



Application Users and End Users

The Application User Configuration window and the End User Configuration window in Cisco CallManager Administration allow the administrator to add, search, display, and maintain information about Cisco CallManager application users and end users. This chapter describes the options for managing user directory information.

Refer to the [“Application User Configuration”](#) section of the *Cisco CallManager Administration Guide* for more procedures on adding application users and configuring their application profiles.

Refer to the [“End User Configuration”](#) section of the *Cisco CallManager Administration Guide* for procedures on managing and updating end user information.

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How Cisco JTAPI Uses the Directory

Cisco Java Telephony Applications Programming Interface (JTAPI) uses the directory to determine which devices it can control and provides an interface method for getting the Media Access Control (MAC) address of the calling party, such as a user who is initiating the Cisco CallManager Extension Mobility Login.

After you install Cisco JTAPI, you have access to the Cisco CallManager directory. The directory stores parameters that initialize JTAPI, user profiles, application logic, and network-specific configuration information, such as the location of network resources and system administrator authentication.

Application Users

Application user configuration allows updates to the application users that are associated with Cisco CallManager. By default, Cisco CallManager Administration includes these application users:

- CCMAAdministrator
- CCMSysUser

You cannot delete these default application users, but you can change their passwords and modify the lists of devices that they control.



Note

By default, the CCMAAdministrator password specifies *ciscocisco*. The person that uses this application user ID should change the default password for this application user as soon as possible after logging on.

To configure application user information, use the **User Management > Application User** menu option in Cisco CallManager Administration. Refer to the [“Application User Configuration”](#) section in the *Cisco CallManager Administration Guide* for details.

End Users

Cisco CallManager Administration allows configuration of new end users if synchronization with the corporate LDAP server is not enabled. To check whether configuration is enabled, use the **System > LDAP > LDAP System** menu option in Cisco CallManager Administration. If the Enable Synchronizing from LDAP Server check box is not checked, synchronization is not in effect, and you can perform end user configuration. Refer to the [“LDAP System Configuration”](#) in the *Cisco CallManager Administration Guide* for details.

If, however, synchronization from the LDAP server is in effect, Cisco CallManager Administration does not allow configuration of new end users. Administrators can, however, update the data of existing end users.

To configure end user information, use the **User Management > End User** menu option in Cisco CallManager Administration. Refer to the [“End User Configuration”](#) section in the *Cisco CallManager Administration Guide* for details.

You can use the End User, Phone, DN, and LA Configuration window to add a new user and a new phone at the same time. You can associate a directory number and line appearance for the new end user by using the same window. To access the End User, Phone, DN, and LA Configuration window, choose the **User Management > User/Phone Add** menu option. Refer to [“User/Phone Add Configuration”](#) in the *Cisco CallManager Administration Guide* for configuration details.



Note

The End User, Phone, DN, and LA Configuration window only allows addition of a new end user and a new phone. The window does not allow entry of existing end users or existing phones.

Application Profiles

After you add a new application user, the CAPF Information pane on the Application User Configuration window allows you to configure the CAPF profile that is associated with the application user. For more information about the application user CAPF profile, see the [“Application User CAPF Profile Configuration”](#) chapter of the *Cisco CallManager Administration Guide*.

After you add a new end user, options in the Extension Mobility pane and the CAPF Information pane on the End User Configuration window allow you to configure the end user application profiles. These profiles allow each end user to personalize Cisco CallManager Extension Mobility and to update the end user CAPF profile. For more information about the end user CAPF profile, see the [“End User CAPF Profile Configuration”](#) chapter of the *Cisco CallManager Administration Guide*.

For information on configuring application profiles for application users, refer to the [“Configuring Application Profiles for Application Users”](#) section of the *Cisco CallManager Administration Guide*. For information on configuring application profiles for end users, refer to the [“Configuring User-Related Information for End Users”](#) section of the *Cisco CallManager Administration Guide*.

Device Association

Associating devices to an application user or to an end user gives the user control over specified devices. Application users and end users control some devices, such as phones. Applications that are identified as end users control other devices, such as CTI ports. When application users or end users have control of a phone, they can control certain settings for that phone, such as speed dial and call forwarding. See the following topics for additional information about associating devices with users:

- [Device Association for Application Users, page 21-3](#)
- [Device Association for End Users, page 21-4](#)

Device Association for Application Users

Use the Device Information portion of the Application User Configuration window to associate devices with an existing application user. The Available Devices pane lists the devices that are available for association with an application user. The Available Devices pane lists devices by device name. To search for additional devices to associate with an application user, use the **Find more Phones**, **Find more Route Points**, and **Find more Pilot Points** buttons. Each button opens a popup window where you can limit the list of devices by entering search criteria based on all or part of the device name, description, or other parameter. To limit the list of available devices to a specific selection, enter the criteria by which you want to search by using the following methods:

- Choose a search parameter, such as device name, description, or directory number.
- Choose the comparison operator, such as begins with.
- Enter search text.

For example, to list all extensions that begin with ‘5,’ you would choose Directory Number begins with and then enter **5** in the text box.

After you have specified the search criteria to display devices, all matching, available devices display in the Search Results. You can navigate the list by using the buttons at the bottom of the window.

You can associate one or more devices to the application user by checking that check box next to that device. If a device has multiple extensions that are associated with it, each line extension displays in the list. You need to choose only one line extension to choose all the lines that are associated with that device.

For more information on assigning devices to an application user, refer to [“Associating Devices to an Application User”](#) in the *Cisco CallManager Administration Guide*.

Device Association for End Users

Use the Device Associations portion of the End User Configuration window to associate devices with an existing end user. The Controlled Devices pane lists the devices that are already associated with an end user. The Controlled Devices pane lists devices by device name. To search for additional devices to associate with an end user, use the **Device Association** button. This button opens the User Device Association window where you can limit the list of devices by entering search criteria based on all or part of the device name or description. To limit the list of available devices to a specific selection, enter the criteria by which you want to search by using the following methods:

- Choose a search parameter, such as device name or description.
- Choose the comparison operator, such as begins with.
- Enter search text.

After you have specified the search criteria to display devices, all matching, available devices display in the Device association for (this end user) portion of the User Device Association window. You can navigate the list by using the buttons at the bottom of the window.

You can associate one or more devices to the end user by checking that check box next to that device. If a device has multiple extensions that are associated with it, each line extension displays in the list. You need to choose only one line extension to choose all the lines that are associated with that device.

For a detailed procedure for assigning devices to an end user, refer to [“Associating Devices to an End User”](#) in the *Cisco CallManager Administration Guide*.

Cisco CallManager Extension Mobility Profiles

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

User device profiles and device profile defaults support the Cisco CallManager Extension Mobility feature. The user device profile includes the following information:

- Device Profile Information—Includes Device Type, User Device Profile Name, Description, User Hold Audio Source, and User Locale.
- Phone Button Information—Includes Phone Button Template for the device type.
- Softkey Template Information—Includes list of available softkey templates.
- Expansion Module Information—Includes Cisco IP Phone add-on modules such as the Cisco Model 7914 Expansion Module.

- Multilevel Precedence and Preemption Information—Includes MLPP domain, indication, and preemption settings.
- Logged-Out Default Profile Information—Includes Log In User ID

An authentication scheme authenticates the user. The workflow engine sends an XML string through an HTTP post request to the Login Service. The string contains the following items:

- User name and password of the login application
- Device name that is based on the MAC address of the device on which the user wants their profile to reside

A dialog prompt displays on the device of the user.

For more information on Cisco CallManager Extension Mobility, refer to [Cisco CallManager Extension Mobility](#) in the *Cisco CallManager Features and Services Guide*.

Cisco IP SoftPhone Profiles

You can associate a device (line) to a user as a Cisco IP SoftPhone. This enables users to use their desktop PC to place and receive telephone calls and to control an IP telephone.

For more information on Cisco IP SoftPhone, refer to the *Cisco IP SoftPhone Administrator Guide*.

Managing Application User and End User Configuration Checklist

[Table 21-1](#) lists the general steps and guidelines for managing application user and end user information.

Table 21-1 Application User and End User Configuration Checklist

Configuration Steps		Related procedures and topics
Step 1	Search for an application user.	Finding an Application User , <i>Cisco CallManager Administration Guide</i>
Step 2	Add an application user as needed.	Adding an Application User , <i>Cisco CallManager Administration Guide</i>
Step 3	Configure the application profiles for application users.	Application Profiles , <i>Cisco CallManager Administration Guide</i>
Step 4	Search for an end user.	Finding an End User , <i>Cisco CallManager Administration Guide</i>
Step 5	Add an end user as needed.	Adding an End User , <i>Cisco CallManager Administration Guide</i>
Step 6	Configure the application profiles for end users.	Configuring User-Related Information for End Users , <i>Cisco CallManager Administration Guide</i>

Where to Find More Information

Related Topics

- [Application User Configuration](#), *Cisco CallManager Administration Guide*
- [End User Configuration](#), *Cisco CallManager Administration Guide*
- [User/Phone Add Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco IP Phone Configuration](#), *Cisco CallManager Administration Guide*
- [LDAP System Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco CallManager Extension Mobility](#), *Cisco CallManager Features and Services Guide*

Additional Cisco Documentation

- *Cisco IP SoftPhone Administrator Guide*
- *Cisco IP SoftPhone User Guide*
- *Cisco CallManager Features and Services Guide*
- Cisco IP Phone user documentation and release notes (all models)