checkbox"/>	<input type="checkbox"/>
All Users	<input type="checkbox"/>	<input type="checkbox"/>

Step 4. Once the permissions is granted, you notice **Reports** option is now visible.



Step 5. As a LDAP user, it is part of **All Users** permissions group. Any report, which has permissions for **All Users** are available now.

Assigned Group Permissions | Assigned User Permissions

Permissions For: Reports

- Reports
  - Stock
    - TestReport

Set Permissions

Group permissions for selected item		
Group Name	Exec	Write
* Administrators	✓	
AllUsers	✓	

\* indicates the default group.

All Groups

Name contains  Filter Clear

Administrators  
AllUsers

All Users for the selected group

- CUIC\agentproxy
- CUIC\cisco
- TAC\antman

Step 6. You can verify any report which has **All Users** access.

Cisco Unified Intelligence Center

Reports | TestReport

TestReport

Agent Historical All Fields

Choose Filter

Parameters

Date and Time\* (@start\_date - @end\_date)

Date Range: Today

Time Range: All Day (selected) | Custom (12:00:00 AM to 11:59:59 PM)

Agent Names\* (@agent\_list)

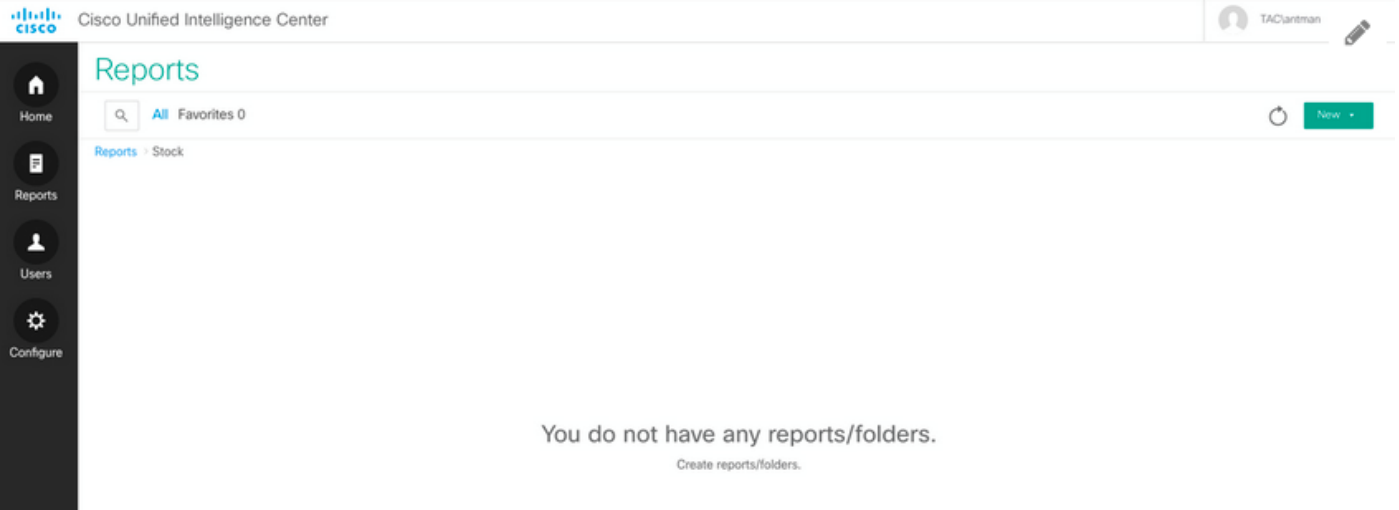
Available: 3 Values

- CUCM\_PG\_1.antman\_antman
- CUCM\_PG\_1.hulk\_hulk
- CUCM\_PG\_1.Stark\_Tony

Selected: 0 Values

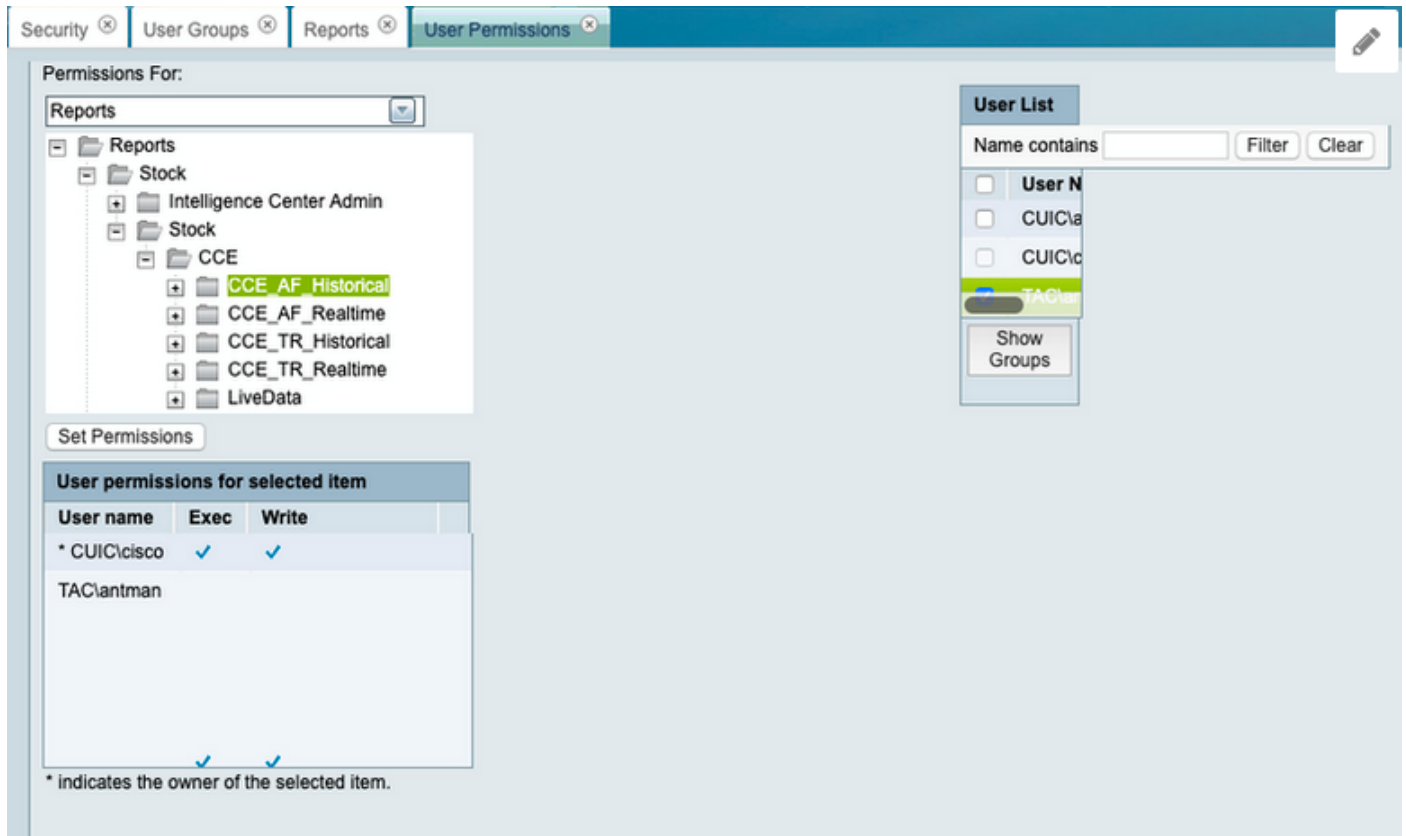
Run

Step 7. The LDAP user does not have access to the Unified Contact Center Enterprise (UCCE) Stock Report yet.



Step 8. Log in with CUIC Admin user and grant permissions accordingly.

From the image, set permissions on **Reports - Stock - CCE - CCE AF Historical**



## Verify

LDAP user now has access to **View** and **Run** the reports in UCCE folder.



# Reports

Search: All Favorites 0

Refresh New

Reports > Stock > Stock > CCE > CCE\_AF\_Historical

Name	Description	Report Definition	Actions
Agent Historical All Fields	Agent Historical All Fields	Agent Historical All Fields	★ ...
Agent Not Ready Detail	Agent Not Ready Detail	Agent Not Ready Detail	★ ...
Agent Precision Queue Historical All Fields	Agent Precision Queue Historical All Fields	Agent Precision Queue Historical All Fields	★ ...
Agent Queue Hourly	Agent Queue Hourly	Agent Queue Hourly	★ ...

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