



End User Configuration

The End User Configuration window in Cisco CallManager Administration allows the administrator to add, search, display, and maintain information about Cisco CallManager end users.



Note

You can modify end user information only if synchronization with an LDAP server is not enabled. To check whether synchronization with an LDAP server is enabled, use the **System > LDAP > LDAP System** menu option. In the LDAP System window that displays, ensure that the Enable Synchronizing from LDAP Server check box is not checked. If synchronization is enabled, you can view end user data, but you cannot modify the end user data.

The following topics contain information on managing end user directory information:

- [Finding an End User, page 87-1](#)
- [Adding an End User, page 87-3](#)
- [Creating a Cisco Unity or Cisco Unity Connection Voice Mailbox, page 87-3](#)
- [End User Configuration Settings, page 87-5](#)
- [Changing an End User Password, page 87-8](#)
- [Changing an End User PIN, page 87-9](#)
- [Configuring User-Related Information for End Users, page 87-9](#)
- [Associating Devices to an End User, page 87-10](#)
- [Associating Cisco CallManager Extension Mobility Profiles, page 87-12](#)
- [Deleting an End User, page 87-12](#)

Additional Information

See the “[Related Topics](#)” section on [page 87-13](#).

Finding an End User

Because you may have several end users in your network, Cisco CallManager lets you locate specific end users on the basis of specific criteria. Use the following procedure to locate end users.

**Note**

During your work in a browser session, Cisco CallManager Administration retains your end user search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your end user search preferences until you modify your search or close the browser.

Procedure

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

The Find and List Users window displays. Use the two drop-down list boxes to search for an end user.

Step 2 From the first Find user where drop-down list box, choose the field that you want to use to search for end users; for example, First Name, Last Name, or User ID.

**Note**

To find all end users that are registered in the database, do not enter any search text and click **Find**. A list of end users that matches your search criteria displays.

Step 3 From the second Find end user where drop-down list box, choose a search pattern for your text search; for example, begins with, contains, or ends with.

Step 4 Specify the appropriate search text, if applicable, and click **Find**.

The records that match your search criteria display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.

**Tip**

To search for end users within the search results, click the **Search Within Results** check box and enter your search criteria as described in this step.

**Note**

You can delete multiple end users from the Find and List users window by checking the check boxes next to the appropriate end users and clicking **Delete Selected**. You can delete all end users in the window by clicking **Select All** and then clicking **Delete Selected**.

Step 5 From the list of records that match your search criteria, click the user ID of the end user that you want to view.

The End User Configuration window displays the end user that you choose.

Additional Information

See the [“Related Topics”](#) section on page 87-13.

Adding an End User

The following procedure provides instructions on adding an end user.

**Note**

You can modify end user information only if synchronization with an LDAP server is not enabled. To check whether synchronization with an LDAP server is enabled, use the **System > LDAP > LDAP System** menu option. In the LDAP System window that displays, ensure that the Enable Synchronizing from LDAP Server check box is not checked. If synchronization is enabled, you can view end user data, but you cannot modify the end user data.

Procedure

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

The Find and List End Users window displays. Use the two drop-down list boxes to search for an end user.

Step 2 Click **Add New**.

The End User Configuration window displays.

Step 3 Enter the appropriate settings as described in [Table 87-1](#).

Step 4 When you have completed the end user information, save your changes and add the end user by clicking **Save**.

Next Steps

If you want to associate devices to this end user, continue with the [“Associating Devices to an End User”](#) procedure.

Additional Information

See the [“Related Topics”](#) section on page 87-13.

Creating a Cisco Unity or Cisco Unity Connection Voice Mailbox

The “Create Cisco Unity User” link on the End User Configuration window allows you to create individual Cisco Unity and Cisco Unity Connection voice mailboxes from Cisco CallManager Administration.

**Note**

The “Create Cisco Unity User” link displays only if the Cisco Unity administrator installed and configured the appropriate software. Refer to the *Cisco CallManager 5.0 Integration Guide for Cisco Unity 4.0* or the *Cisco CallManager 5.0 SCCP Integration Guide for Cisco Unity Connection 1.1*.

Before You Begin

- You must configure Cisco CallManager for voice messaging. Refer to [“Cisco Unity Configuration Checklist”](#) in the *Cisco CallManager System Guide*.
- You must configure Cisco Unity servers. See Cisco Unity and Cisco Unity Connection Documentation.

- Ensure Cisco Unity Cisco CallManager Integrated Voice Mailbox Configuration is enabled on the Cisco Unity or Cisco Unity Connection server. Refer to the *Cisco CallManager 5.0 Integration Guide for Cisco Unity 4.0* or the *Cisco CallManager 5.0 SCCP Integration Guide for Cisco Unity Connection 1.1*.
- Ensure Cisco RIS Data Collector service is activated. Refer to the *Cisco CallManager Serviceability System Guide* and the *Cisco CallManager Serviceability Administration Guide*.
- A device must associate with the end user before the Create Cisco Unity User link displays. The link displays beside the Primary Extension field.
- Ensure Voice Mail Profile is associated with the Primary Extension Directory Number for the Create Cisco Unity User link displays. See the [“Configuring a Directory Number” section on page 49-2](#).

**Note**

The Directory Number Configuration window also includes the “Create Cisco Unity User” link.

Procedure

Step 1 To associate a device to the end user, choose **User Management > End User** (see the [“Associating Devices to an End User” section on page 87-10](#)).

Step 2 Enter the appropriate settings in [Table 87-1](#).

**Note**

Ensure that you have defined a primary extension; otherwise, the “Create Cisco Unity User” link will not display in the Related Links drop-down list box.

Step 3 From the Related Links drop-down list box, in the upper, right corner of the window, choose the “Create Cisco Unity User” link and click **Go**.

The Add Cisco Unity User dialog box displays.

Step 4 From the Application Server drop-down list box, 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 Subscriber Template drop-down list box, choose the subscriber template that you want to use.

Step 6 Click **Save**.

The Cisco Unity mailbox gets created. The link, in Related Links, changes to “Edit Cisco Unity User” in the End User Configuration window.

You can now see the mailbox that you created from Cisco Unity Administrator. Refer to the *Cisco Unity Installation Guide* or the *Cisco Unity Connection Installation Guide*.

**Note**

When the Cisco Unity user gets integrated with the Cisco CallManager End User, you cannot edit the following fields in Cisco Unity Administrator: Alias (User ID in Cisco CallManager Administration); First Name; Last Name; Extension (Primary Extension in Cisco CallManager Administration). You can only update these fields in Cisco CallManager Administration.

**Note**

Cisco Unity monitors the synchronization of data from Cisco CallManager. You can configure the sync time in Cisco Unity Administrator under Tools (Import CallManager Users, Sync CallManager). Refer to the Cisco Unity documentation.

Additional Information

See the [“Related Topics” section on page 87-13](#).

End User Configuration Settings

Table 87-1 describes the end user configuration settings. For related procedures, see the [“Related Topics” section on page 87-13](#).

Table 87-1 **End User Configuration Settings**

Field	Description
User Information	
LDAP Sync Status	This field displays the LDAP synchronization status, which you set with the System > LDAP > LDAP System menu option.
User ID	Enter the end user identification name. Cisco CallManager does not permit modifying the user ID after it is created.
Password	Enter five or more alphanumeric or special characters for the end user password.
Confirm Password	Enter the end user password again.
PIN	Enter five or more numeric characters for the personal identification number.
Confirm PIN	Enter the PIN again.
Last Name	Enter the end user last name.
Middle Name	Enter the end user middle name.
First Name	Enter the end user first name.
Telephone Number	Enter the end user telephone number. You may use the following special characters: (,), and -.
Mail ID	Enter the end user's email address.
Manager User ID	Enter the user ID of the end user manager ID. The manager user ID that you enter must already exist in the directory as an end user.
Department	Enter the end user department information (for example, the department number or name).

Table 87-1 **End User Configuration Settings (continued)**

Field	Description
User Locale	From the drop-down list box, choose the locale that is associated with the end user. The user locale identifies a set of detailed information to support end users, including language and font. Cisco CallManager uses this locale for extension mobility and the Cisco IP Phone User Options. For Cisco CallManager Extension Mobility log on, the locale that is specified here takes precedence over the device and device profile settings. For Cisco CallManager Extension Mobility log off, Cisco CallManager uses the end user locale that the default device profile specifies. Note If you do not choose an end user locale, the locale that is specified in the Cisco CallManager service parameters as Default User Locale applies.
Associated PC	This required field applies for Cisco SoftPhone and Cisco CallManager Attendant Console users.
Digest Credentials	When you configure digest authentication for SIP phones, Cisco CallManager challenges the identity of the phone every time the phone sends a SIP request to Cisco CallManager. The digest credentials that you enter in this field get associated with the phone when you choose a digest user in the Phone Configuration window. Enter a string of alphanumeric characters. Note For more information on digest authentication, refer to the <i>Cisco CallManager Security Guide</i>.
Confirm Digest Credentials	To confirm that you entered the digest credentials correctly, enter the credentials in this field.
Device Associations	
Controlled Devices	After the device is associated, this field displays the description information (for example, the MAC address) that the end user controls. To associate a device with this end user, click the Device Association button on the right. See the “Associating Devices to an End User” section on page 87-10 for a detailed procedure.
Extension Mobility	
Available Profiles	This list box displays the extension mobility profiles that are available for association with this end user. To search for an extension mobility profile, click Find. Use the Find and List Device Profiles window that displays to search for the extension mobility profile that you want. To associate an extension mobility profile with this end user, select the profile and click the Down arrow below this list box.
Controlled Profiles	This field displays a list of controlled device profiles that are associated with an end user who is configured for Cisco CallManager Extension Mobility.
Default Profile	From the drop-down list box, choose a default extension mobility profile for this end user.

Table 87-1 End User Configuration Settings (continued)

Field	Description
Presence Group	Configure this field with the Presence feature. From the drop-down list box, choose a Presence group for the end user. The selected group specifies the destinations that the end user can monitor. The default value for Presence Group specifies Standard Presence group, configured with installation. Presence groups that are configured in Cisco CallManager Administration also appear in the drop-down list box. Presence authorization works with presence groups to allow or block presence requests between groups. Refer to the “Presence” chapter in the <i>Cisco CallManager Features and Services Guide</i> for information about configuring permissions between groups and how presence works with extension mobility.
SUBSCRIBE Calling Search Space	Supported with the Presence feature, the SUBSCRIBE calling search space determines how Cisco CallManager routes presence requests that come from the end user. This setting allows you to apply a calling search space separate from the call-processing search space for presence (SUBSCRIBE) requests for the end user. From the drop-down list box, choose the SUBSCRIBE calling search space to use for presence requests for the end user. All calling search spaces that you configure in Cisco CallManager Administration display in the SUBSCRIBE Calling Search Space drop-down list box. If you do not select a different calling search space for the end user from the drop-down list, the SUBSCRIBE calling search space defaults to None. To configure a SUBSCRIBE calling search space specifically for this purpose, you configure a calling search space as you do all calling search spaces. For information on how to configure a calling search space, see the “Calling Search Space Configuration” section on page 43-1
Allow Control of Device from CTI	Check this check box to allow CTI to control devices that this end user owns. If the associated directory number specifies a shared line, ensure the check box is enabled as long as at least one associated device specifies a combination of device type and protocol that CTI supports.
Directory Number Associations	
Primary Extension	This field represents the primary directory number for the end user. You choose no primary line when you associate devices to the end user. End users can have multiple lines on their phones. From the drop-down list box, choose a primary extension for this end user. If the system is configured for Cisco Unity or Cisco Unity Connection integration, the Create Cisco Unity User link displays.

Table 87-1 **End User Configuration Settings (continued)**

Field	Description
IPCC Extension	From the drop-down list box, choose an IPCC extension for this end user. Note This field displays only if the IPCC Express Installed enterprise parameter is set to <i>True</i> .
CAPF Information	
Associated CAPF Profiles	In the Associated CAPF Profile pane, the Instance ID for the End User CAPF Profile displays; that is, if you configured an End User CAPF Profile for the user. To edit the profile, click the Instance ID; then, click Edit Profile . The End User CAPF Profile Configuration window displays. For information on how to configure the End User CAPF Profile, refer to the <i>Cisco CallManager Security Guide</i> .
Permissions Information	
Groups	This list box displays after an end user has been added. The list box displays the groups to which the end user belongs. For more information on configuring user groups, see the “User Group Configuration” section on page 89-1 .
Roles	This list box displays after an end user has been added. The list box displays the roles that are assigned to the end user. For more information on configuring roles, see the “Role Configuration” section on page 88-1 .

Additional Information

See the [“Related Topics” section on page 87-13](#).

Changing an End User Password

Use the following procedure to change an end user password for an end user in the global directory.

Procedure

- Step 1** Use the procedure in the [“Finding an End User” section on page 87-1](#) to find the end user whose password you want to change.
The End User Configuration window displays with information about the chosen end user.
- Step 2** In the Password field, double-click the existing password, which is encrypted, and enter the new password.
- Step 3** In the Confirm Password field, double-click the existing, encrypted password and enter the new password again.
- Step 4** Click **Save**.

Additional Information

See the [“Related Topics”](#) section on page 87-13.

Changing an End User PIN

Use the following procedure to change the personal identification number (PIN) for an end user.

Procedure

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|---------------|---|
| Step 1 | Use the procedure in the “Finding an End User” section on page 87-1 to find the end user whose PIN you want to change

The End User Configuration window displays with information about the chosen end user. |
| Step 2 | In the PIN field, double-click the existing PIN, which is encrypted, and enter the new PIN. |
| Step 3 | In the Confirm PIN field, double-click the existing, encrypted PIN and enter the new PIN again. |
| Step 4 | Click Save . |
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Additional Information

See the [“Related Topics”](#) section on page 87-13.

Configuring User-Related Information for End Users

After you add a new end user, you can configure additional information related to the end user. This information allows each end user to personalize phone features, Cisco IPMA Manager, Cisco IPMA Assistant, Cisco CallManager Extension Mobility, Auto Attendant, and Cisco IP SoftPhone capability.

Before You Begin

Make sure that the end user is in the database. See the [“Finding an End User”](#) section on page 87-1 for more information.

Procedure

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|---------------|--|
| Step 1 | Use the procedure in the “Finding an End User” section on page 87-1 to find the end user whose application profile(s) you want to configure.

The End User Configuration window displays with information about the chosen end user. |
| Step 2 | To configure Cisco IPMA Manager for this end user, from the Related Links drop-down list box, choose Cisco IPMA Manager and click Go .

The Cisco IPMA Manager Configuration window displays for this end user. Refer to the “Cisco IP Manager Assistant With Proxy Line Support” and “Cisco IP Manager Assistant With Shared Line Support” chapters in the <i>Cisco CallManager Features and Services Guide</i> for details of configuring Cisco IPMA Manager.

After you configure Cisco IPMA Manager for this end user, you can return to the End User Configuration window for this end user. From the Related Links drop-down list box in the Cisco IPMA Manager Configuration window, choose Back to User Configuration and click Go . |

- Step 3** To configure Cisco IPMA Assistant for this end user, from the Related Links drop-down list box, choose Cisco IPMA Assistant and click **Go**.

The Cisco IPMA Assistant Configuration window displays for this end user. Refer to the “[Cisco IP Manager Assistant With Proxy Line Support](#)” and “[Cisco IP Manager Assistant With Shared Line Support](#)” chapters in the *Cisco CallManager Features and Services Guide* for details of configuring Cisco IPMA Assistant.

After you configure Cisco IPMA Assistant for this end user, you can return to the End User Configuration window for this end user. From the Related Links drop-down list box in the Cisco IPMA Manager Configuration window, choose Back to User Configuration and click **Go**.

- Step 4** To show the user privilege report for this end user, from the Related Links drop-down list box, choose User Privilege Report and click **Go**.

The User Privilege window displays for this end user. Refer to the “[Viewing a User’s Roles, User Groups, and Permissions](#)” section on page 89-7 for details of the user privilege report.

After you display the user privilege report for this end user, you can return to the End User Configuration window for this end user. From the Related Links drop-down list box in the User Privilege window, choose Back to User and click **Go**.

Additional Information

See the “[Related Topics](#)” section on page 87-13.

Associating Devices to an End User

You can associate devices over which end users will have control. End users can control some devices, such as phones. Applications that are identified as users can control other devices, such as CTI ports. When end users have control of a phone, they can control certain settings for that phone, such as speed dial and call forwarding.



Note

All device association behavior remains identical regardless of the type of device for which the feature is configured.

Before You Begin

To associate devices with an end user, you must access the End User Configuration window for that user. See the “[Finding an End User](#)” section on page 87-1 for information on finding existing end users. When the End User Configuration window displays, perform the following procedure to assign devices.

Do not attempt to associate devices to a new end user before you finish adding the new end user. Be sure to click **Save** on the End User Configuration window before you add device associations for a new end user.

Procedure

- Step 1** In the Device Associations pane, click **Device Association**.

The User Device Association window displays.

Finding a Device

Because you may have several devices in your network, Cisco CallManager lets you locate specific devices on the basis of specific criteria. Use the following steps to locate devices.

**Note**

During your work in a browser session, Cisco CallManager Administration retains your device search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your device search preferences until you modify your search or close the browser.

- Step 2** From the first Find User Device Association where drop-down list box, choose the field that you want to use to search for devices; for example, Name or Description.

**Note**

To find all devices that are registered in the database, do not enter any search text and click **Find**. A list of devices that matches your search criteria displays.

- Step 3** From the second Find User Device Association where drop-down list box, choose a search pattern for your text search; for example, begins with, contains, or ends with.

- Step 4** Specify the appropriate search text, if applicable, and click **Find**.

The records that match your search criteria display in the Device association for user (this particular user) portion of the window. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.

**Tip**

To search for devices within the search results, click the **Search Within Results** check box and enter your search criteria as described in this step.

Associating a Device

- Step 5** From the Device association for (this particular user) pane, choose the devices that you want to associate with this end user by checking the box to the left of the device name(s).

Use the buttons at the bottom of the window to select and deselect devices to associate with the end user.

**Note**

The buttons function to select and deselect only the devices that were found as a result of any search for devices that you performed in the preceding steps.

**Tip**

Check the *Show the devices already associated with user* check box to display the devices that are already associated with this end user.

Use the buttons to perform the following functions:

- **Select All on Page**—Click this button to select all devices that display on this page.
- **Clear All on Page**—Click this button to uncheck the check boxes next to all devices that display on this page.
- **Select All in Search**—Click this button to select all devices that match the search criteria that you specified in the Search Options portion of the window. The button performs the search anew and selects all the matching devices.
- **Clear All in Search**—Click this button to deselect all devices that match the search criteria that you specified in the Search Options portion of the window. The button performs the search anew and deselects all the matching devices.

- **Save Selected/Changes**—Click this button to associate the devices that you have selected with this end user.
- **Remove All Associated Devices**—Click this button to disassociate all devices that are already associated with this end user. After you click this button, a popup window asks you to confirm that you want to remove all device associations from this end user. Click **OK** to confirm.

Step 6 Repeat the preceding steps for each device that you want to assign to the end user.

Step 7 To complete the association, click **Save Selected/Changes**.

After you save the user device associations, the associated devices display above a dashed line in the Device association for user (this end user) portion of the window.

Step 8 From Related Links in the upper right corner of the window, choose Back to User from the drop-down list box, and click **Go**.

The End User Configuration window displays, and the associated devices that you chose display in the Controlled Devices pane.

Additional Information

See the [“Related Topics” section on page 87-13](#).

Associating Cisco CallManager Extension Mobility Profiles

Use Cisco CallManager Extension Mobility to configure a Cisco IP Phone model 7940 or Cisco IP Phone model 7960 to temporarily display as the phone of an end user. The end user can log in to a phone, and the extension mobility profile (including line and speed-dial numbers) for the end user resides on the phone. This feature applies primarily in environments where end users are not permanently assigned to physical phones.

To associate an extension mobility profile to an end user, you must access the End User Configuration window for that end user. See the [“Finding an End User” section on page 87-1](#) for information on accessing information on existing end users. To configure and associate Cisco CallManager Extension Mobility for end users, refer to the [“Cisco CallManager Extension Mobility” chapter in the Cisco CallManager Features and Services Guide](#).

Deleting an End User

To delete an end user by using Cisco CallManager Administration, perform the following procedure.

Before You Begin

Before deleting the end user, determine whether the devices or profiles that are associated with the end user need to be removed or deleted.

You can view the devices and profiles that are assigned to the end user from the Device Associations, Extension Mobility, Directory Number Associations, CAPF Information, and Permissions Information areas of the End User Configuration window. You can also choose **Dependency Records** from the

Related Links drop-down list box in the End User Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-2](#).

Procedure

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- Step 1** Choose **User Management > End User**.
- The Find and List Users window displays.
- Step 2** To locate a specific end user, enter search criteria and click **Find**.
- A list of end users that match the search criteria displays.
- Step 3** Perform one of the following actions:
- Check the check boxes next to the end users that you want to delete and click **Delete Selected**.
 - Delete all the end users in the window by clicking **Select All** and clicking **Delete Selected**.
 - Choose the user ID of the end user that you want to delete from the list to display its current settings and click **Delete**.
- A confirmation dialog displays.
- Step 4** Click **OK**.
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Additional Information

See the [“Related Topics” section on page 87-13](#).

Related Topics

- [Finding an End User, page 87-1](#)
- [Adding an End User, page 87-3](#)
- [Creating a Cisco Unity or Cisco Unity Connection Voice Mailbox, page 87-3](#)
- [End User Configuration Settings, page 87-5](#)
- [Changing an End User Password, page 87-8](#)
- [Changing an End User PIN, page 87-9](#)
- [Configuring User-Related Information for End Users, page 87-9](#)
- [Associating Devices to an End User, page 87-10](#)
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- [Deleting an End User, page 87-12](#)
- [LDAP System Configuration, page 12-1](#)
- [Directory Number Configuration, page 49-1](#)
- [CTI Route Point Configuration, page 67-1](#)
- [Cisco IP Phone Configuration, page 70-1](#)
- [Role Configuration, page 88-1](#)
- [User Group Configuration, page 89-1](#)

- [Viewing a User's Roles, User Groups, and Permissions, page 89-7](#)
- [Managing Application User and End User Configuration Checklist](#), *Cisco CallManager System Guide*
- [Application Users and End Users](#), *Cisco CallManager System Guide*
- [Cisco CallManager Extension Mobility](#), *Cisco CallManager Features and Services Guide*
- [Associating a User Device Profile to a User](#), *Cisco CallManager Features and Services Guide*
- [Cisco IP Manager Assistant With Proxy Line Support](#), *Cisco CallManager Features and Services Guide*
- [Cisco IP Manager Assistant With Shared Line Support](#), *Cisco CallManager Features and Services Guide*