Configure Supervisor Active Directory Integration in CCMP

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Introduction

This document describes configuration steps so adminsitrators can make agents as superviros via Cisco Unified Contact Center Management Portal (CCMP).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Enterprise (UCCE)
- CCMP

Components Used

The information in this document is based on these software and hardware versions:

- UCCE 11.6.1
- CCMP 11.6.1

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

In order for an administrator to be able to elevate an agent account to Supervisor ; it is important that the steps for Supervisor Active Directory (AD) Intregration are completed using the CCMP Integrated Configuration Environment (ICE). Without this configuration if a CCMP administrator tries to make an agent a supervisor, error "Active Directory Domain Server is not configured

on [AW]" pops up as shown in the image;

Pecalis Person	Supervisor	Agent Teams	Skill Groups	Attributes	Advanced	History
ustom Data						
Supervisor						
omain Account						
Associate with Dr	main Account					
Proportience which pro-	Aniani Account					
Login Name						
Login Name						
Login Name						Q

Configure

Note: Confguration steps here assume that in CCMP ICE Cisco CCE integration has been completed and basic operations can be performed successfully. Also ensure below steps are done in a maintenance window.

1. Open ICE ; search it CCMP node and launch the application ;



2. Complete Database Connection and login.

3. While in Cluster Configuration Mode ; click Configure Cisco Unified CCE Servers ; as shown in the image ;



4. Select "**Modify an existing instance**" under **Select Task ,** and click **Next** ,as shown in the image;

	Configure Cisco Unified	CCE Servers		×
×.	Select Task Please select an option and click next to continue Add a new instance Modify an existing instance Remove an existing instance	Cancel	Previous	Next

5. Select the applicable instance name and then click Next, as shown in the image;

Note: Here "AW" is the instance name from test lab used for this document.

	Configure Cisco Unified CCE Servers
30	Select Unified CCE
1	Please select the Unified CCE instance that you wish to modify
า	AW
	Cancel Previous Next

6. Select click Next until the option Screen " Supervisor Active Directory Integration" comes up and select **"Yes"** followed by selecting **Next**, as shown in the image;

Configure Cisco Unified CCE Servers
Supervisor Active Directory Integration
Do you wish to allow Active Directory user accounts to be mapped to supervisors when configuring Unified CCE?
Yes No
Cancel Previous Next

7. Ensure to provide the **Primary Domain Controller** and **Secondary Domain Controller** details along with **Port Number** and click **Next**, as shown in the image;

Note: Here based on lab configuration only primary domain controller/global catalogue and its port number has been provided. The format will be **<FQDN/IP>:<PortNumber>**

	Configure Cisco Unified CCE Servers	×
20	Configure Active Directory Connections	
1.	Please enter the addresses of your primary and secondary domain controllers and configure the required security settings to connect	_
``	Primary Domain Controller: ad2012.semaim.ecm:3268	1
	Secondary Domain Controller:	
	Set Active Directory Authentication Types (Advanced) Anonymous Fast Bind Delegation Readonly Server Encryption Secure Sockets Layer Server Bind Server Bind	1
	Cancel Previous Next	

8. Select the location in AD where supervisors user domain accounts are located, and then click **Next** as shown in the image

	Configure Cisco Unified CCE Servers	×
XD	Select Supervisor Active Directory Location	
-	Select the location in active directory where your supervisor user domain accounts are located	
``	B- Samaira	
	Cancel Previous Next	

9. Select the Linked Unified CM servers and click Next , as shown in the image ;

	Configure Cisco Unified CCE Servers	×
30	Configure Linked Unified CM Servers	
	Please select the Cisco Unified CM servers that this Unified CCE is capable of routing calls to:	
	✓ cucm10	
	Cancel Previous Next	

10. Click Next in the Summary screen , as shown in the image;

	Configure Cisco Unified CCE Servers	×
20	Summary	
1.	ICM Configuration Summary	^
``	Overview	
	ICM Instance Name: pin ICM Deployment Type: Standard ICM Version: 188.1 Authentication Mode: Local Redundancy Type: SingleSided Provisonable: Yes	
	Server [sprawler] (sprawler.samaira.com) • Primary Admin Workstation Component • Primary Provisioning Components	~
	Cancel Previous Nex	4

11. Ensure you see the Successfull screen, as shown in the image , click Exit;



12. Ensure to click Save in ICE (by selecting the Save Icon), as shown in the image;

					Integrated Configuration Environment (ICE)
File	Edit	View			1
Tool	Cluste	r Configuration	•	В	🚽 • 🕼 🐲 📁 • 🎐 🔄 💿 💿

Verify

Use this section in order to confirm that your configuration works properly.

1. Search and click Management Portal ; as shown in the image;



2. Login to Management Portal,

Login

sername	
administrator	
assword	
******	٩

3. Select Agent from Resource Manager and then click Supervisor Tab and then select Supervisor option followed by searching for the login name and click find and then verify message "Domain account found". Click Save to make this account a Supervisor account., as shown in the image;

loot / SPRAW / AW / CUCM	PIM.TEST USER CC	MP (Agent)				
Details Person	Supervisor	Agent Teams	Skill Groups	Attributes	Advanced	History
Custom Data						
Supervisor 🗹						
Domain Account						
Associate with Dor	main Account					
2						
Login Name						
ccmpuser@sam	aira.com					۹
-						
		Ad	tivate Win	dows		
Save Cancel	😑 Ready	Gö	to System in C	Control Panel	to activate W	indows.

4. First the system will say **Agent update request submitted**; with a yellow indicator also stating **"Pending Active"**, as shown in the image;

etails Person Supervisor Agent Teams Skill Groups Attributes Advanced History Supervisor Image: Computer@samaira.com Image: Compuser@samaira.com Image: Compuser@samai	nt upda	te request s	submitted					
ustom Data Supervisor Comain Account Associate with Domain Account Compuser@samaira.com Compuser@samaira.com Compuser@samaira.com Activate Windows	etails	Person	Supervisor	Agent Teams	Skill Groups	Attributes	Advanced	History
Supervisor Domain Account Associate with Domain Account ✓ Login Name compuser@samaira.com ♥ Domain account found Activate Windows	ustom D	ata						
✓ Associate with Domain Account ✓ Login Name compuser@samaira.com Q ⑦ Domain account found	Supen	risor						
Associate with Domain Account	×							
Associate with Domain Account Iogin Name Compuser@samaira.com Omain account found Iogin Name	omain	Account						
Associate with Domain Account Iogin Name compuser@samaira.com Omain account found Comain account found Activate Windows 								
togin Name compuser@samaira.com © Domain account found Activate Windows	Associ	ate with Do	main Account					
compuser@samaira.com Q Ø Domain account found Activate Windows	M.							
Compuser@samaira.com Q Compuser@samaira.com	Login	Name						
Activate Windows	com	puser@sam	haira.com					Q
Activate Windows	Ø Do	main accou	int found					
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5. Finally in a few seconds the status will change to **Ready** and the change will be commited.



6. Even **Configuration Manager** in **Administration & Data Server** (AW) node will now confirm that this agent account is now a Supervisor, as shown in the image;

Ap	ent Explorer
Delect filter data Perphenal Optional Filter Condition Name Same Retrieve Cancel filter dampes Ithde legend Italian (I) Prophenalmaget Dick on an item to each reveal reveal reveal Italian file Add butters to reveal reveal reveal Italian file Add butters to reveal reveal reveal	Agent Advanced Skill group membership Select Person
Circle on an long to view its contents. Use the Add buttom to consistence items. Circle PMA3, spidemenn Circle PMA3, spidem	Password Comparison Contemparament Agent information Enterplace name: • CLCMP36LTEST_USER_COMP Pelpherstinane: • CLCMP36LTEST_USER_COMP Agent D: • E78(3648) (Perphenel number) • E78(3648) Supervisor: Ø

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.