Lab 4: Managing User Accounts in CUCM

In this lab we will look at different type of user accounts in CUCM.

Task 1: Administrator Accounts

In CUCM create two new accounts named rpiuser1 and rpiuser2, password should be cisco for both, PIN 12345.

Configure rpiuser1 to have Standard CCM Super Users privileges.

Configure rpiuser2 to have Standard CCM Read Only privileges.

Logout of CUCM and login as rpiuser1. Do you still have full access? Can you change parameters on phones? Change the description on phone 1, line 3201 to verify you have full administrator rights.

Logout of CUCM and login as rpiuser2. Do you still have full access? Can you change parameters on phones? Can you change the description on phone 1, line 3201?

Task 2: End User Access

In CUCM edit user rpiuser2 to also be a member of group Standard CCM End users. Next associate phone 1 (with line 3201) to user rpiuser2. You do this by clicking the device association box, locating the phone, and saving.

Next you will configure enterprise parameters which define which settings end users can view in web interface. In CUCM administration go to system -> enterprise parameters. Set the following:

- Show ring Settings -> True
- Show Call Forwarding Parameter -> Show Only Forward All

Go to [https://128.213.21.X/ccmuser](https://128.213.21.X/ccmuser)

Login as rpiuser2. Go to user options -> device -> line settings. Can you see the ring settings? Forward all calls to 3202 and Save this. Test this by making a call from your SIP phone to 3201 – does phone2/line 3202 ring?

Create a speed dial on phone 1 pointing to your SIP phone. Test that this works correctly.

Task 3: Web Dialer
The web dialer is a tool that allows end users to dial numbers from the end user web interface. The calls are initiated from the actual IP phone.

First you must enable the services. Go to CUCM serviceability and activate the CTI Manager and Cisco WebDialer Web Service.

Logout of end user interface from task 2 if still logged in and log back in as rpiuser2. Go to user options -> directory and search for extension 3202. Click the directory number and the web dialer should open, hit dial and ensure the call is established.

**Task 4: CUPS Synchronization**

In lab2 we enabled user synchronization between CUCM and CUPS. Go to CUPS server and ensure that users rpiuser1 and rpiuser2 are now in CUPS.

**Task 5: Use BAT to add new users**

User BAT and add 10 new users with following parameters:

First Name: BATUSER[1-10]

Last Name: BATUSERL[1-10]

Userid: BATUSER[1-10]

Password: Imi

PIN: 12345

All users should be put into user group of CCM end users.

Verify this by ensuring you can see all users from CUCM and try logging into end user web interface ([https://128.213.10.X/ccmuser](https://128.213.10.X/ccmuser)).

**Task 6: Digest Authentication SIP Phone**

Configure your SIP phone, ext 3333, to use a password for authentication of Imi. After this is configured on CUCM and Xlite you will need to reset your Xlite softphone.

On CUCM you will need to create a new phone security profile where you enable digest authentication. You then need to apply this profile to the SIP phone configured in CUCM and also edit the associate end user (sipuser) with the digest authentication credentials.

Verify SIP phone registers and can make/receive calls after password entered.