

Configure Users and Groups

All configuration and administration functions for Cisco Contact Center SIP Proxy (CCCSP) are available through the graphical user interface (GUI). However, you may find using the command-line interface (CLI) is more efficient than using the GUI. For example, you may want to create a script to configure a large number of users for a specific system. In this case, the CLI can be more efficient.

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Add and Modify a User

Users, or users, configured in Cisco Unified Communications Manager can be imported to the Cisco Contact Center SIP Proxy (CCCSP) database.

The procedure described in this section allows you to create a new user in the system. Use the same procedures to modify an existing user's properties.

The application license determines the maximum number of users.

Note Ensure not to use reserved keywords or any name that may conflict with the regular users or process names in Linux (root, bin, daemon, adm, lp, sync, shutdown, halt, mail, operator, games, and so on.) while creating the users.

Required Data for this Procedure

The following information is required for adding or modifying a user:

- Username—The user ID. The username must be at least 3 and no more than 32 characters. CCCSP allows only letters, numbers, underscore (_), dot (.), and dash (-) in user IDs. User IDs must start with a letter. Do not use spaces in the username.
- (Optional) Full name—First and last name of the user. It must start and end with quotation marks (“ ”).
- (Optional) Group—Name of an existing group in which this user is a member.
- (Optional) Password—Password for logging into the Cisco Contact Center SIP Proxy (CCCSP) GUI. The password must include a minimum length ranging from 8 through 64 characters. There is no limit

on the maximum number of characters. Spaces are not allowed. A valid password should have at least one uppercase letter, one lowercase letter, one number, and a symbol.

- (Optional) PIN—No PIN is required for vCCCSP users.

Exec mode

SUMMARY STEPS

1. **username** *userid* [**create | delete | fullname** [**firstname** *"first-name"* | **last** *"last-name"* | **display** *"full-name"*] | **group** *group-name* | **language** *"language"* | **password** *"password"* | **pin** *number*]
2. **show users** or **show user detail username** *userid*
3. **copy running-config startup-config**

DETAILED STEPS

Procedure

	Command or Action	Purpose

Step 1	**username** *userid* [**create	delete	fullname** [**firstname** *"first-name"*	**last** *"last-name"*	**display** *"full-name"*]	**group** *group-name*	**language** *"language"*	**password** *"password"*	**pin** *number*]
									Example:
									`Hostname# username user1 create`
									`Hostname# username user2 fullname display "User 2"`
									`Hostname# username user2 group sales`
									`Hostname# username user2 password "Green123!"`
									`Hostname# username user2 pin 4444`
									`Hostname# username user2 delete`
										Creates the user with the specified user ID. The optional parameters configure more information for the user:
										• *userid* —User ID of the user. The user ID must be at least 2 and no more than 31 characters. Cisco Unified SIP Proxy allows only letters, numbers, underscore (_), dot (.), and dash (-) in user IDs. Do not use spaces in the username. User IDs must start with a letter.
										• **create** —C reates the user with no other information.
										• **delete** —Deletes an existing user.
										• **fullname** —Specifies a full name for this user. This full name appears on telephone displays.
										• **group** —Associates this user with an existing group.
										• **language** —Specifies the default language used for the specified user. See the Release Notes for Cisco Unified SIP Proxy for a list of available languages.
										• **password** —Specifies a password for this user. The *password* value must be entered within quotation marks (“ ”). Spaces are not allowed. Acceptable password characters are lowercase letters a to z, uppercase letters A to Z, digits 0 to 9, and the following symbols: -,. + = _ ! @ # $ ^ * () ? / ~ < > & %.
										• **pin** —Specifies a personal identification number (PIN) for this user. The user enters this number from the telephone when accessing the voice-mail system. The

	Command or Action	Purpose
		PIN can contain a maximum number of 16 digits. The asterisk (*) and pound sign (#) cannot be used.
Step 2	**show users** or **show user detail username** *userid* **Example:** `Hostname# show user detail username user2`	Displays a list of user IDs for all users configured on the system. or Displays the detailed information configured for the specified user.
Step 3	**copy running-config startup-config** **Example:** `Hostname# copy running-config startup-config`	Copies the configuration changes to the startup configuration.

Example

The following output illustrates the **show users** and **show user detail username** commands:

```
Hostname# show users
user1
user2

Hostname# show user detail username user2
Full Name: User 2
First Name:
Last Name: user2
Nickname: user2
Phone:
Phone(E.164):
Language: en_ENU
Hostname#
```

Configuration Mode

SUMMARY STEPS

1. **config t**
2. **username** *userid* [**create | phonenumber** *phone-number* | **phonenumberE164** *full-number*]
3. **exit**
4. **show users** or **show user detail username** *userid*
5. **copy running-config startup-config**

DETAILED STEPS

Procedure

	Command or Action	Purpose
Step 1	**config t** **Example:** `Hostname# config t`	Enters configuration mode.

Step 2	**username** *userid* [**create | phonenumber** *phone-number* | **phonenumberE164** *full-number*]
	Example:
	`Hostname(config)# username user3 create`
	`Hostname(config)# username user3 password Usr@50180`
		Creates the user with the specified user ID. The optional parameters configure more information for the user:
		• *userid*—User ID of the user. The user ID must be at least 2 and no more than 31 characters. Cisco Unified SIP Proxy allows only letters, numbers, underscore (_), dot (.), and dash (-) in user IDs. Do not use spaces in the username. User IDs must start with a letter.
		• **create**—Creates the user with no other information.
		• **password**—Specifies a password for this user.

Step 3	**exit** **Example:** `Hostname(config)# exit`	Exits configuration mode.
Step 4	**show users** or **show user detail username** *userid* **Example:** `Hostname# show user detail username user2`	Displays a list of user IDs for all users configured on the system. or Displays the detailed information configured for the specified user.
Step 5	**copy running-config startup-config** **Example:** `Hostname# copy running-config startup-config`	Copies the configuration changes to the startup configuration.

Example

The following example illustrates configuring a user and the output from the **show** commands:

```
Hostname(config)# username user3 create
Hostname(config)# username user3 password User@5521
Hostname(config)# exit
Hostname# show users
user1
user2
```

```
user3
Hostname# show user detail username user3
Full Name: User 3
First Name:
Last Name: user3
Nickname: user3
Password: ******
Language: en_ENU
```

Add and Modify a Group

A group is a collection of users, usually with a common function or purpose, such as sales, main office, customer service, or technicians. A group has the following characteristics:

- Members of the group can be individual users or other groups.
- The group is assigned an extension.
- A group can have zero or more users as owners. An owner of a group can add and delete members. Additionally, an owner can add and delete other owners to the group.
- Members can belong to more than one group.
- Members can be added to the group using the configuration mode **groupname** command or using the EXEC mode **username** command. For more information on **username** command, see Adding and Modifying a User.

Note Users must exist before being added to a group. See Adding and Modifying a User to configure the user's detailed information.

Required Data for this Procedure

The following information is required to define a group:

- EXEC mode:
  - Name of group
  - Description of group
  - Full name of group
- Configuration mode:
  - Name of group
  - One or more existing user or group IDs to be added as members
  - One or more existing user IDs to be added as owners
  - Extension or telephone number of the group
  - Full E.164 telephone number of the group

Exec mode

SUMMARY STEPS

1. **groupname** *userid* [**create | delete | description** *"description"* | **fullname** *"full-name"*
2. **show groups** or **show group detail groupname** *groupid*
3. **copy running-config startup-config**

DETAILED STEPS

Procedure

	Command or Action	Purpose

Step 1	**groupname** *userid* [**create	delete	description** *"description"*	**fullname** *"full-name"*
				Example:
				`Hostname# groupname sales fullname "Sales Department"`
				`Hostname# groupname sales description "Retail Sales Department"`
				`Hostname# groupname sales delete`
					Creates the group with the *groupid* value. The optional parameters configure more information for the group:
					• **create** —C reates the group with no other information.
					• **delete** —Deletes an existing group.
					• **description** —Specifies a description of the group.
					• **fullname** —Specifies a long name for the group.

Step 2	**show groups** or **show group detail groupname** *groupid* **Example:** `Hostname# show group detail groupname sales`	Displays a list of group IDs for all configured groups. This command does not display the details for the groups. or Displays the detailed configuration information for the group *groupid* value.
Step 3	**copy running-config startup-config** **Example:** `Hostname# copy running-config startup-config`	Copies the configuration changes to the startup configuration.

Example

The following example creates a group and displays the output of the **show** commands:

```
Hostname# groupname sales fullname "Sales Department"
Hostname# groupname sales description "CA office"

Hostname# show groups
Administrators
sales

Hostname# show group detail groupname sales
Full Name: Sales Department
Description: CA office
Phone:
```

```
Phone(E.164):
Language: en_ENU
Owners:
Members:
Hostname#
```

Configuration Mode

SUMMARY STEPS

1. **config t**
2. **groupname** *groupid* [**member username | owner ownername | phonenumber phone-number | phonenumberE164 full-number**
3. **exit**
4. **show groups** or **show group detail groupname** *groupid*
5. **show groups** or **show group detail groupname** *groupid*

DETAILED STEPS

Procedure

	Command or Action	Purpose
Step 1	**config t** **Example:** `Hostname# config t`	Enters configuration mode.

Step 2	**groupname** *groupid* [**member username | owner ownername | phonenumber phone-number | phonenumberE164 full-number**
	Example:
	`Hostname(config)# groupname sales member user1`
	`Hostname(config)# groupname sales owner user2`
	`Hostname(config)# groupname sales phonenumber 50163`
	`Hostname(config)# groupname sales phonenumberE164 14445550163`
		Creates the group with the *groupid* value. The optional parameters configure more information for the user:
		• **member** —Associates an existing user as a member of this group. Repeat this command to assign multiple users to the group
		• **owner** —Specifies the owner of the group. The owner is not considered a member. If the owner is to have access to the group's voice mailbox, also assign the owner as a member.
		• **phonenumber** —Associates a number or extension with this group. No spaces or dashes are allowed.
		• **phonenumberE164** —Associates a telephone number and area code with this group. No spaces or dashes are allowed.

Step 3	**exit** **Example:** `Hostname(config)# exit`	Exits configuration mode.

	Command or Action	Purpose
Step 4	**show groups** or **show group detail groupname** *groupid* **Example:** `Hostname# show group detail groupname sales`	Displays a list of group IDs for all configured groups. This command does not display the details for the groups. Displays the detailed configuration information for the group *groupid* value
Step 5	**show groups** or **show group detail groupname** *groupid* **Example:** `Hostname# copy running-config startup-config`	Copies the configuration changes to the startup configuration.

Example

The following example adds an owner and two members to the group sales and assigns sales a phone number:

```
Hostname# config t
Hostname(config)# groupname sales member user1
Hostname(config)# groupname sales member user2
Hostname(config)# groupname sales owner user1
Hostname(config)# groupname sales phonenumber 50163
Hostname(config)# groupname sales phonenumberE164 12225550163
sHostname(config)# exit

Hostname(# show groups
Administrators
sales

Hostname# show group detail groupname sales
Full Name: Sales Department
Description: CA office
Phone: 50163
Phone(E.164): 12225550163
Language: en_ENU
Owners: user1
Members: user1 user2
Hostname(#
```