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Introduction

This document describes procedure to create a new customised Organizational Unit (

Prerequisites

Requirements

Cisco recommends that you have knowledge

Components Used

The information in this document is based on Cisco Unified call manager 10.5.2.13900-12

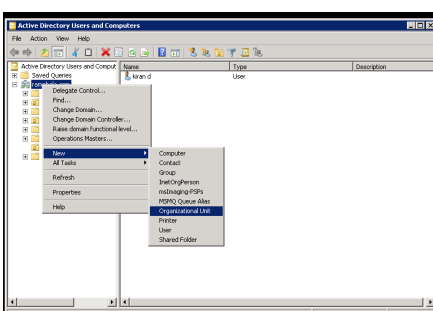
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure

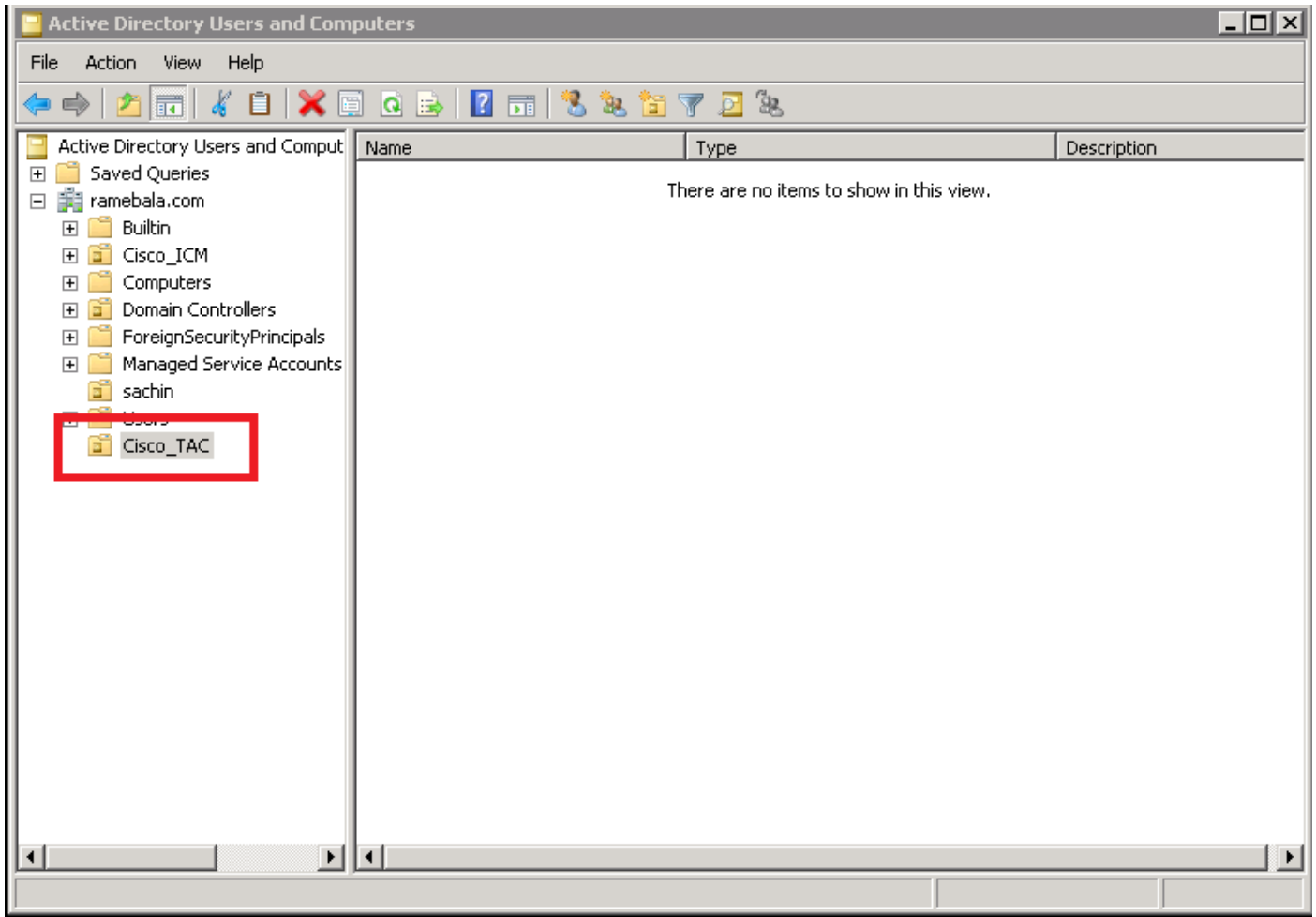
Configuration on AD server

Step 1. Create a new OU.

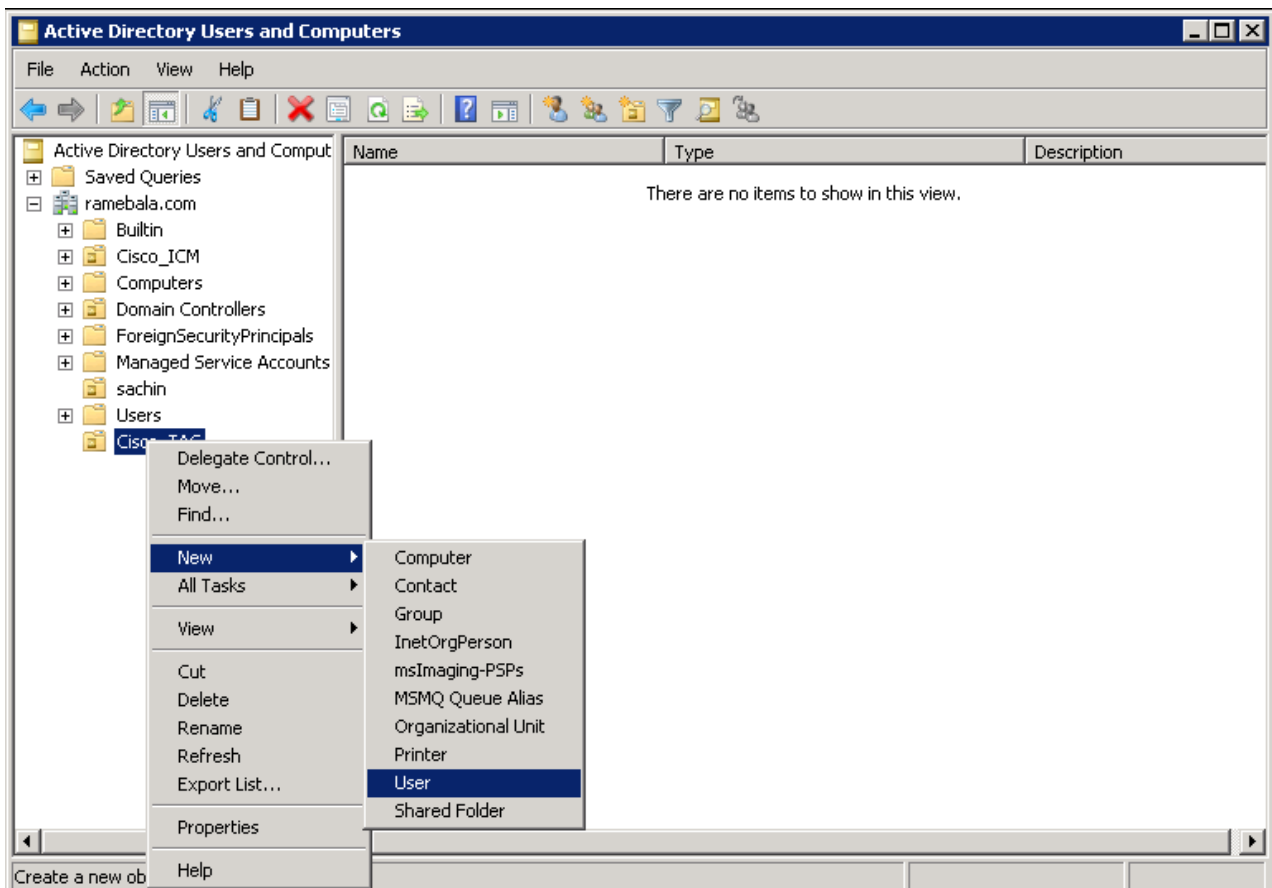
Right Click master OU and select **New > Organizational Unit**.



Step 2. Check the newly created OU. (Here OU=Cisco_TAC)

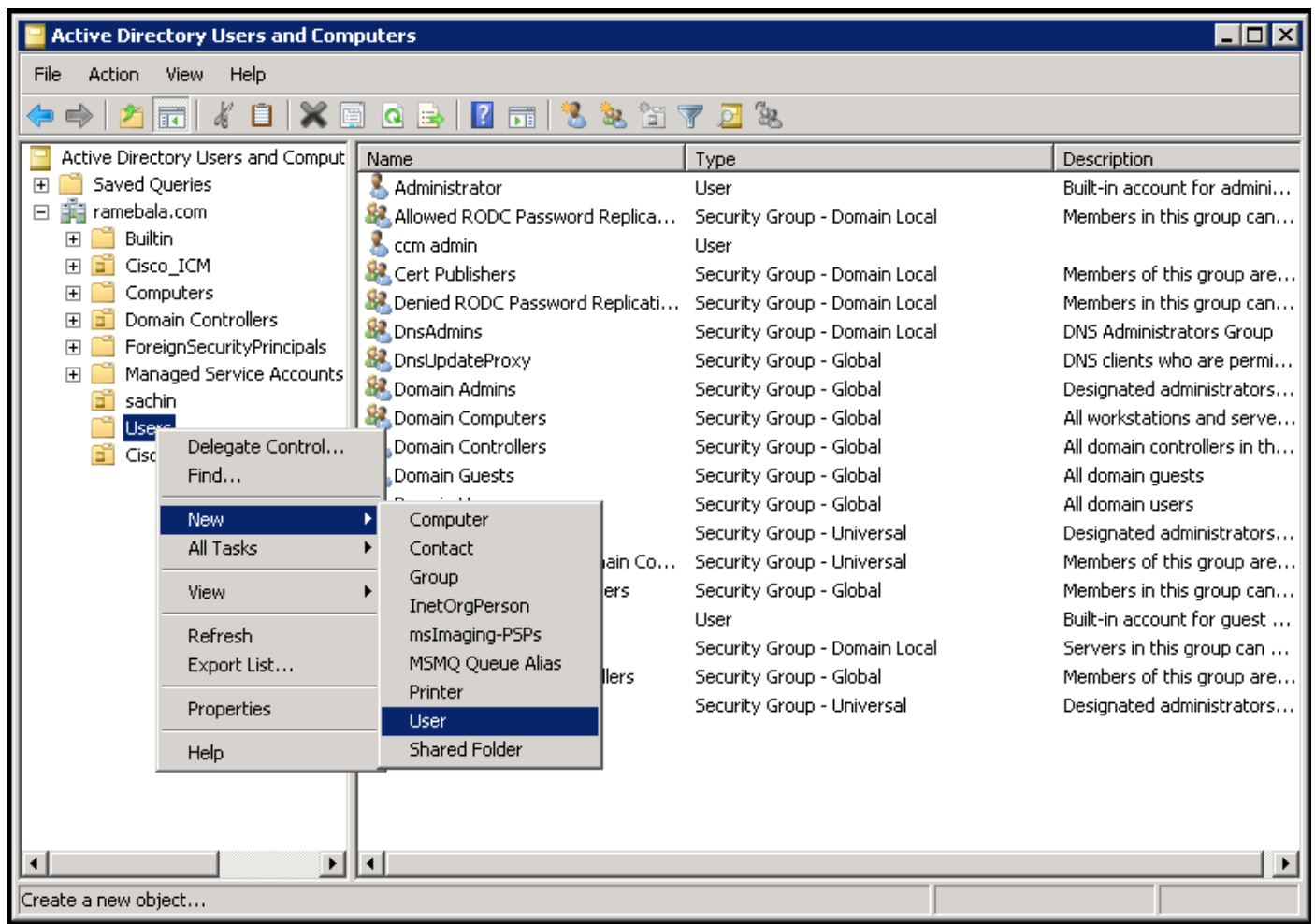


Step 3. Add users in OU.

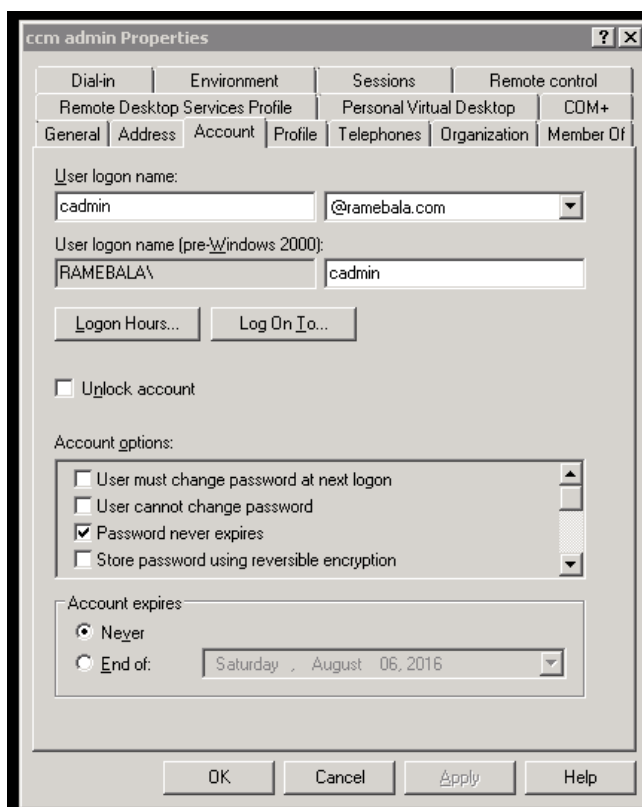


Step 4. Create user who will bridge the gap between AD server and CUCM.

Right click **User > New > User**.

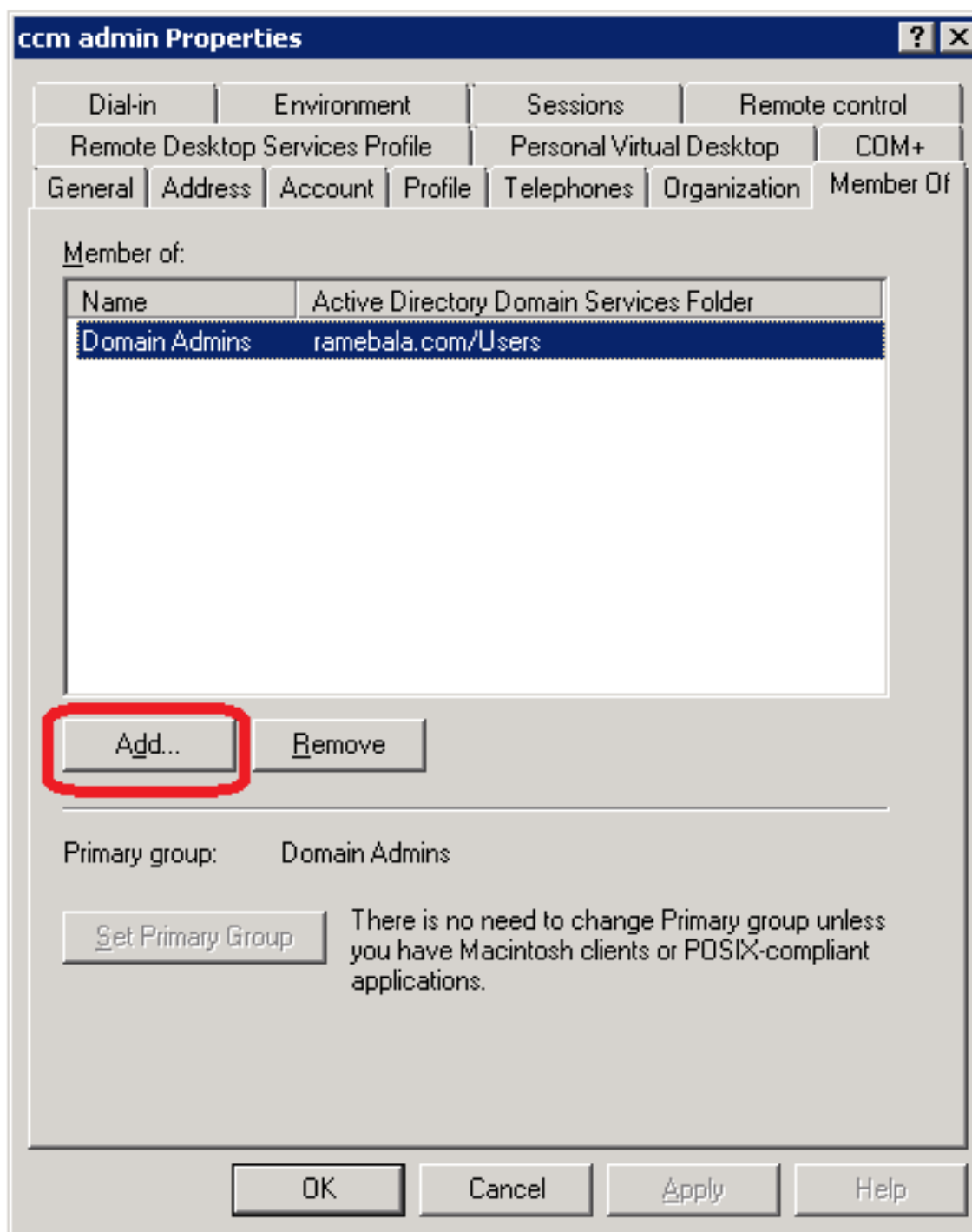


Step 5. New User is created. This user must be a part of **domain admin**.

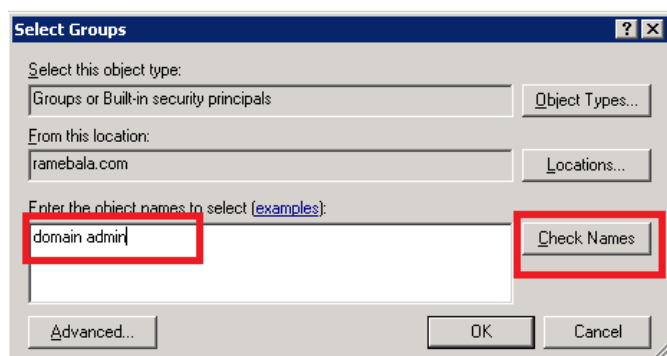


Right click **User > Properties > Select “Member of”**

Click **Add**, as shown in the image.

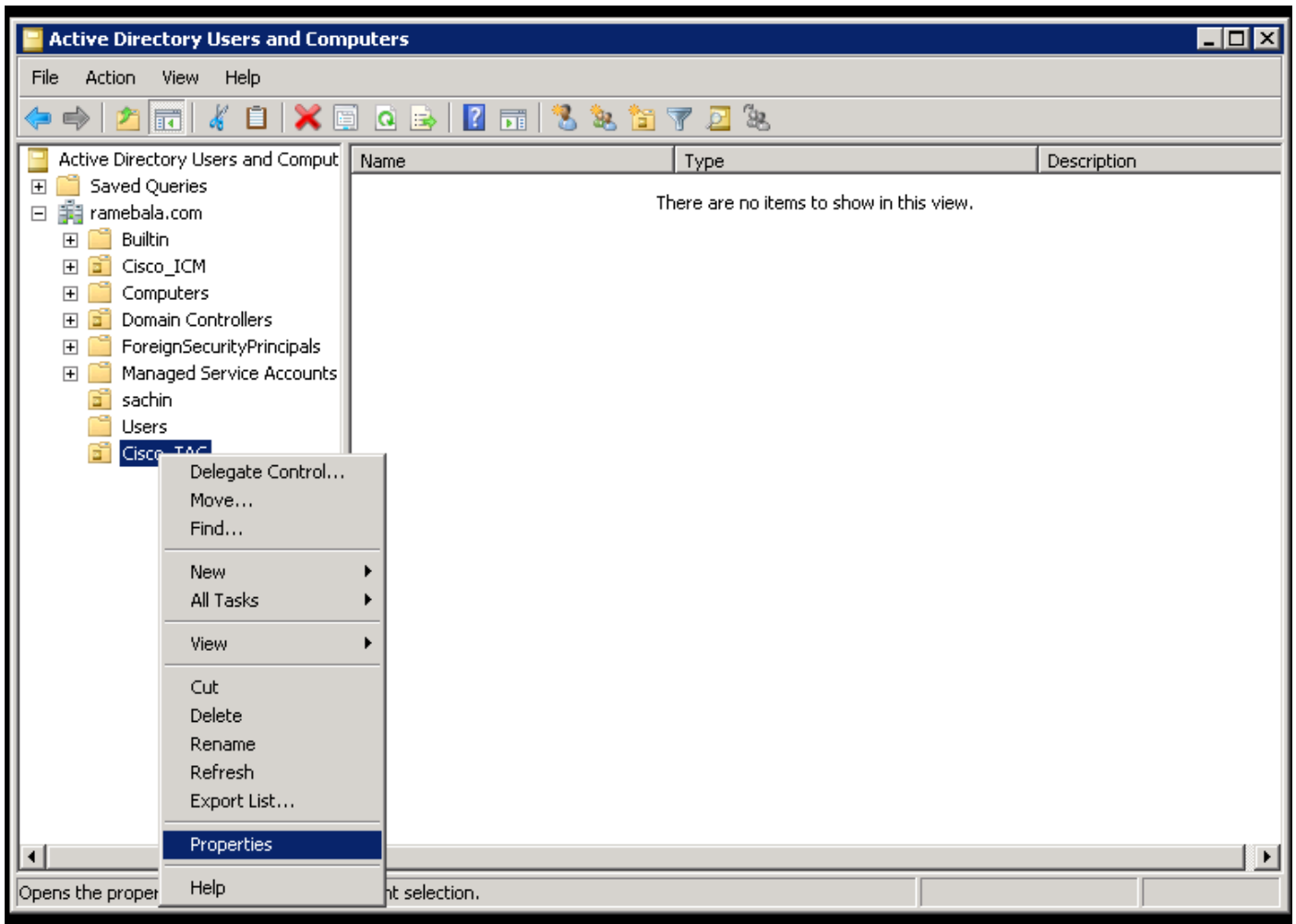


Enter the object name to select as **Domain Admin** and Click **Check Names**.

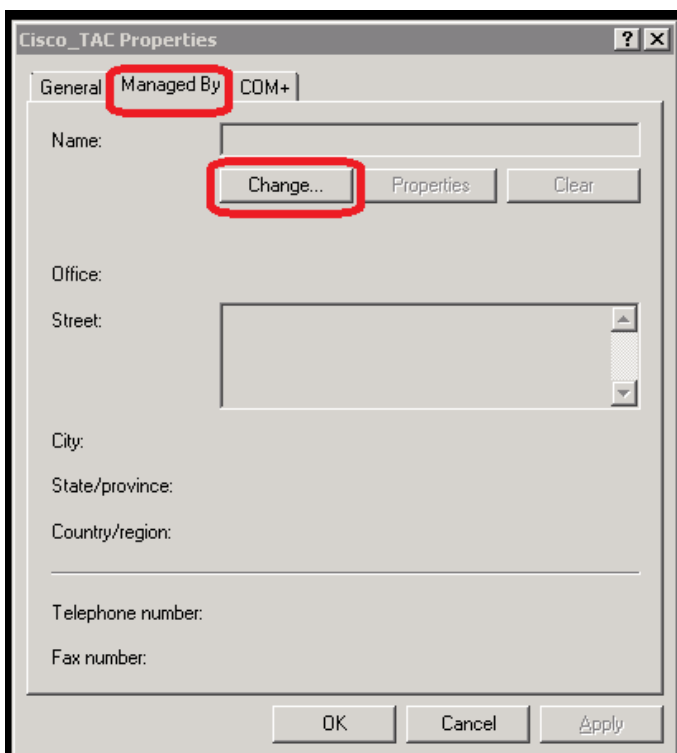


Step 6. Next you need to set **Domain Admins** as **Set Primary Group** and remove **Domain User**.

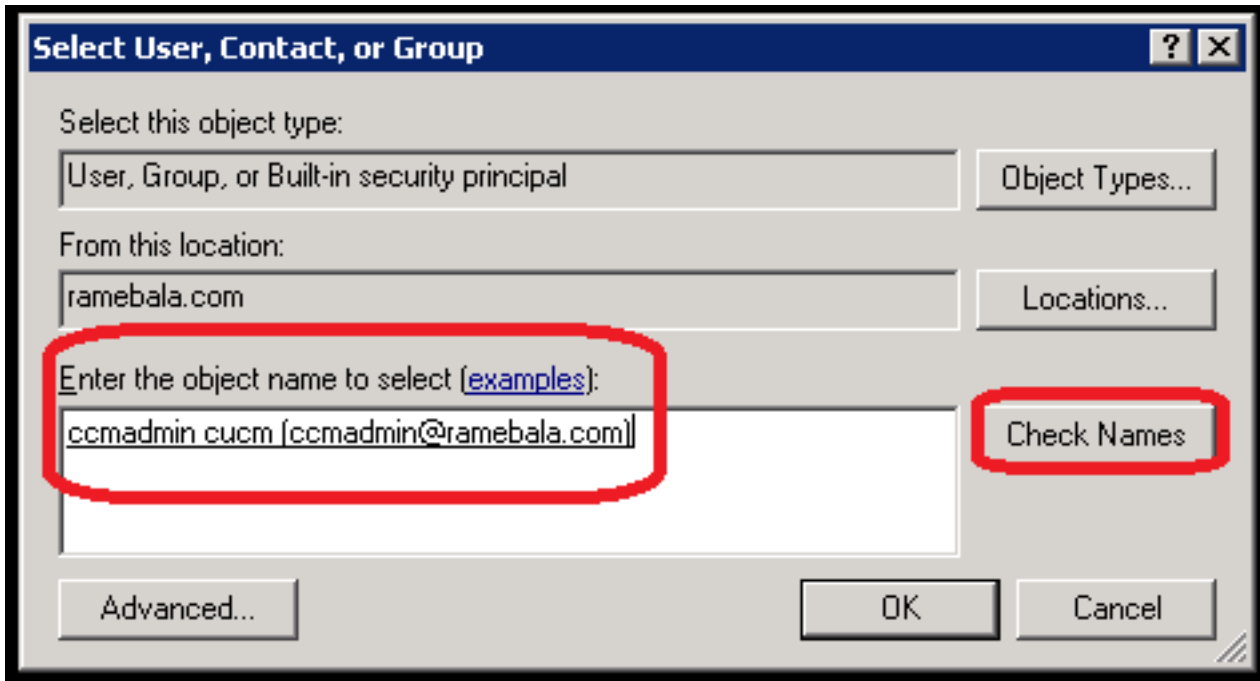
Step 7. Right Click **Organizational Unit > Cisco_TAC > Select Properties**



Click **Manage By** Tab and Select **Change**

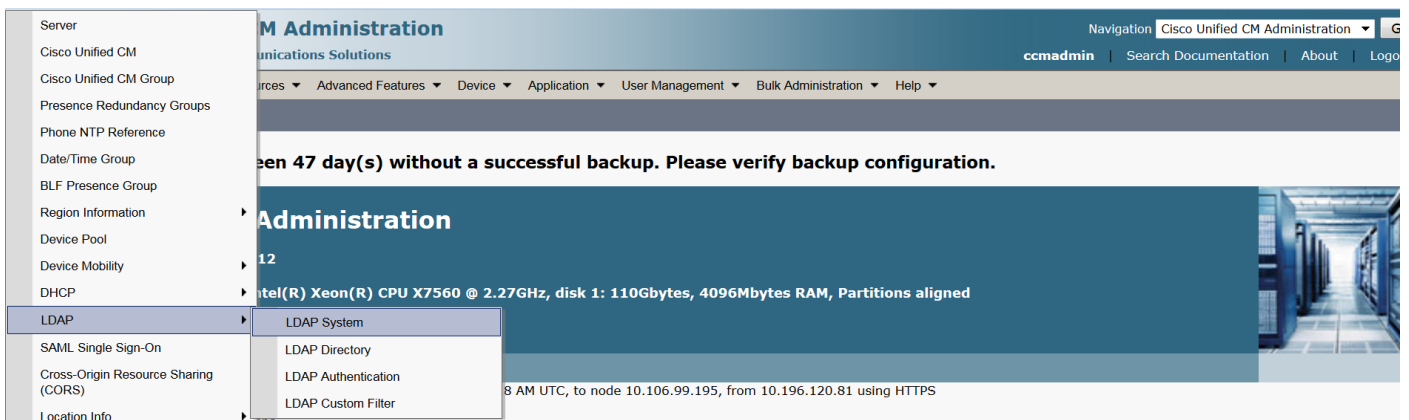


Enter the object name to select (This is a user name created to bridge the AD server and CUCM in step 5) and then Click **Check Names**.

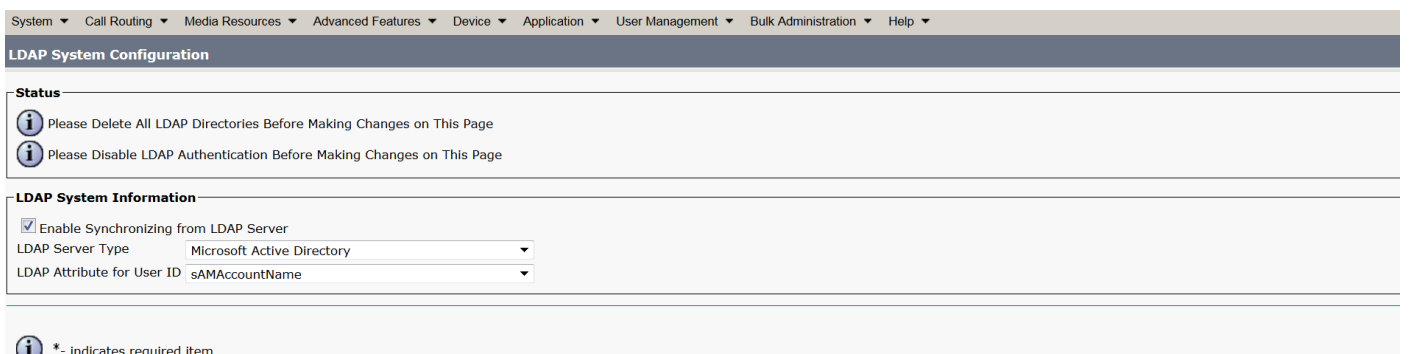


Configuration on CUCM

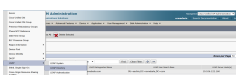
Step 6. Navigate to **System > LDAP > LDAP System**



Step 7. Check the checkbox for **Enable Synchronizing from LDAP Server**



Step 8. Naviagte to **System > LDAP > LDAP Directory**




Step 9. Click **Add new**

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

LDAP Directory

Save

Status

 Status: Ready

LDAP Directory Information

LDAP Configuration Name*	TAC_LDAP
LDAP Manager Distinguished Name*	cadmin@ramebala.com
LDAP Password*	●●●●●●
Confirm Password*	●●●●●●
LDAP User Search Base*	OU=Cisco_TAC,DC=ramebala,DC=com
LDAP Custom Filter	< None >

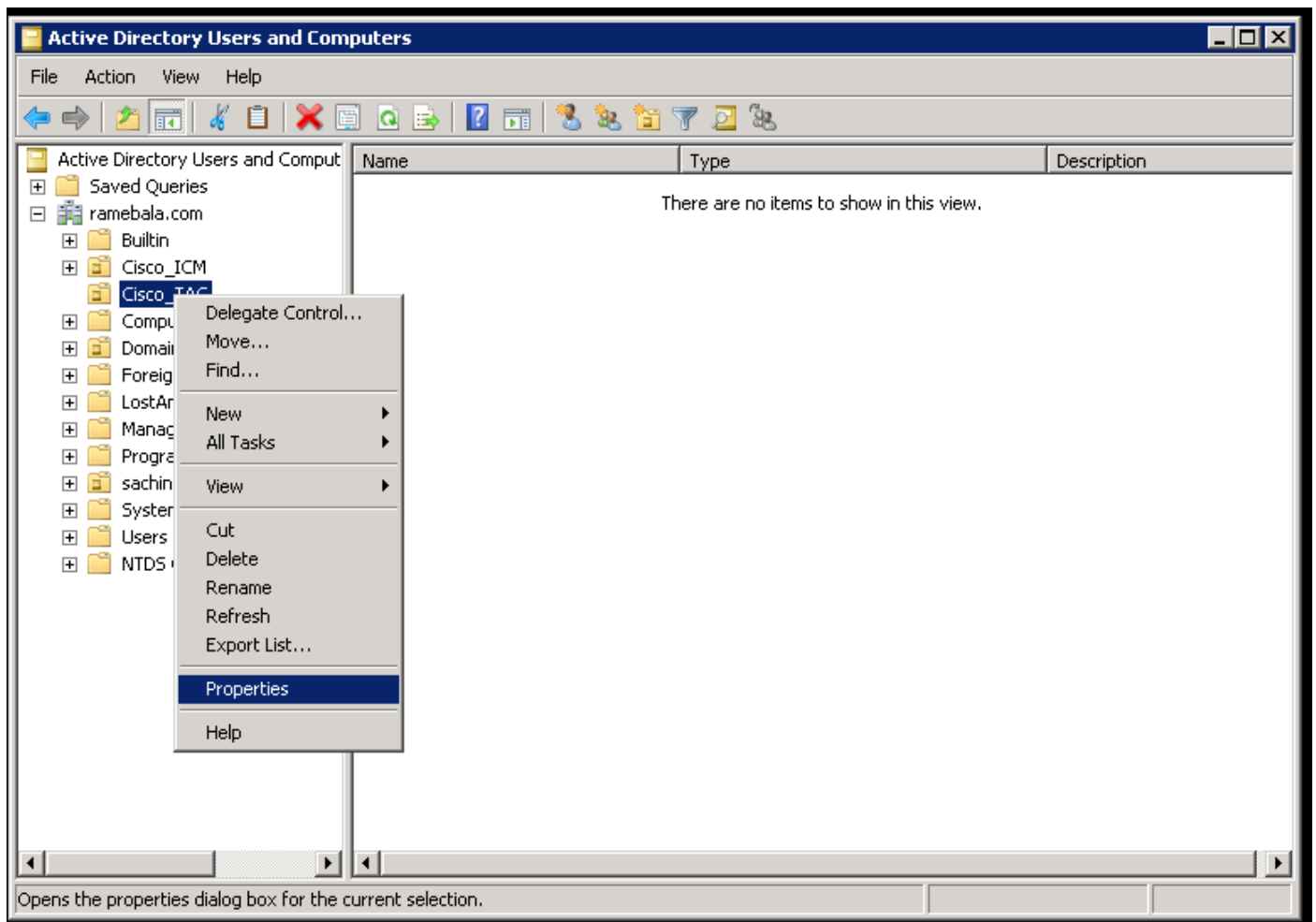
Note: The user is confused for the LDAP Directory configuration. The detailed description of all fields is:

LDAP Configuration Name: This is a simply any name of LDAP Configuration

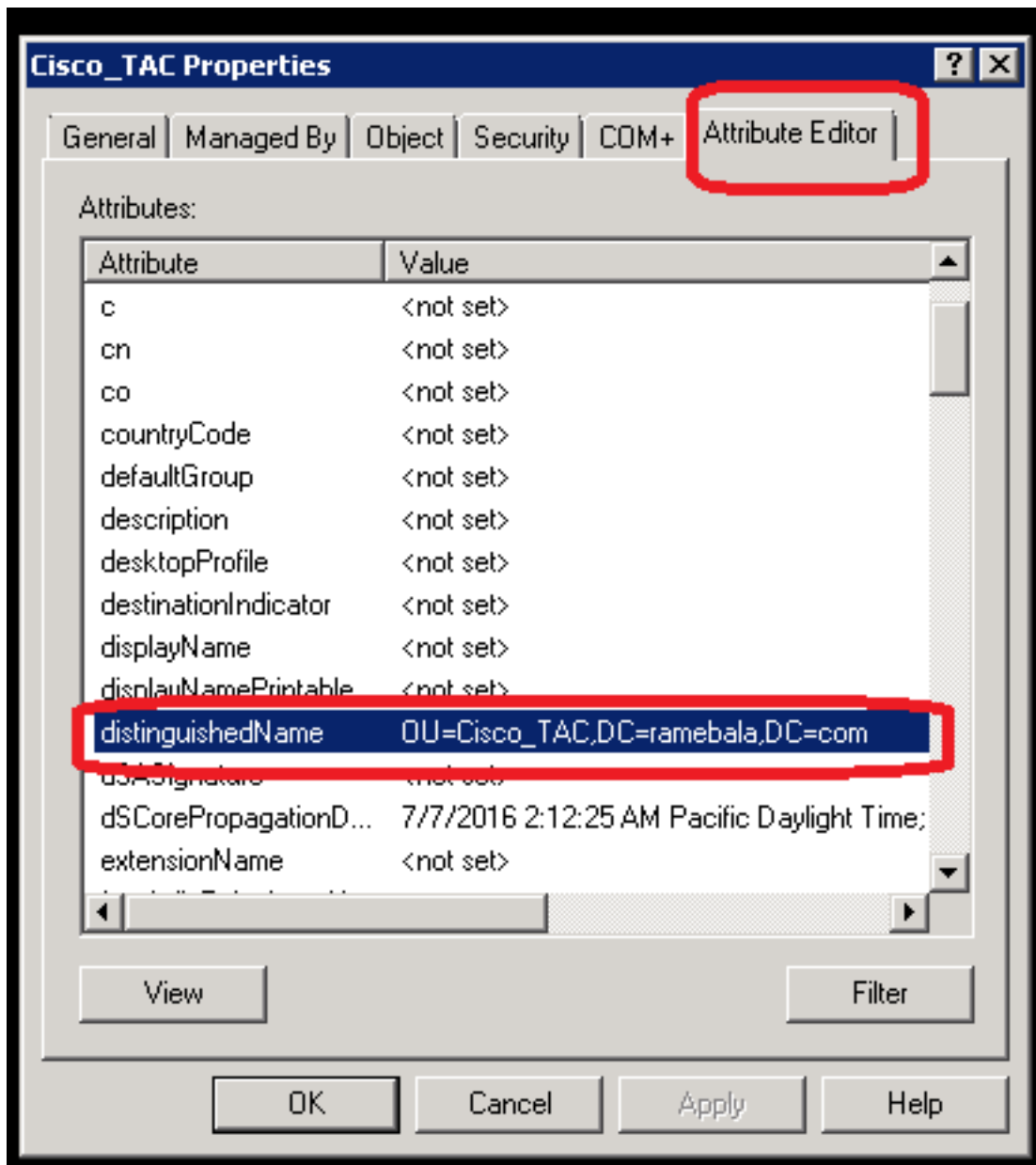
LDAP Manager Distinguished Name: It should be the user name of AD and CUCM bridge user.

LDAP Password: The password of the bridge user created in step 4.

LDAP User Search Base: This is you can find it by thid procedure on AD server:
Right click on OU and select Properties.



Click **Attribute Editor** tab. You can find the distinguished name.

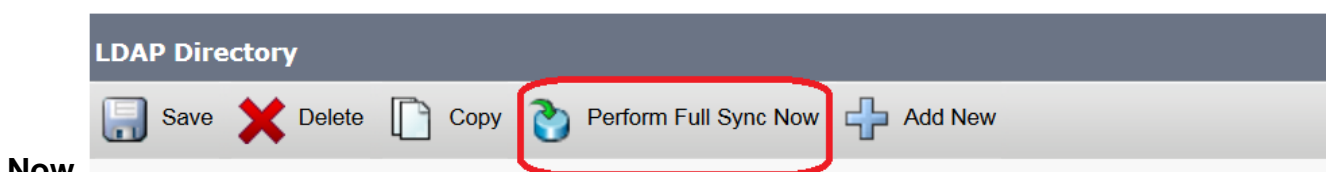


Step 10. Here keep the **LDAP Server IP address and Port**.



Click **Save**.

Step 11. Click **Perform Full Sync**



Now.

Now Click **Perform Full Sync Now**.

Verify

In order to verify the user on CUCM, navigate to **User Management > End User**.

Troubleshoot

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