Moving the Cisco Root OU

Introduction

This section describes the instructions to move the Cisco Root OU safely from one OU to another within the same domain. The procedure involves moving the OU in which ICM is installed to another (created or existing) OU, and then moving the Unified ICM into the destination OU.

⚠️

Warning   Moving the Cisco Root OU is only supported if the OU is moved within the same domain. Transferring an OU from one domain to another is not supported.

Definitions

This section defines the terms used in the movement of Cisco Root OU:

Cisco Root OU

The OU contains all Unified ICM created domain resources. The OU defines the permissions for all Unified ICM instances. When you use this tool, you determine which uses a Cisco Root OU named "Cisco_ICM". Only one Cisco Root OU exists in each domain.

Domain Manager

A tool for creating all Cisco OUs along with their associated groups and permissions. This tool helps you to determine which users in your corporate domain have access rights to perform Unified ICM-related tasks.

Requirements and Prerequisites

The instructions in this document are subject to the following requirements and prerequisites:

• The OU might only be transferred to a new location within the same domain.

• Stop all Unified ICM Services and applications before following these instructions. For duplexed systems, stop both the primary and secondary systems.

• Obtain and record the Instance Number of each Unified ICM instance on the system.

Preparatory Steps

Before moving the OU:

1. Stop all Unified ICM Services before removing the OU.

2. Reset the permissions for the users using the User List Tool.

    • Run Web Setup to edit each component of each instance to reset the service account to the new OU.

    • Start all Unified ICM Services.

    • Run the **Configuration Manager** tool.

    • Run the **User List** tool and re-establish the permissions for individual users to ensure all the users in the User List Tools have the correct permissions.

Transfer Cisco Root OU to Another OU

As an example, see the following diagram which illustrates the domain SETUPLABS. Assume that the original Cisco Root OU was created under the OU MyCorp_Appl. The task is to move Cisco_Root OU from MyCorp_Appl into a new OU called MyCorp_Dev.
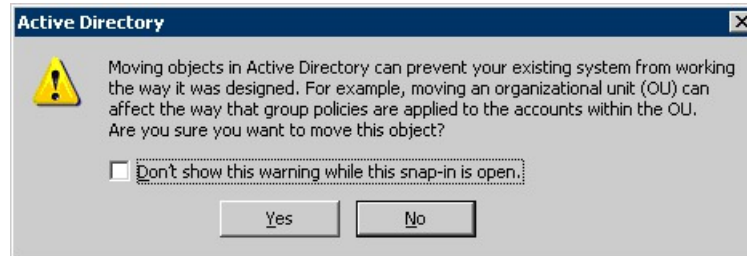
Figure 1: SETUPLABS Domain
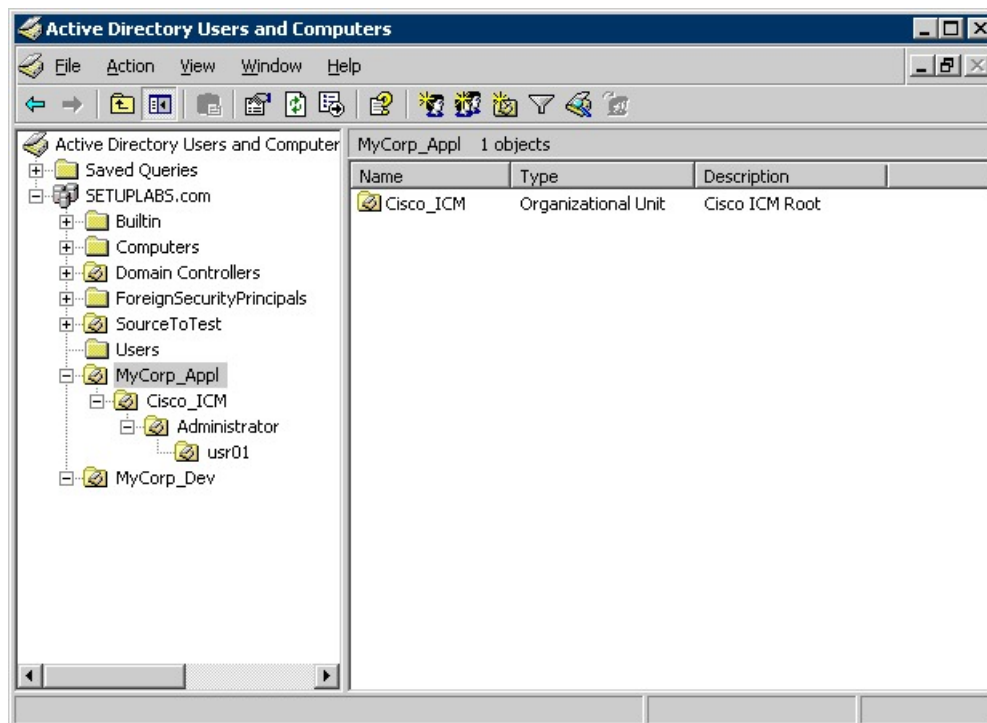
Procedure

Step 1   On the Domain, find the OU in which the Cisco Root OU is contained.

Step 2   Stop all Unified ICM services and applications on the Unified ICM system.

Step 3   On the domain **SETUPLABS.com**, drag and drop **Cisco_ICM** from **MyCorp_Appl** to **MyCorp_Dev**.
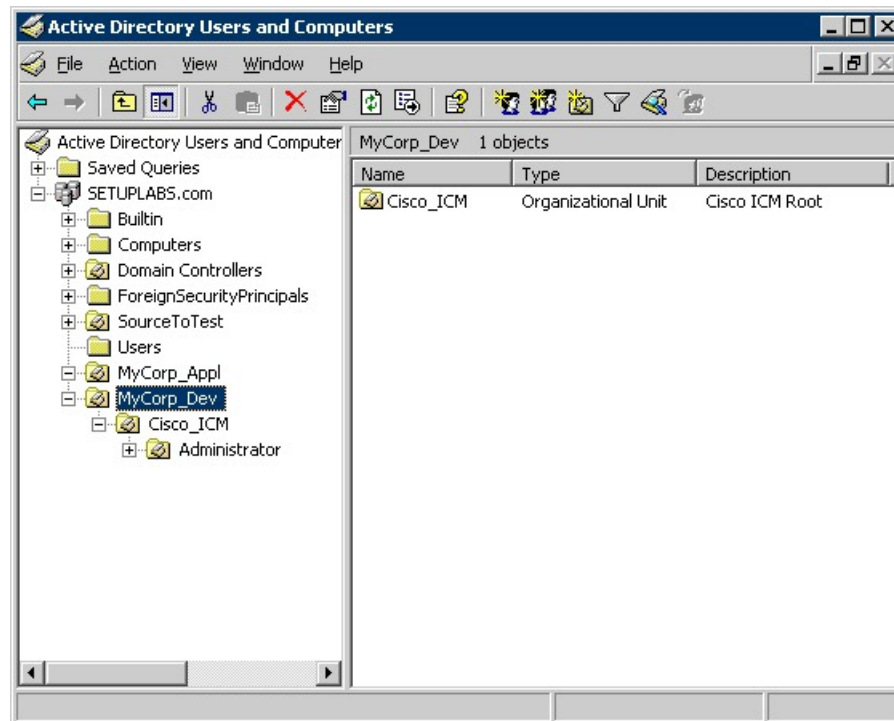
The following message is displayed.

Figure 2: AD Moving Objects Error Message
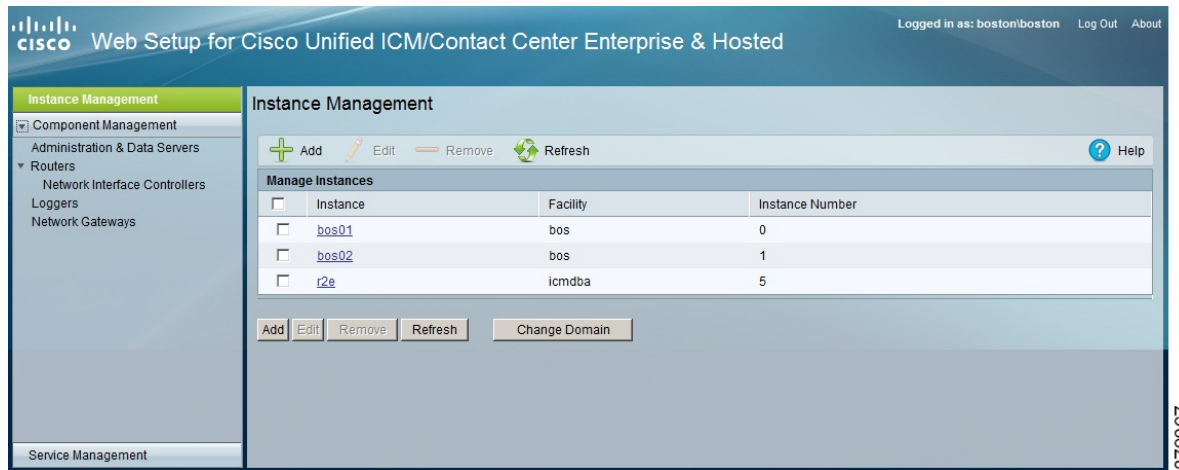
Step 4   Click **Yes** to continue.

The following diagram illustrates the current location of the Cisco Root OU.

Figure 3: Cisco Root OU Location

Step 5   On all the CCE machines, run Web Setup. Open the Instance Management page.

Figure 4: ICM Setup Dialog Box

Step 6	Select the existing instance being used.
Step 7	Click **Edit**.
Step 8	Edit the **Facility** or the **Instance Number** fields.
	You cannot edit the **Domain** field.
Step 9	After making any desired changes, click **Save**. You return to the Instance List page.
Step 10	Start all Unified ICM/CCE services.
Step 11	Run the **Configuration Manager** tool.
Step 12	As the permissions for the users in the User List were lost, run the **User List** tool and re-establish the permissions for individual users. When you re-establish the permissions, ensure that all the users in the User List Tools have the correct permissions.