

# Configure Supervisor Active Directory Integration in CCMP

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## Introduction

This document describes configuration steps so administrators can make agents as supervisors 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:

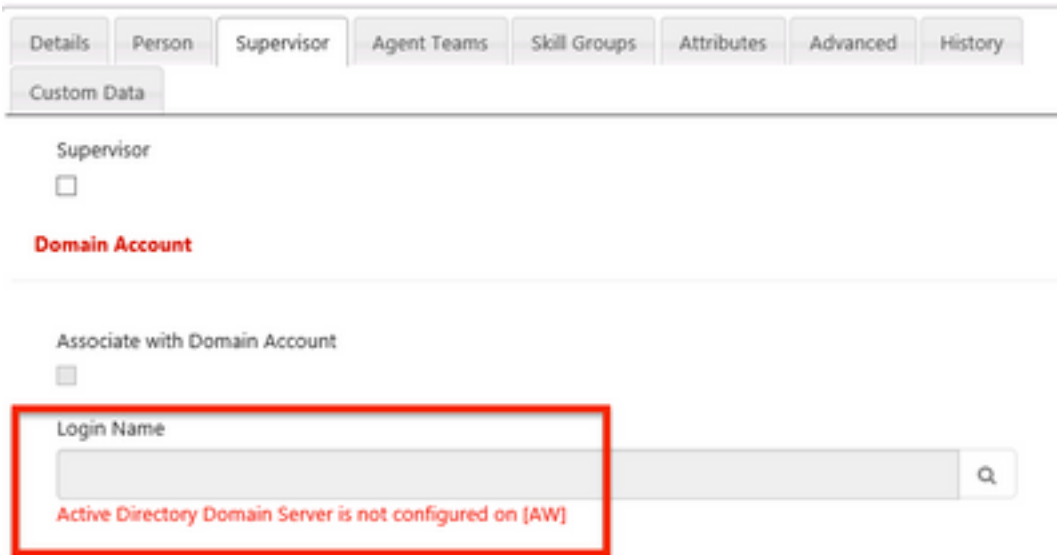
- UCCE 11.6.1
- CCMP 11.6.1

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) Integration 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**

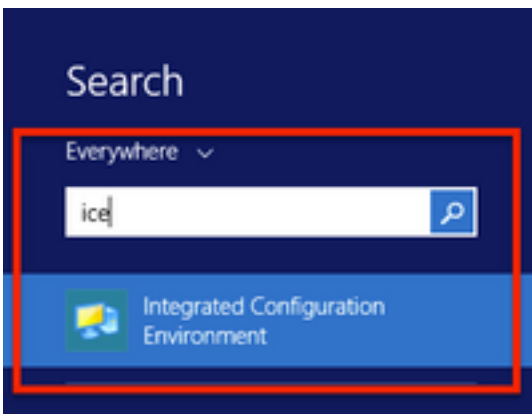
on [AW]" pops up as shown in the image;



## Configure

**Note:** Configuration 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 ;

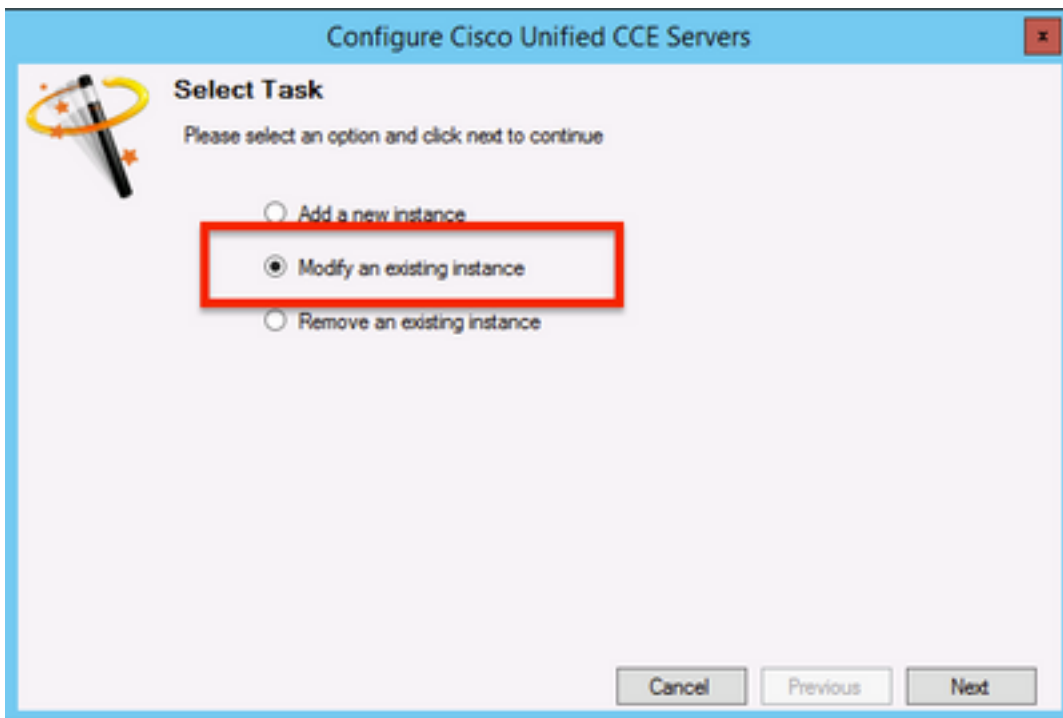


2. Complete **Database Connection** and login.

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

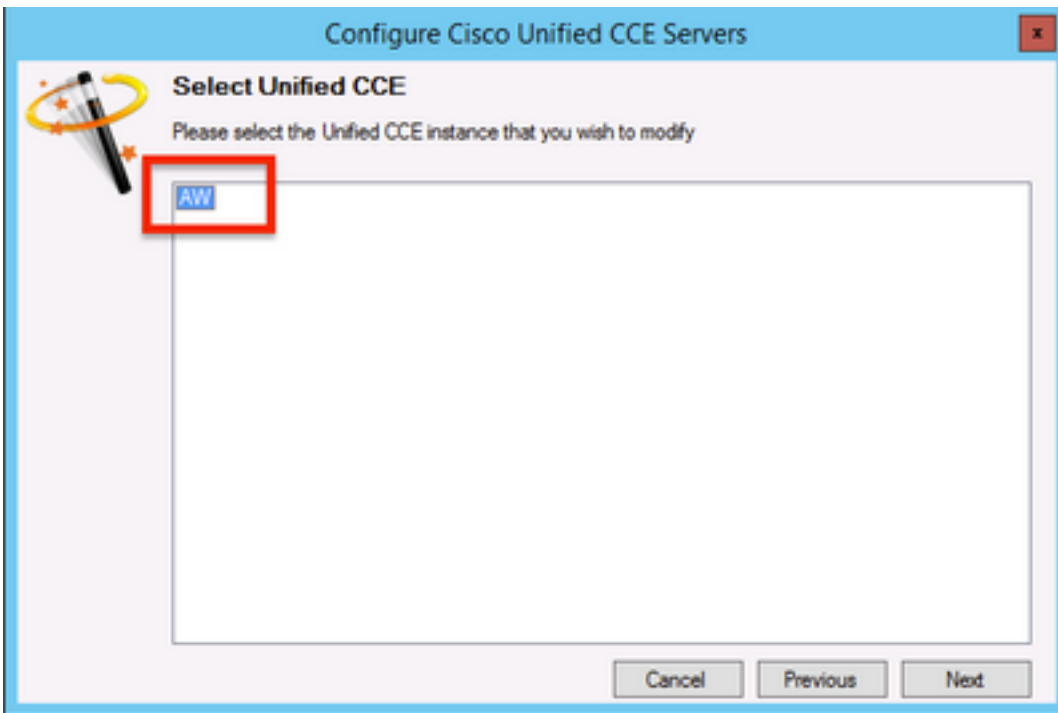


4. Select "**Modify an existing instance**" under **Select Task** , and click **Next** ,as shown in the image;

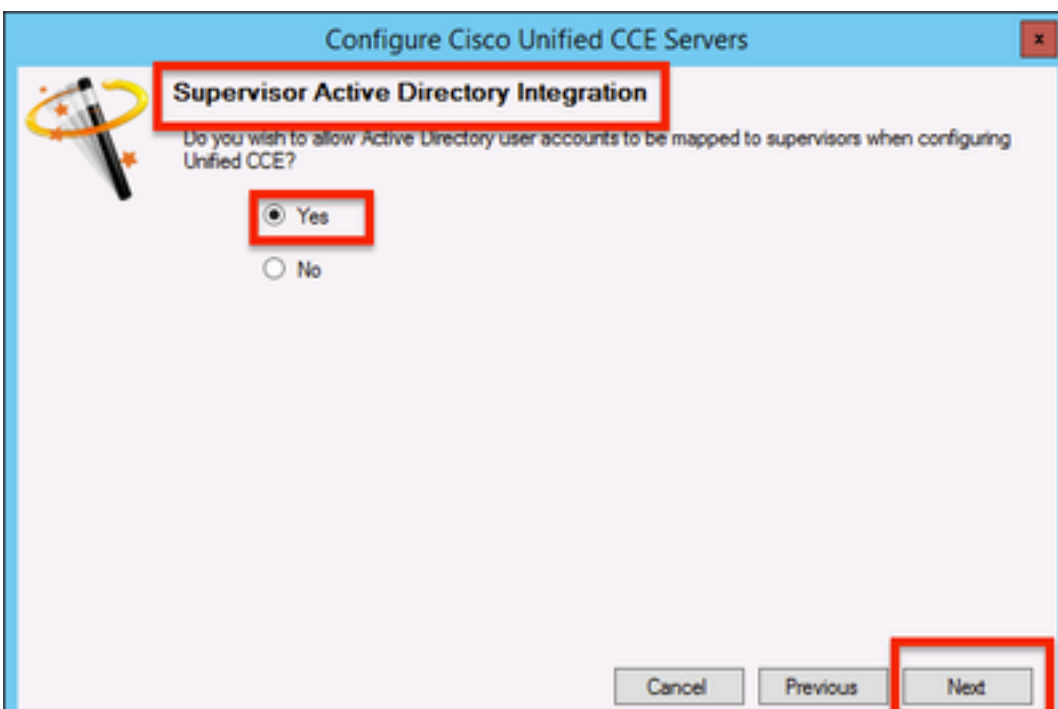


5. Select the applicable **instance name** and then click **Next** , as shown in the image ;

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

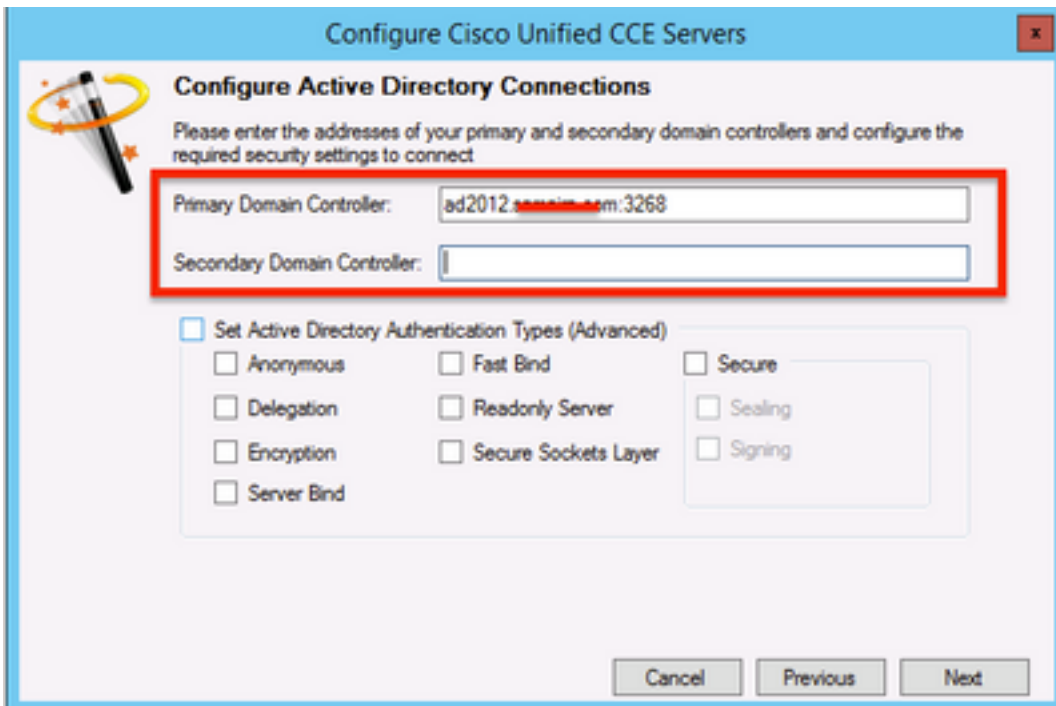


6. Select click Next until the option Screen " Supervisor Active Directory Integration" comes up and select "Yes" followed by selecting **Next** , as shown in the image;

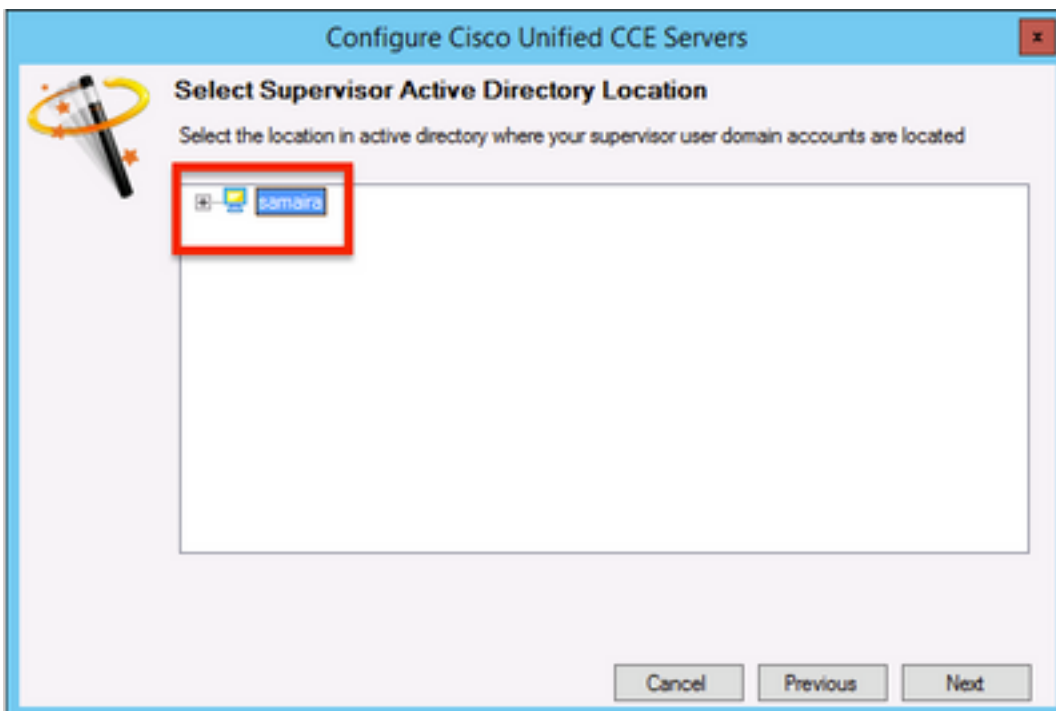


7. Ensure to provide the **Primary Domain Controller** and **Secondary Domain Controller** details along with **Port Number** and click **Next** , as shown in the image;

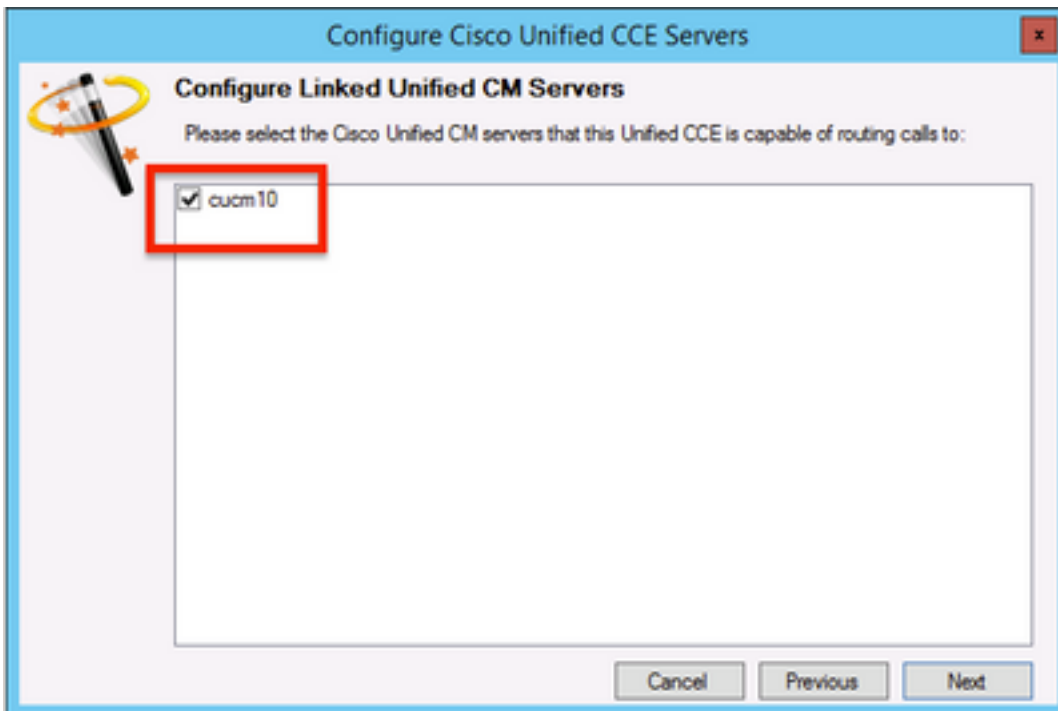
**Note:** Here based on lab configuration only primary domain controller/global catalogue and its port number has been provided. The format will be **<FQDN/IP>:<PortNumber>**



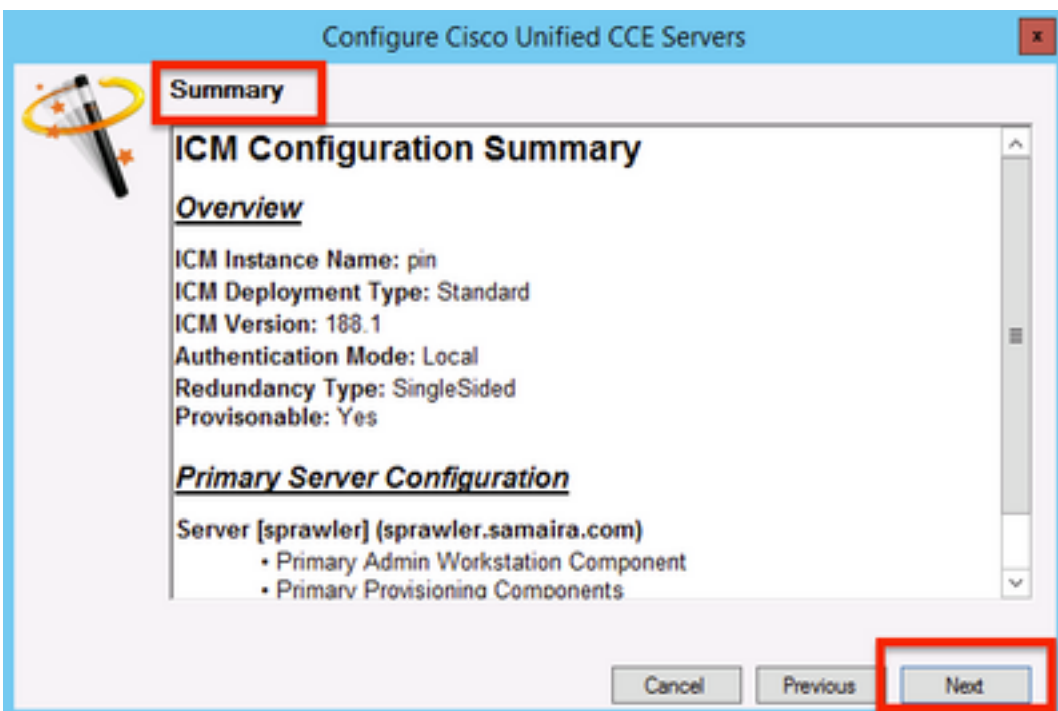
8. Select the location in AD where supervisors user domain accounts are located, and then click **Next** as shown in the image



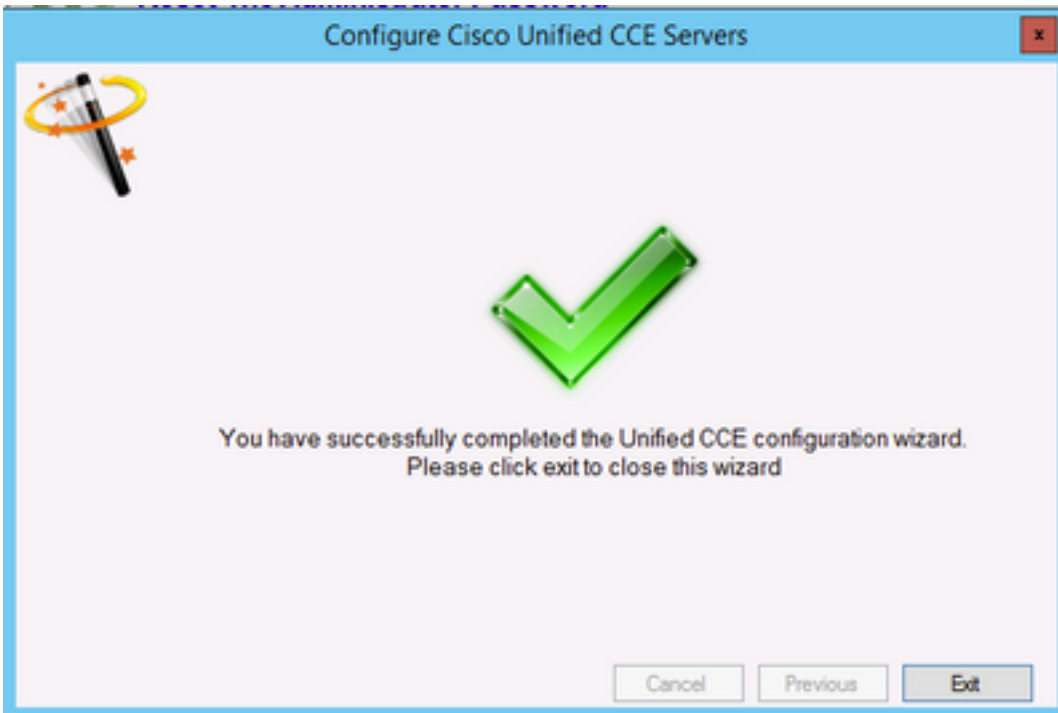
9. Select the **Linked Unified CM servers** and click **Next** , as shown in the image ;



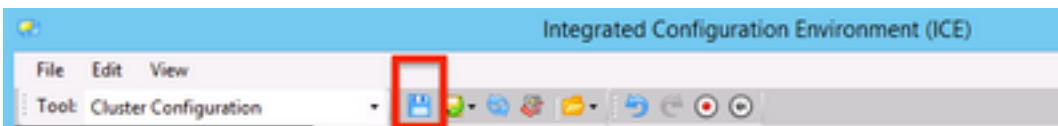
10. Click **Next** in the Summary screen , as shown in the image;



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



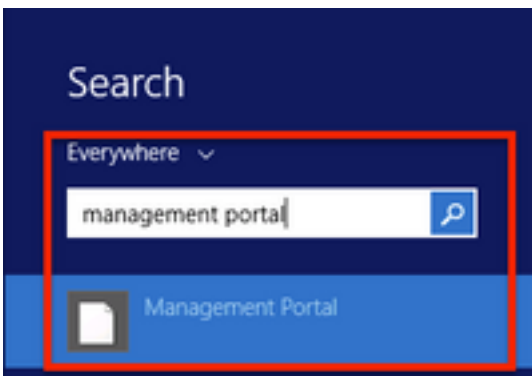
12. Ensure to click **Save** in **ICE** (by selecting the **Save Icon**) , as shown in the image;



## 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

Local Login

**Username**

**Password**

**Login**

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;

Root / SPRAIW / AIV / CUCMIMPTEST USER CCMP (Agent)

Details Person **Supervisor** Agent Teams Skill Groups Attributes Advanced History

Custom Data

**Supervisor**

**Domain Account**

Associate with Domain Account

Login Name

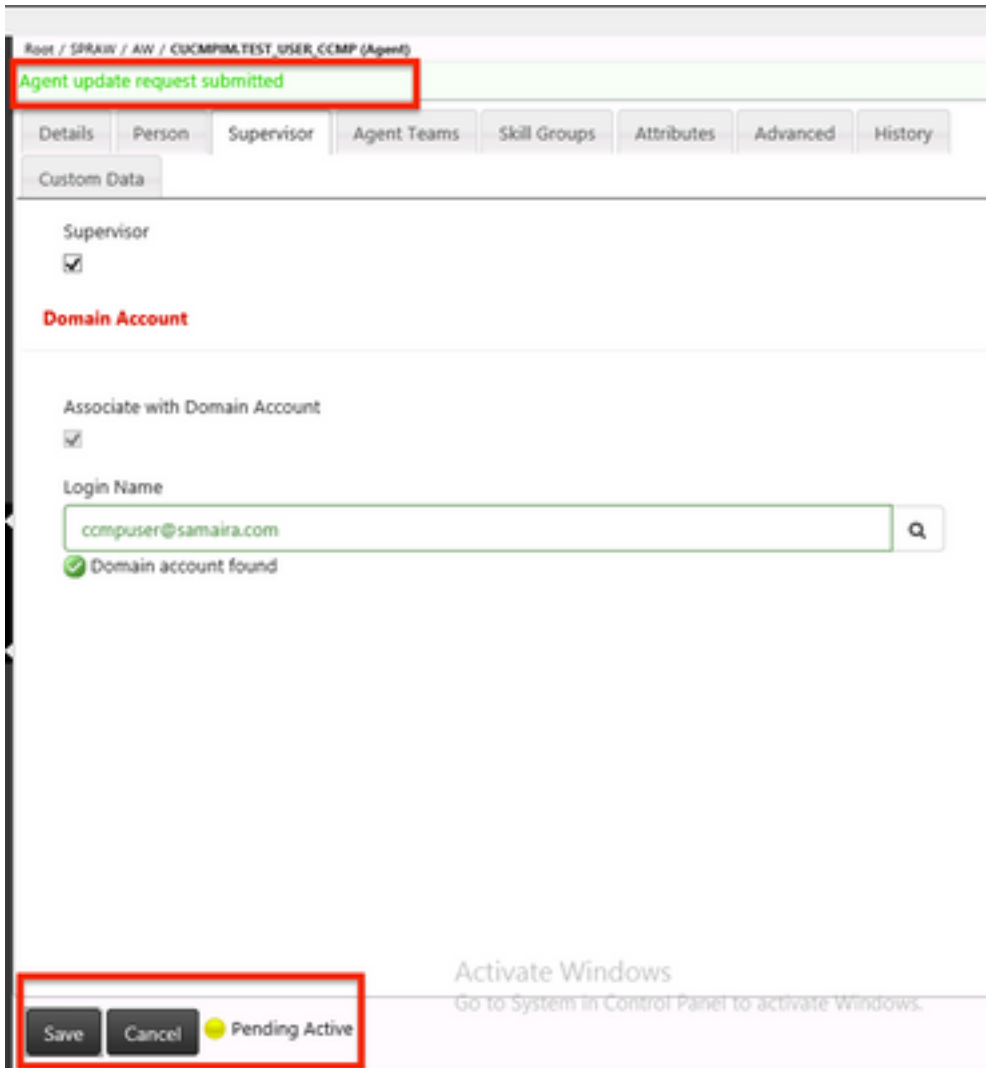
Domain account found

Activate Windows  
Go to System in Control Panel to activate Windows.

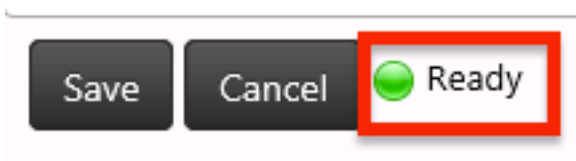
**Save** Cancel  Ready



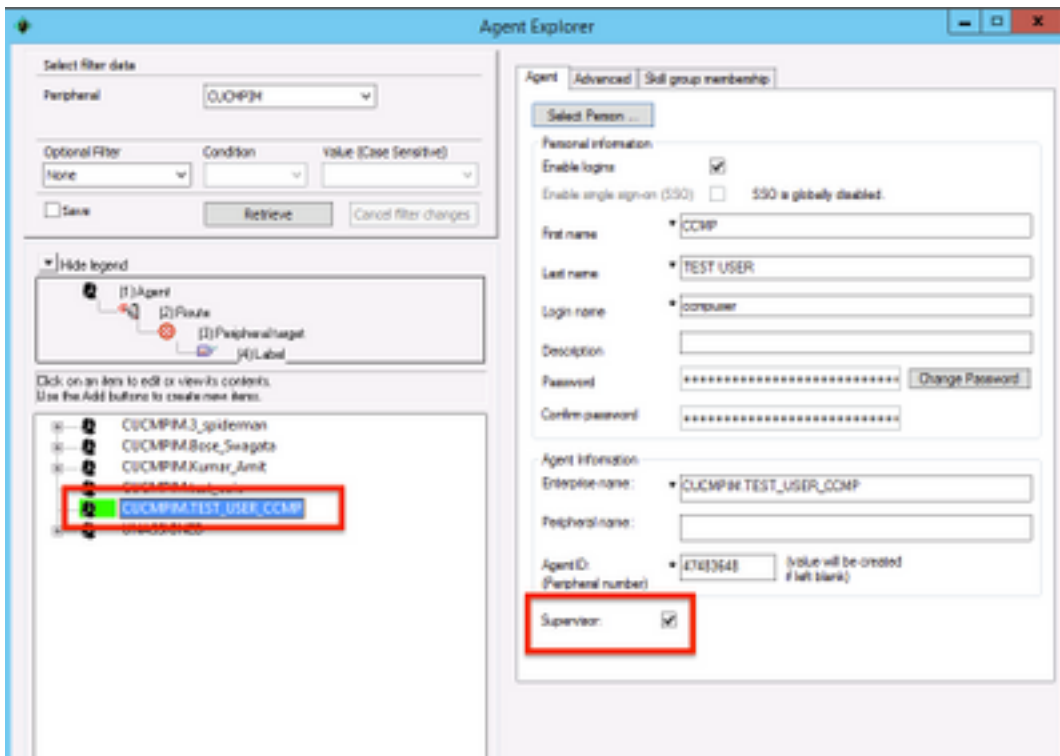
4. First the system will say **Agent update request submitted** ; with a yellow indicator also stating **"Pending Active"** , as shown in the image;



5. Finally in a few seconds the status will change to **Ready** and the change will be committed.



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;



## Troubleshoot

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