CHAPTER 15

Microsoft Active Directory 2003 Integration with Cisco Customer Response Solutions and Cisco Unity

This chapter provides an overview of how Microsoft Active Directory 2003 directory services was configured for use with Cisco Customer Response Solutions (Cisco CRS) and Cisco Unity in Cisco Unified Communications Release 5.0(2) for IP telephony.

If you plan to use Microsoft Active Directory 2003, review the information that is provided in this chapter.

This chapter includes these sections:

- Using Cisco CRS with Microsoft Active Directory 2003, page 15-1
- Using Cisco Unity with Microsoft Active Directory 2003, page 15-3

Using Cisco CRS with Microsoft Active Directory 2003

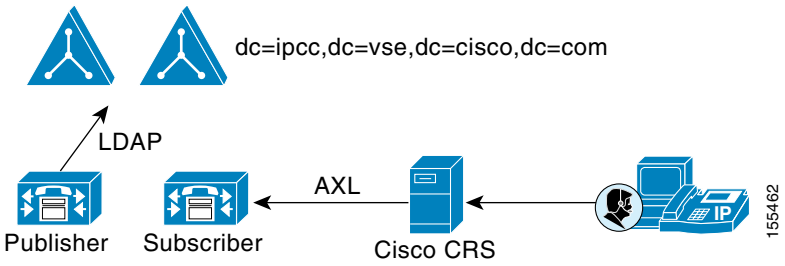
This section provides an overview of how Microsoft Active Directory 2003 was integrated with Cisco CRS. For additional information, see this Cisco CRS 4.5 documentation, which is available at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_software_versions_home.html

The Cisco CRS server does not need to be a member of the domain. It can remain in a standalone workgroup.

Figure 15-1shows how Microsoft Active Directory 2003 was integrated with Cisco CRS.

Figure 15-1 Microsoft Active Directory 2003 Integration with Cisco CRS



When you integrate Microsoft Active Directory 2003 with Cisco CRS, follow these guidelines:

- Create the same Cisco CRS Administrator in Microsoft Active Directory 2003 and in Cisco CRS. Otherwise, the Cisco CRS Administrator will not be able to log into the Cisco CRS Administration application.
- Create agents in Microsoft Active Directory 2003 and configure them in Cisco Unified CallManager Administration.

In addition, follow the Cisco Unified CallManager configuration guidelines that are shown in Table 15-1.

Table 15-1 Cisco Unified CallManager Configuration for Integrating Microsoft Active Directory 2003 with Cisco CRS

Field	Setting
LDAP System Configuration page settings (System > LDAP > LDAP System)	
Enable Synchronizing from LDAP Server	Checked
LDAP Server Type	Microsoft Active Directory
LDAP Attribute for User ID	sAMAccountName
LDAP Directory page settings (System > LDAP > LDAP Directory)	
LDAP Manager Distinguished Name	CN=Administrator, CN=Users, DC=ipcc, DC=vse, DC=Cisco, DC=com
LDAP User Search Base	OU=IPCCX, DC=ipcc,DC=vse, DC=Cisco, DC=com
LDAP Server Information	*Configure host name or IP address and LDAP port of two or more LDAP servers.*
Perform Full Sync Now button	*Click this button after making LDAP directory settings*
LDAP System Authentication page settings (System > LDAP > LDAP Authentication)	
Use LDAP Authentication for End Users	Checked **Note** If you do not enable this setting, LDAP directory synchronized passwords will default to ciscocisco.
LDAP Manager Distinguished Name	CN=Administrator, CN=Users, DC=ipcc, DC=vse, DC=Cisco, DC=com

Table 15-1 Cisco Unified CallManager Configuration for Integrating Microsoft Active Directory 2003 with Cisco CRS (continued)

Field	Setting
LDAP User Search Base	OU=IPCCX, DC=ipcc, DC=vse, DC=Cisco, DC=com
LDAP Server Information	*Configure host name or IP address and LDAP port of two or more LDAP servers.*

After you make LDAP configurations in Cisco Unified CallManager, enable Cisco DirSync services from the Cisco Unified CallManager Serviceability Administration application.

Using Cisco Unity with Microsoft Active Directory 2003

In the Cisco Unified Communications Release 5.0(2) testing for IP telephony, a Windows 2003 server was promoted to Domain Controller. Cisco Unity and Microsoft Exchange were tested in that Microsoft Active Directory 2003 domain.