



CHAPTER 6

Defining Users and Roles

Cisco Prime Collaboration Manager supports built-in static roles, each with predefined access control that enable you to perform different tasks. The three roles that are defined in Cisco Prime CM are:

- Administrator
- Operator
- User

See [Table 6-1](#) to view the tasks that can be performed by these roles.

Cisco Prime CM is pre-configured with a default web client administrator user called *admin*. The default password for this user is *admin*. You have to use these default credentials (*admin/admin*) when you launch the Cisco Prime CM web client for the first time. After you log in, you are prompted to change the password for this user.



Note

The users defined in the Cisco Prime CM web client are different from the users defined on the Cisco Prime CM server.

Cisco Prime CM server supports two CLI users:

- *cmuser*, which is a pre-configured user. The default password for this user is *cmuser*. You have to use these default credentials (*cmuser/cmuser*) when you log into the Cisco Prime CM server for the first time. After you log in, you are prompted to change the password for this user. You can log in only if you use the SSH client.
- The user that you created during OVA configuration. By default, this username is *admin*. The password for this user is entered during OVA configuration.

See [CLI Commands and Scripts, page A-1](#) to understand the tasks that you can perform using these CLI users and also on how to change the password.

User Roles and Tasks

The following table lists the user roles mapped to the tasks:

Table 6-1 *User Roles and Tasks Mapping*

Navigation	Task	Administrator	Operator	User
Home	Viewing the Video Collaboration Dashboard	Yes	Yes	Yes
	Launching Alarm Browser	Yes	Yes	Yes
	Launching Alarm Summary	Yes	Yes	Yes
Monitoring > Sessions Monitoring	Monitoring session	Yes	Yes	Yes
	Import Sessions	Yes	Yes	No
	Launching quick view	Yes	Yes	Yes
	From quick view: Add to watch list	Yes	Yes	No
	From quick view: See alarms	Yes	Yes	Yes
	From quick view: Endpoint monitoring	Yes	Yes	Yes
	From quick view: Troubleshoot session or export troubleshoot data	Yes	Yes	No
	From topology view (endpoints): Add to watch list or remove from watch list	Yes	Yes	No
	From topology view (endpoints): See alarms	Yes	Yes	Yes
	From topology view (endpoints): Endpoint monitoring	Yes	Yes	Yes
Monitoring > Endpoint Monitoring	Monitoring endpoint	Yes	Yes	Yes
	Launching quick view	Yes	Yes	Yes
	From quick view: Add to watch list or remove from watch list	Yes	Yes	No
	From quick view: See alarms	Yes	Yes	Yes
	From quick view: Session monitoring	Yes	Yes	Yes
Monitoring > Proactive Troubleshooting	Starting a troubleshooting session	Yes	Yes	No
Monitoring > Alarms	Viewing Alarms	Yes	Yes	Yes
	Changing Status	Yes	Yes	Yes
	Assigning an Alarm	Yes	Yes	Yes
	Adding an annotation	Yes	Yes	Yes
	Launching quick view	Yes	Yes	Yes
	From quick view: Session Monitoring	Yes	Yes	Yes
	From quick view: Event History	Yes	Yes	Yes
Monitoring > Events	Viewing Events	Yes	Yes	Yes

Table 6-1 User Roles and Tasks Mapping (continued)

Navigation	Task	Administrator	Operator	User
Inventory > Device Inventory	Viewing inventory	Yes	Yes	No
	Managing credentials	Yes	Yes	No
	Discovering devices	Yes	Yes	No
	Refreshing inventory	Yes	Yes	No
	Exporting Inventory	Yes	Yes	No
	Viewing discover jobs	Yes	Yes	No
	Suspending device management	Yes	Yes	No
	Resuming device management	Yes	Yes	No
Reports > <ul style="list-style-type: none"> • All Sessions Summary Report • Endpoint Utilization Report • No Show Endpoints Summary Report 	Generating reports	Yes	Yes	Yes
Administration > Job Management	Managing jobs	Yes	Yes	No
	Cancelling jobs	Yes	Yes	No
Administration > User Management	Viewing users	Yes	No	No
	Adding users	Yes	No	No
	Editing users	Yes	No	No
	Deleting users	Yes	No	No
	Resetting password	Yes	No	No
	Changing password (from global toolbar, see Global Toolbar, page B-1).	Yes	Yes	Yes
Administration > License Management	Viewing license details	Yes	No	No
	Adding license	Yes	No	No
	Deleting license	Yes	No	No
Administration > Device Monitoring Configuration	Configuring device monitoring	Yes	No	No
Administration > Event Configuration	Customizing event monitoring and severity. Also, defining the threshold value for automatic troubleshooting.	Yes	No	No
Administration > Endpoint Event Suppression	Customizing event monitoring for endpoints.	Yes	No	No
Administration > System Configuration	Configuring system parameters	Yes	No	No

Table 6-1 User Roles and Tasks Mapping (continued)

Navigation	Task	Administrator	Operator	User
Administration > Log Configuration	Configuring the log-levels to debug.	Yes	No	No
Administration > User Preference Configuration	Configuring user preferences	Yes	Yes	Yes

User Management Tasks

The following are tasks associated with the user management:

- [Adding a User, page 6-4](#)
- [Resetting and Changing the Password, page 6-5](#)
- [Resetting the Password for the Cisco Prime CM Web Client admin, page 6-5](#)
- [Editing User Details, page 6-6](#)
- [Deleting Users, page 6-7](#)

Adding a User

You can add a user and assign the predefined static roles. This user will have access only to the Cisco Prime CM web client.

If you are logging in for the first time to the Cisco Prime CM web client, log in as *admin*.

To add a user to the Cisco Prime CM web client:

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- Step 1** Choose **Administration > User Management**.
The User Management page appears.
 - Step 2** Click **Add**.
The Add User window appears.
 - Step 3** Enter the required user details.
 - Step 4** Choose the role from the drop-down list.
 - Step 5** Select **Enable** to provide access to the Cisco Prime CM client.
 - Step 6** Click **Save**.

The new user is listed on the User Management page.

The user can log into the Cisco Prime CM client. The defined user role is applicable only for the Cisco Prime CM web client; the user cannot log into the Cisco Prime CM server.

Resetting and Changing the Password

As a Cisco Prime CM administrator, you can reset the password for other Cisco Prime CM users. You cannot reset your own password. You must use the Change Password option to reset your password, To reset the password for other users:

Step 1 Choose **Administration > User Management**.

The User Management page appears.

Step 2 Select a user.

Step 3 Click **Reset Password**.

The Reset Password window appears.

Step 4 Enter the new password.

Step 5 Click **Save**.

A confirmation message appears.

To reset your own password:

Step 1 Click **Change Password** (Figure 6-1).

Figure 6-1 Change Password UI



Step 2 Enter the current password and the new password.

Step 3 Click **Save**.

A confirmation message appears.

Resetting the Password for the Cisco Prime CM Web Client admin

To reset the Cisco Prime CM web client default administrator, *admin* password:

Step 1 Log into the Cisco Prime CM server as *cmuser*.

You have to use the default credentials (*cmuser/cmuser*) when you log into the Cisco Prime CM server for the first time. After you log in, you are prompted to change the password for this user.

Step 2 Enter the following:

```
~/cmclient/bin/cmclient
```

The prompt is changed to:

```
*****
CMCLIENT 1.0 - Interactive mode
For a list of commands type "help", or "bye" to quit
*****
cmclient>
```

Step 3 Run the following script to change the password:

```
cmclient> resetuserpwd
Enter username whose web password needs to be reset
```

You can use this script only to change the Cisco Prime CM web client *admin* password.

Step 4 Enter the username as *admin*.

The following message appears:

```
Password has been reset for admin.
```

The password is reset to *admin*. You will be prompted to change the password when you log into the Cisco Prime CM web client.

Editing User Details

You can update the contact details, role, and status of the user account.

To edit user details:

Step 1 Choose **Administration > User Management**.

The User Management page appears.

Step 2 Select a user.

Step 3 Click **Edit**.

The Edit User window appears.

Step 4 Edit the details.

Step 5 Click **Save**.

A confirmation message appears.

Deleting Users

As an administrator, you can delete users from the Cisco Prime CM database. You cannot delete the Cisco Prime CM web client default administrator *admin*. To delete users:

Step 1 Choose **Administration > User Management**.

The User Management page appears.

Step 2 Select users.

Step 3 Click **Delete**.

A message appears to confirm the deletion.

Step 4 Click **OK**.

The users are removed from the User Management page.

If there are any jobs scheduled in the deleted user's name, the job will continue to run until the job is cancelled.
