

Configuration Exaple For Custom Help Desk Account In CUCM

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Introduction

This document describes the process of configure accounts with privileges than allow users perform certain adminin task on Cisco Unified Communication Manager (CUCM), without given them complete system Admin rights.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communication Manager (CUCM)
- Roles and Access groups

Components Used

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

- Cisco CUCM 10.5

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 change.

Related Products

This document can also be used with these hardware and software versions:

- CUCM 9.X/10.X/11.X

Configuration Steps

Step 1. Navigate to **System> Enterprise parameter Allow non-super user to grant access to administrative web pages**

User Management Parameters		
Effective Access Privileges For Overlapping User Groups and roles *	Maximum	Maximum
Allow non-super user to grant access to administrative web pages *	False	True
User Assignment Mode for Presence Server *	Balanced	Balanced

Step 2. Navigate to **User Management> User settings> Role> New**

Save Delete Copy Add New

Status
 Status: Ready

Role Information
 Application* Cisco Call Manager Administration
 Name* help desk
 Description

Resource Access Information

Resource	Description	Privilege	
		read	update
AAR Group web pages		<input type="checkbox"/>	<input type="checkbox"/>
ALL License Device Usage Report		<input type="checkbox"/>	<input type="checkbox"/>
Access Control Group web pages		<input type="checkbox"/>	<input type="checkbox"/>
Access List		<input type="checkbox"/>	<input type="checkbox"/>
Add Unity User		<input type="checkbox"/>	<input type="checkbox"/>
Advanced License Device Usage Report		<input type="checkbox"/>	<input type="checkbox"/>
Advanced License User Usage Report		<input type="checkbox"/>	<input type="checkbox"/>
Advertised Route Pattern		<input type="checkbox"/>	<input type="checkbox"/>
All License User Usage Report		<input type="checkbox"/>	<input type="checkbox"/>
Announcement		<input type="checkbox"/>	<input type="checkbox"/>
Annunciator web pages		<input type="checkbox"/>	<input type="checkbox"/>
Application Dial Rules web pages		<input type="checkbox"/>	<input type="checkbox"/>
Application Server		<input type="checkbox"/>	<input type="checkbox"/>
Application User CAPF		<input type="checkbox"/>	<input type="checkbox"/>
Application User Web Pages		<input type="checkbox"/>	<input type="checkbox"/>
Audio Codec Preference List		<input type="checkbox"/>	<input type="checkbox"/>
BLF Directed Call Park		<input type="checkbox"/>	<input type="checkbox"/>
BLF Speeddial		<input type="checkbox"/>	<input type="checkbox"/>
Basic License Device Usage Report		<input type="checkbox"/>	<input type="checkbox"/>
Basic License User Usage Report		<input type="checkbox"/>	<input type="checkbox"/>
Blocked Incoming Pattern		<input type="checkbox"/>	<input type="checkbox"/>

Note:For the specific example I add for this 'help desk' the following privileges: **Device Pool web pages/Device Profile web pages/Enterprise Phone Configuration/Phone Device Profile Page/User web pages/User Profile**

Phone Migration	<input type="checkbox"/>	<input type="checkbox"/>
Phone Security Profile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phone Service Subscribe Page	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phone Services web pages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phone web pages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Step 3. Add the role new in the user account

Permissions Information

Groups

HELP DESK
 Standard CCM Admin Users

[View Details](#)

Add to Access Control Group

Remove from Access Control Group

Roles

Help desk
 Standard CCM Admin Users
 Standard CCM Phone Management
 Standard CUReporting


[View Details](#)

Verify

User with the role can admin devices, and users, but it unable get access or change any other system configuration.

Note:User cant assign an admin roles, if attempted CUCM prints the error below.

Status

 Error: [1043] Logged in user is not a super user and does not have authority to add users to administrative access control groups