

# How to Manage Password In Integrated Email Interaction Manager (EIM)

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## Introduction

This document describes how to change EIM's Admin Workstation (AW) database (DB) user or update a password of created user in EIM-Intelligent Contact Management (ICM) integration deployment.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Enterprise (UCCE)
- EIM
- Microsoft Structured Query Language (SQL)

## Components Used

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

- UCCE 9.x, 10.x
- EIM 9.x

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.

## Background Information

Cisco Interaction Manager (CIM) connects to AW database for several reasons. When CIM is integrated with UCCE, AW database user and password is defined. This user is typically sa that exists in SQL server runs on AW/HDS server. Once the integration wizard is completed, it can't be run again.

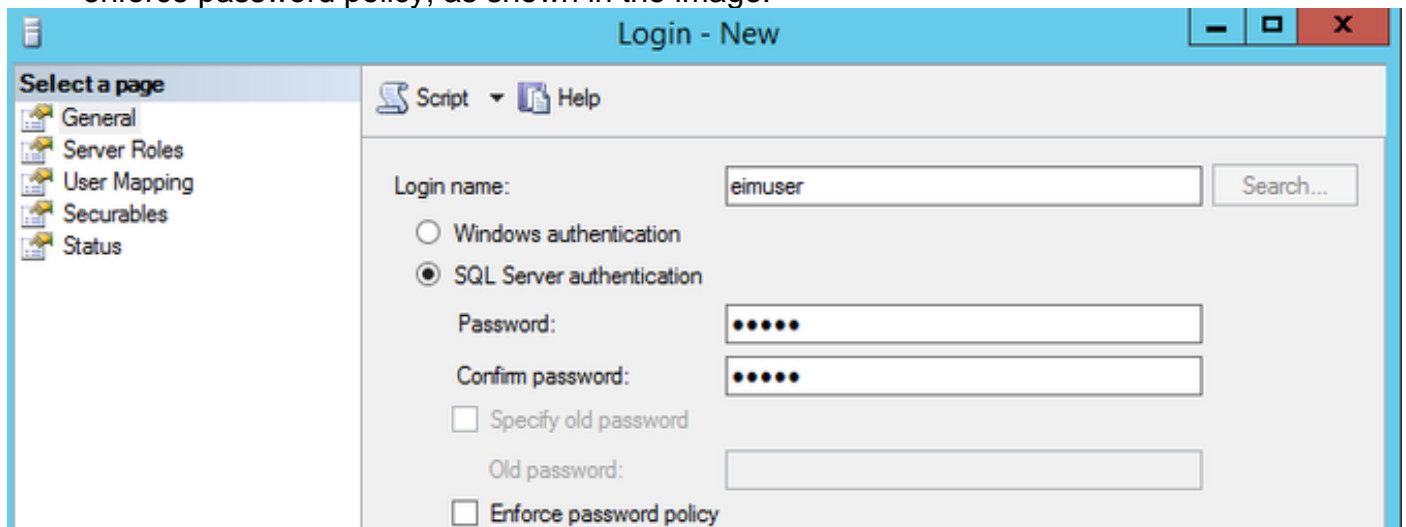
For security reasons, some customers don't allow SQL sa user to be used by applications. In this case, new user is required to replace SQL sa user. This procedure explains how to create a new SQL user on AW/HDS server and replace sa user with new user and update it's password on CIM side.

Similar procedure can be followed to update the password of current user that is not sa user (e.g. eimuser).

## Procedure

Step 1.

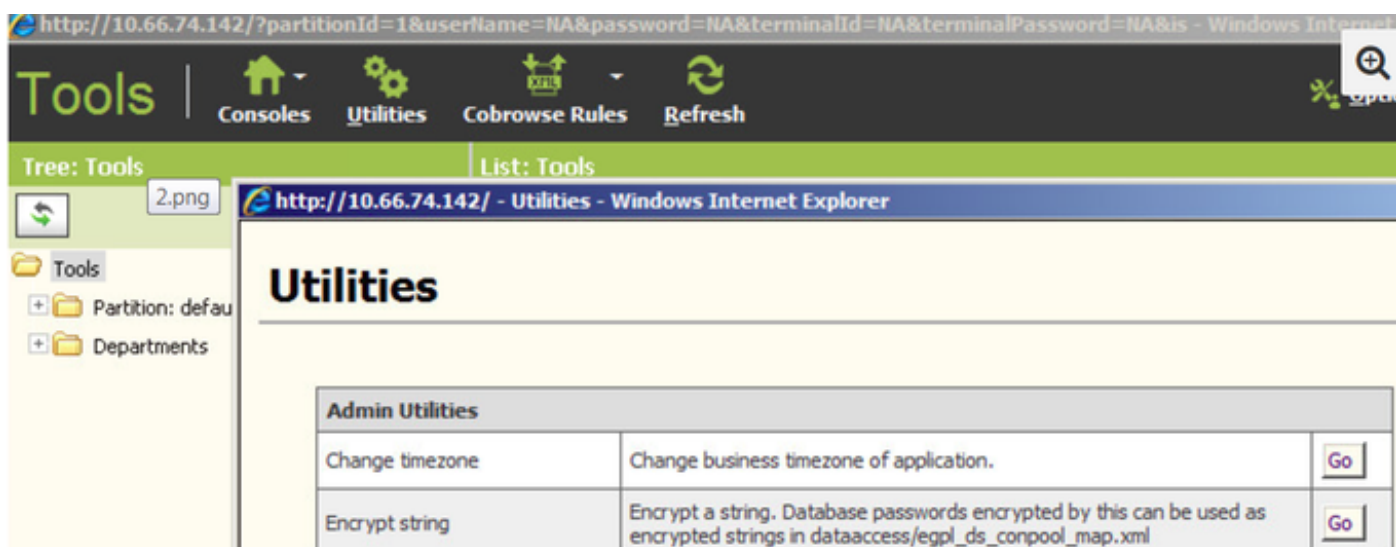
1. **Navigate to** primary AW/HDS and **open** SQL Management Studio.
2. **Expand** Security, right click on Logins and create a new login user.
3. On Login's new screen, select **SQL Server authentication** and type password. **Uncheck** enforce password policy, as shown in the image:



4. On left side pane, click on **user mapping** and check **<instance>\_awdb** and then check **db\_datareader** role.

Step 2. Integration wizard stores the username and password information in egpl\_ds\_connpool\_map.xml. Keep in mind, password is encrypted and can't be modified straight into a file.

1. Log in to EIM console with **pa** and click on tools.
2. Click on **utilities**.
3. Find utility encrypt string and click on **Go**, as shown in the image:



4. Type the password to be encrypted. Remember this is the same password that you configured/updated on AW/HDS SQL for new/existing user in Step1.

Step 3. To update user and password, stop Cisco Service.

1. Take the backup of egpl\_ds\_connpool\_map.xml from all three locations mentioned here.
2. Copy the encrypted string and update in egpl\_ds\_connpool\_map.xml file located at these three locations:
  - <File Server> CIM\Service\installation\dataaccess
  - <File Server> CIM\Service\installation\ear\Service.ear\lib\configurations.zip\dataaccess\
  - <Services Server> CIM\Service\lib\configurations.zip\dataaccess
3. Open egpl\_ds\_connpool\_map.xml file in text editor and search for word awdb.
4. Find active='y' and replace sa with new user and encrypted password for that pool. Again, if user is other than sa already present in file, then only update the password

```

</connpool>
- <connpool name="IPCC_MSSQL_POOL_1" egid="307" active="y">
  <Type egid="3071">basic</Type>
  <CapacityIncrement egid="3072">2</CapacityIncrement>
  <DriverName egid="3073">com.microsoft.sqlserver.jdbc.SQLServerDriver</DriverName>
  <InitialCapacity egid="3074">1</InitialCapacity>
  <MaxCapacity egid="3075">10</MaxCapacity>
  <User egid="3076">sa</User>
  <Password egid="3077">C2A0C38DC2A0C2A6C399C396C2ACC2A6C284C293C296C299</Password>
  <Url egid="3078">jdbc:sqlserver://10.68.44.67:1433;DatabaseName=icm_awddb</Url>
  <Targets egid="3079"/>
  <Vendor egid="30710">MSSQL</Vendor>
  <DriverVendor egid="30711"/>
  <TableName egid="30712">sysindexes</TableName>
</connpool>
- <connpool name="IPCC_MSSQL_POOL_2" egid="308" active="n">
  <Type egid="3081">basic</Type>
  <CapacityIncrement egid="3082">2</CapacityIncrement>
  <DriverName egid="3083">com.microsoft.sqlserver.jdbc.SQLServerDriver</DriverName>
  <InitialCapacity egid="3084">1</InitialCapacity>
  <MaxCapacity egid="3085">10</MaxCapacity>
  <User egid="3086">sa</User>
  <Password egid="3087">C2A0C38DC2A0C2A6C399C396C2ACC2A6C284C293C296C299</Password>
  <Url egid="3088">jdbc:sqlserver://10.68.44.57:1433;DatabaseName=icm_awddb</Url>
  <Targets egid="3089"/>
  <Vendor egid="30810">MSSQL</Vendor>
  <DriverVendor egid="30811"/>
  <TableName egid="30812">sysindexes</TableName>
</connpool>

```

Step 4. Start Cisco Service and verify integration works fine. Create new agent on AW/HDS in configuration manager, map new agent on CIM server and verify if agent login is successful.