Manage Application Users

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Application Users Overview

The **Application User Configuration** window in Cisco Unified CM Administration allows the administrator to add, search, display, and maintain information about Cisco Unified Communications Manager application users.

Cisco Unified CM Administration includes the following application users by default:

- CCMAdministrator
- CCMSysUser
- CCMQRTSecureSysUser
- CCMQRTSysUser
- IPMASecureSysUser
- IPMASysUser
- WDSecureSysUser
- WDSysUser
- TabSyncSysUser
- CUCService

Note Administrator users in the Standard CCM Super Users group can access Cisco Unified Communications Manager Administration, Cisco Unified Serviceability, and Cisco Unified Reporting with a single sign-on to one of the applications.

Application Users Task Flow

Procedure

	Command or Action	Purpose
Step 1	Add New Application User, on page 2	Add a new application user.
Step 2	Associate Devices with Application Users, on page 3	Assign devices to associate with an application user.
Step 3	Add Administrator User to Cisco Unity or Cisco Unity Connection, on page 3	Add a user as an administrator user to Cisco Unity or Cisco Unity Connection. You configure the application user in Cisco Unified CM Administration; then, configure any additional settings for the user in Cisco Unity or Cisco Unity Connection Administration.
Step 4	Change Application User Password, on page 4	Change an application user password.
Step 5	Manage Application User Password Credential Information, on page 5	Change or view credential information, such as the associated authentication rules, the associated credential policy, or the time of last password change for an application user.

Add New Application User

Procedure

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

Step 2 Click **Add New**.

Step 3 Configure the fields in the **Application User Configuration** window. See the online help for information about the fields and their configuration options.

Step 4 Click **Save**.

What to do next

Associate Devices with Application Users, on page 3

Associate Devices with Application Users

Procedure

Step 1 From Cisco Unified CM Administration, choose **User Management** > **Application User**.
The **Find and List Users** window appears.

Step 2 To select an existing user, specify the appropriate filters in the **Find User Where** field, select **Find** to retrieve a list of users, and then select the user from the list.

Step 3 In the **Available Devices** list, choose a device that you want to associate with the application user and click the **Down arrow** below the list. The selected device moves to the **Controlled Devices** list.

Note
To limit the list of available devices, click the **Find more Phones** or **Find more Route Points** button.

Step 4 If you click the **Find more Phones** button, the **Find and List Phones** window displays. Perform a search to find the phones to associate with this application user.

Repeat the preceding steps for each device that you want to assign to the application user.

Step 5 If you click the **Find more Route Points** button, the **Find and List CTI Route Points** window displays. Perform a search to find the CTI route points to associate with this application user.

Repeat the preceding steps for each device that you want to assign to the application user.

Step 6 Click **Save**.

Add Administrator User to Cisco Unity or Cisco Unity Connection

If you are integrating Cisco Unified Communications Manager with Cisco Unity Connection 7.x or later, you can use the import feature that is available in Cisco Unity Connection 7.x or later instead of performing the procedure that is described in the this section. For information on how to use the import feature, see the *User Moves, Adds, and Changes* Guide for Cisco Unity Connection 7.x or later at

http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-maintenance-guides-list.html.

When the Cisco Unity or Cisco Unity Connection user is integrated with the Cisco Unified CM Application User, you cannot edit the fields. You can only update these fields in Cisco Unified Communications Manager Administration.

Cisco Unity and Cisco Unity Connection monitor the synchronization of data from Cisco Unified Communications Manager. You can configure the sync time in Cisco Unity Administration or Cisco Unity Connection Administration on the tools menu.

Before you begin

Ensure that you have defined an appropriate template for the user that you plan to push to Cisco Unity or Cisco Unity Connection

The **Create Cisco Unity User** link displays only if you install and configure the appropriate Cisco Unity or Cisco Unity Connection software. See the applicable *Cisco Unified Communications Manager Integration Guide* for Cisco Unity or the applicable *Cisco Unified Communications Manager SCCP Integration Guide* for Cisco Unity Connection at

http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-installation-and-configuration-guides-list.html.

Procedure

Step 1 From Cisco Unified CM Administration, choose **User Management** > **Application User**.

Step 2 To select an existing user, specify the appropriate filters in the **Find User Where** field, select **Find** to retrieve a list of users, and then select the user from the list.

Step 3 From the **Related Links** drop-down list, choose the **Create Cisco Unity Application User** link and click **Go**.
The Add **Cisco Unity User** dialog displays.

Step 4 From the **Application Server** drop-down list, choose the Cisco Unity or Cisco Unity Connection server on which you want to create a Cisco Unity or Cisco Unity Connection user and click **Next**.

Step 5 From the **Application User Template** drop-down list, choose the template that you want to use.

Step 6 Click **Save**.
The administrator account gets created in Cisco Unity or Cisco Unity Connection. The link in Related Links changes to **Edit Cisco Unity User** in the **Application User Configuration** window. You can now view the user that you created in Cisco Unity Administration or Cisco Unity Connection Administration.

Change Application User Password

Procedure

Step 1 From Cisco Unified CM Administration, choose **User Management** > **Application User**.
The **Find and List Users** window appears.

Step 2 To select an existing user, specify the appropriate filters in the **Find User Where** field, select **Find** to retrieve a list of users, and then select the user from the list.
The **Application User Configuration** window displays information about the chosen application user.

Step 3 In the **Password** field, double click the existing, encrypted password and enter the new password.

Step 4 In the **Confirm Password** field, double click the existing, encrypted password and enter the new password again.

Step 5 Click **Save**.

Manage Application User Password Credential Information

Perform the following procedure to manage credential information for an application user password. This allows you to perform administrative duties such as locking a password, applying a credential policy to a password, or viewing information such as the time of the last failed login attempt.

Procedure

Step 1 From Cisco Unified CM Administration, choose **User Management** > **Application User**.
The **Find and List Users** window appears.

Step 2 To select an existing user, specify the appropriate filters in the **Find User Where** field, select **Find** to retrieve a list of users, and then select the user from the list.
The **Application User Configuration** window displays information about the chosen application user.

Step 3 To change or view password information, click the **Edit Credential** button next to the **Password** field.
The user **Credential Configuration** is displayed.

Step 4 Configure the fields on the **Credential Configuration** window. See the online help for more information about the fields and their configuration options.

Step 5 If you have changed any settings, click **Save**.