Import Users From LDAP Directory

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LDAP Synchronization Overview

Lightweight Directory Access Protocol (LDAP) synchronization helps you to provision and configure end users for your system. During LDAP synchronization, the system imports a list of users and associated user data from an external LDAP directory into the Unified Communications Manager database. You can also configure your end users while the import occurs.

Note

See the Compatibility Matrix for Cisco Unified Communications Manager and the IM and Presence Service for information on the supported LDAP directories.

LDAP synchronization advertises the following functionalities:

- **Importing End Users**—You can use LDAP synchronization during the initial system setup to import your user list from a company LDAP directory into the Unified Communications Manager database. If you've preconfigured items such as feature group templates, user profiles, service profiles, universal device and line templates, you can apply configurations to your users, and assign configured directory numbers and directory URIs during the sync process. The LDAP synchronization process imports the list of users and user-specific data and applies the configuration templates that you've set up.

  Note

  You cannot make edits to an LDAP synchronization once the initial synchronization has occurred already.

- **Scheduled Updates**—You can configure Unified Communications Manager to synchronize with multiple LDAP directories at scheduled intervals to ensure that the database is updated regularly and user data is up-to-date.
• **Authenticate End Users**—You can configure your system to authenticate end user passwords against the LDAP directory rather than the Cisco Unified Communications Manager database. LDAP authentication provides companies with the ability to assign a single password to end users for all company applications. This functionality does not apply to PINs or application user passwords.

• **Directory Server User Search for Cisco MRA Clients and Endpoints**—You can search a corporate directory server even when operating outside the enterprise firewall. When this feature is enabled, the User Data Service (UDS) acts as a proxy and sends the user search request to the corporate directory instead of sending it to the Unified Communications Manager database.

### LDAP Authentication for End Users

LDAP synchronization allows you to configure your system to authenticate end user passwords against the LDAP directory rather than the Cisco Unified Communications Manager database. LDAP authentication provides companies with the ability to assign a single password to end users for all company applications. This functionality does not apply to PINs or application user passwords.

### Directory Server User Search for Cisco Mobile and Remote Access Clients and Endpoints

In previous releases, when a user with a Cisco mobile and remote access client (for example, Cisco Jabber) or endpoint (for example, Cisco DX 80 phone) performed a user search while outside the enterprise firewall, results were based on those user accounts that are saved in the Cisco Unified Communications Manager database. The database contains user accounts which are either configured locally or synchronized from the corporate directory.

With this release, Cisco mobile and remote access clients and endpoints can now search a corporate directory server even when operating outside the enterprise firewall. When this feature is enabled, the User Data Service (UDS) acts as a proxy and sends the user search request to the corporate directory instead of sending it to the Cisco Unified Communications Manager database.

Use this feature to achieve the following results:

- Deliver the same user search results regardless of geographic location—Mobile and remote access clients and endpoints can perform user searches by using the corporate directory, even when they are connected outside the enterprise firewall.

- Reduce the number of user accounts that are configured in the Cisco Unified Communications Manager database—Mobile clients can now search users in the corporate directory. In the previous releases, user search results were based on the users that are configured in the database. Now, administrators no longer need to configure or synchronize user accounts to the database solely for user searches. Administrators need to configure only those user accounts that are served by a cluster. Reducing the total number of user accounts in the database shortens software upgrade time frames while improving overall database performance.

To configure this feature, you must enable the **Enable user search to Enterprise Directory Server** option in the LDAP Search Configuration window, and configure the LDAP directory server details. For details, see the Configure Enterprise Directory User Search, on page 7 procedure.
LDAP Synchronization Prerequisites

Prerequisite Tasks

Before you import end users from an LDAP directory, complete the following tasks:

- Configure User Access. Decide which access control groups you want to assign to your users. For many deployments, the default groups are sufficient. If you need to customize your roles and groups, refer to the 'Manage User Access' chapter of the Administration Guide.

- Configure Default credentials for a credential policy that is applied by default to newly provisioned users.

- If you are syncing users from an LDAP directory, make sure that you have a Feature Group Template set up that includes the User Profiles, Service Profiles, and Universal Line and Device Template settings that you want to assign to your users phones and phone extensions.

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Note

For users whose data you want to synchronize to your system, ensure that their email ID fields on the Active Directory server are unique entries or left blank.

LDAP Synchronization Configuration Task Flow

Use the following tasks to pull a user list from the external LDAP directory and import it into the Unified Communications Manager database.

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Note

If you have already synced the LDAP directory once, you can still sync new items from your external LDAP directory, but you cannot add new configurations in Unified Communications Manager to the LDAP directory sync. In this case, you can use the Bulk Administration Tool and menus such as Update Users or Insert Users. Refer to the Bulk Administration Guide for Cisco Unified Communications Manager.

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Procedure

<table>
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<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Log in to Cisco Unified Serviceability and activate the Cisco DirSync service.</td>
</tr>
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<td>Enable LDAP directory synchronization in Unified Communications Manager.</td>
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<td><strong>Step 3</strong> Create an LDAP Filter, on page 5</td>
<td><strong>Optional.</strong> Create an LDAP filter if you want Unified Communications Manager to synchronize only a subset of users from your corporate LDAP directory.</td>
</tr>
</tbody>
</table>
Activate the Cisco DirSync Service

Perform this procedure to activate the Cisco DirSync Service in Cisco Unified Serviceability. You must activate this service if you want to synchronize end user settings from a corporate LDAP directory.

Procedure

**Step 1**  
From Cisco Unified Serviceability, choose Tools > Service Activation.

**Step 2**  
From the Server drop-down list, choose the publisher node.

**Step 3**  
Under Directory Services, click the Cisco DirSync radio button.

**Step 4**  
Click Save.

Enable LDAP Directory Synchronization

Perform this procedure if you want to configure Unified Communications Manager to synchronize end user settings from a corporate LDAP directory.

**Note**  
If you have already synced the LDAP directory once, you can still sync new users from your external LDAP directory, but you cannot add new configurations in Unified Communications Manager to the LDAP directory sync. You also cannot add edits to underlying configuration items such as the feature group template or user profile. If you have already completed one LDAP sync, and want to add users with different settings, you can use Bulk Administration menus such as Update Users or Insert Users.
Procedure

Step 1 From Cisco Unified CM Administration, choose System > LDAP > LDAPS.
Step 2 If you want Unified Communications Manager to import users from your LDAP directory, check the Enable Synchronizing from LDAPS Server check box.
Step 3 From the LDAP Server Type drop-down list, choose the type of LDAP directory server that your company uses.
Step 4 From the LDAP Attribute for User ID drop-down list, choose the attribute from your corporate LDAP directory that you want Unified Communications Manager to synchronize with for the User ID field in the End User Configuration window.
Step 5 Click Save.

Create an LDAP Filter

You can create an LDAP filter to limit your LDAP synchronization to a subset of users from your LDAP directory. When you apply the LDAP filter to your LDAP directory, Unified Communications Manager imports only those users from the LDAP directory who match the filter.

Any LDAP filter that you configure must comply with the LDAP search filter standards that are specified in RFC4515.

Procedure

Step 1 In Cisco Unified CM Administration, choose System > LDAP > LDAP Filter.
Step 2 Click Add New to create a new LDAP filter.
Step 3 In the Filter Name text box, enter a name for your LDAP filter.
Step 4 In the Filter text box, enter a filter. The filter can contain a maximum of 1024 UTF-8 characters and must be enclosed in parentheses ().
Step 5 Click Save.

Configure LDAP Directory Sync

Use this procedure to configure Unified Communications Manager to synchronize with an LDAP directory. LDAP directory synchronization allows you to import end user data from an external LDAP directory into the Unified Communications Manager database such that it displays in End User Configuration window. If you have setup feature group templates with universal line and device templates you can assign settings to newly provisioned users and their extensions automatically.
If you are assigning access control groups or feature group templates, you can use an LDAP filter to limit the import to the group of users with the same configuration requirements.

Procedure

Step 1
From Cisco Unified CM Administration, choose **System > LDAP > LDAP Directory**.

Step 2
Perform one of the following steps:
- Click **Find** and select an existing LDAP directory.
- Click **Add New** to create a new LDAP directory.

Step 3
In the **LDAP Directory Configuration** window, enter the following:
- a) In the **LDAP Configuration Name** field, assign a unique name to the LDAP directory.
- b) In the **LDAP Manager Distinguished Name** field, enter a user ID with access to the LDAP directory server.
- c) Enter and confirm the password details.
- d) In the **LDAP User Search Space** field, enter the search space details.
- e) In the **LDAP Custom Filter for Users Synchronize** field, select either **Users Only** or **Users and Groups**.
- f) (Optional). If you want to limit the import to only a subset of users who meet a specific profile, from the **LDAP Custom Filter for Groups** drop-down list, select an LDAP filter.

Step 4
In the **LDAP Directory Synchronization Schedule** fields, create a schedule that Unified Communications Manager uses to synchronize data with the external LDAP directory.

Step 5
Complete the **Standard User Fields to be Synchronized** section. For each End User field, choose an LDAP attribute. The synchronization process assigns the value of the LDAP attribute to the end user field in Unified Communications Manager.

Step 6
If you are deploying URI dialing, make sure to assign the LDAP attribute that will be used for the user's primary directory URI address.

Step 7
In the **Custom User Fields To Be Synchronized** section, enter custom user field name with the required LDAP attribute.

Step 8
To assign the imported end users to an access control group that is common to all the imported end users, do the following:
- a) Click **Add to Access Control Group**.
- b) In the pop-up window, click the corresponding check box for each access control group that you want to assign to the imported end users.
- c) Click **Add Selected**.

Step 9
If you want to assign a feature group template, select the template from the **Feature Group Template** drop-down list.

Note
The end users are synced with the assigned **Feature Group Template** only for the first time when the users are not present. If an existing **Feature Group Template** is modified and a full sync is performed for the associated LDAP, the modifications will not get updated.

Step 10
If you want to assign primary extension by applying a mask to imported telephone numbers, do the following:
Configure Enterprise Directory User Search

Use this procedure to configure phones and clients in your system to perform user searches against an enterprise directory server instead of the database.

Before you begin

• Ensure that the primary, secondary, and tertiary servers, which you choose for LDAP user search, are network reachable to the Unified Communications Manager subscriber nodes.

• From System > LDAP > LDAP System, configure the type of LDAP server from the LDAP Server Type drop-down list in the LDAP System Configuration window.

Procedure

Step 1 In Cisco Unified CM Administration, choose System > LDAP > LDAP Search.
Step 2 To enable user searches to be performed using an enterprise LDAP directory server, check the Enable user search to Enterprise Directory Server check box.
Step 3 Configure the fields in the LDAP Search Configuration window. See the online help for more information about the fields and their configuration options.
Step 4 Click Save.

LDAP Attributes for UDS Search of Directory Server

The following table lists the LDAP attributes that UDS users search request uses when the Enable user search to Enterprise Directory Server option is enabled. For these types of directory requests, UDS acts as a proxy and relays the search request to the corporate directory server.
UDS users response tag may be mapped to one of the LDAP attributes. The mapping of the attributes is determined by the option you select from the **LDAP Server Type** drop-down list. Access this drop-down list from **System > LDAP > LDAP System Configuration** window.

<table>
<thead>
<tr>
<th>UDS Users Response Tag</th>
<th>LDAP Attribute</th>
</tr>
</thead>
<tbody>
<tr>
<td>userName</td>
<td>• samAccountName</td>
</tr>
<tr>
<td></td>
<td>• uid</td>
</tr>
<tr>
<td>firstName</td>
<td>givenName</td>
</tr>
<tr>
<td>lastName</td>
<td>sn</td>
</tr>
<tr>
<td>middleName</td>
<td>• initials</td>
</tr>
<tr>
<td></td>
<td>• middleName</td>
</tr>
<tr>
<td>nickName</td>
<td>nickName</td>
</tr>
<tr>
<td>displayName</td>
<td>displayName</td>
</tr>
<tr>
<td>phoneNumber</td>
<td>• telephonenumber</td>
</tr>
<tr>
<td></td>
<td>• ipPhone</td>
</tr>
<tr>
<td>homeNumber</td>
<td>homephone</td>
</tr>
<tr>
<td>mobileNumber</td>
<td>mobile</td>
</tr>
<tr>
<td>email</td>
<td>mail</td>
</tr>
<tr>
<td>directoryUri</td>
<td>• msRTCSIP-primaryuseraddress</td>
</tr>
<tr>
<td></td>
<td>• mail</td>
</tr>
<tr>
<td>department</td>
<td>• department</td>
</tr>
<tr>
<td></td>
<td>• departmentNumber</td>
</tr>
<tr>
<td>manager</td>
<td>manager</td>
</tr>
<tr>
<td>title</td>
<td>title</td>
</tr>
<tr>
<td>pager</td>
<td>pager</td>
</tr>
</tbody>
</table>
Configure LDAP Authentication

Perform this procedure if you want to enable LDAP authentication so that end user passwords are authenticated against the password that is assigned in the company LDAP directory. This configuration applies to end user passwords only and does not apply to end user PINs or application user passwords.

Procedure

Step 1  In Cisco Unified CM Administration, choose System > LDAP > LDAP Authentication.
Step 2  Check the Use LDAP Authentication for End Users check box to use your LDAP directory for user authentication.
Step 3  In the LDAP Manager Distinguished Name field, enter the user ID of the LDAP Manager who has access rights to the LDAP directory.
Step 4  In the Confirm Password field, enter the password for the LDAP manager.
Step 5  In the LDAP User Search Base field, enter the search criteria.
Step 6  In the LDAP Server Information section, enter the hostname or IP address of the LDAP server.
Step 7  If you want to use TLS to create a secure connection to the LDAP server, check the Use TLS check box.
Step 8  Click Save.

What to do next

Customize LDAP Agreement Service Parameters, on page 9

Customize LDAP Agreement Service Parameters

Perform this procedure to configure the optional service parameters that customize the system-level settings for LDAP agreements. If you do not configure these service parameters, Unified Communications Manager applies the default settings for LDAP directory integration. For parameter descriptions, click the parameter name in the user interface.

You can use service parameters to customize the below settings:

- **Maximum Number of Agreements**—Default value is 20.
- **Maximum Number of Hosts**—Default value is 3.
- **Retry Delay On Host Failure (secs)**—Default value for host failure is 5.
- **Retry Delay On HotList failure (mins)**—Default value for hostlist failure is 10.
- **LDAP Connection Timeouts (secs)**—Default value is 5.
- **Delayed Sync Start time (mins)**—Default value is 5.
- **User Customer Map Audit Time**
Procedure

Step 1  From Cisco Unified CM Administration, choose System > Service Parameters.
Step 2  From the Server drop-down list box, choose the publisher node.
Step 3  From the Service drop-down list box, choose Cisco DirSync.
Step 4  Configure values for the Cisco DirSync service parameters.
Step 5  Click Save.

LDAP Directory Service Parameters

<table>
<thead>
<tr>
<th>Service Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Number Of Agreements</td>
<td>The maximum number of LDAP directories that you can configure. The default setting is 20.</td>
</tr>
<tr>
<td>Maximum Number Of Hosts</td>
<td>The maximum number of LDAP hostnames that you can configure for failover purposes. The default value is 3.</td>
</tr>
<tr>
<td>Retry Delay On Host Failure (secs)</td>
<td>After a host failure, the number of seconds that Cisco Unified Communications Manager delays before it retries the connection to the first LDAP server (hostname). The default value is 5.</td>
</tr>
<tr>
<td>Retry Delay On HostList Failure (mins)</td>
<td>After a hostlist failure, the number of minutes that Cisco Unified Communications Manager delays before it retries every configured LDAP server (hostnames). The default is 10.</td>
</tr>
<tr>
<td>LDAP Connection Timeout (secs)</td>
<td>The number of seconds that Cisco Unified Communications Manager allows for establishing the LDAP connection. The LDAP service provider aborts the connection attempt if a connection cannot be established in the specified amount of time. The default is 5.</td>
</tr>
<tr>
<td>Delayed Sync Start time (mins)</td>
<td>The number of minutes that Cisco Unified Communications Manager delays in starting the directory synchronization process after the Cisco DirSync service starts. The default is 5.</td>
</tr>
</tbody>
</table>

Convert LDAP Synchronized User to Local User

When you synchronize your LDAP directory with Cisco Unified Communications Manager, for LDAP-synchronized end users, you cannot edit any of the fields within the End User Configuration window unless you convert the LDAP-synchronized user to a local user.

To edit to an LDAP-synchronized field in the End User Configuration window, convert the user to a local user. However, if you perform this conversion, the end user will not be updated when Cisco Unified Communications Manager synchronizes with the LDAP directory.
**Procedure**

**Step 1** In Cisco Unified CM Administration, choose **End Users > End User Management**.

**Step 2** Click **Find** and select the end user.

**Step 3** Click the **Convert to Local User** button.

**Step 4** Make your updates in the **End User Configuration** window.

**Step 5** Click **Save**.

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**Assign LDAP Synchronized Users to an Access Control Group**

Perform this procedure to assign LDAP synchronized users to an access control group.

**Before you begin**

Cisco Unified Communications Manager must be configured to synchronize end users with an external LDAP directory.

**Procedure**

**Step 1** In Cisco Unified CM Administration, choose **System > LDAP > LDAP Directory**.

**Step 2** Click **Find** and select a configured LDAP Directory.

**Step 3** Click the **Add to Access Control Group** button.

**Step 4** Select the access control groups that you want to apply to the end users in this LDAP directory.

**Step 5** Click **Add Selected**.

**Step 6** Click **Save**

**Step 7** Click **Perform Full Sync**.

Cisco Unified Communications Manager syncs with the external LDAP directory and synchronized users get inserted into the correct access control group.

**Note** The synchronized users get inserted into the selected access group only when you add an access control group for the first time. Any subsequent group that you add to LDAP will not be applied to the synchronized users after performing a full sync.
Assign LDAP Synchronized Users to an Access Control Group