Configure CCP (Formerly SocialMiner) with Active Directory

Contents

Introduction

This document describes how to configure Customer Collaboration Portal (CCP - formerly SocialMiner) with Active Directory (AD) to allow a single or a group of AD users to access the CCP administration webpage

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Customer Collaboration Portal (CCP - formerly SocialMiner)
- Microsoft Active Directory - AD installed on Windows Server Version 2.0/3.0/4.0

Components Used

- Customer Collaboration Portal (CCP - formerly SocialMiner) version 12.0(1)
- Microsoft Active Directory - AD installed on Windows Server Version 4.0

This document is not restricted to specific software and hardware versions. Please refer the compatibility matrix for Cisco Unified Contact Center Express (UCCX) Release or Cisco Unified Contact Center Enterprise Release (UCCE) or Packaged Contact Center Enterprise (PCCE) Release for the supported Active Directory (AD) versions
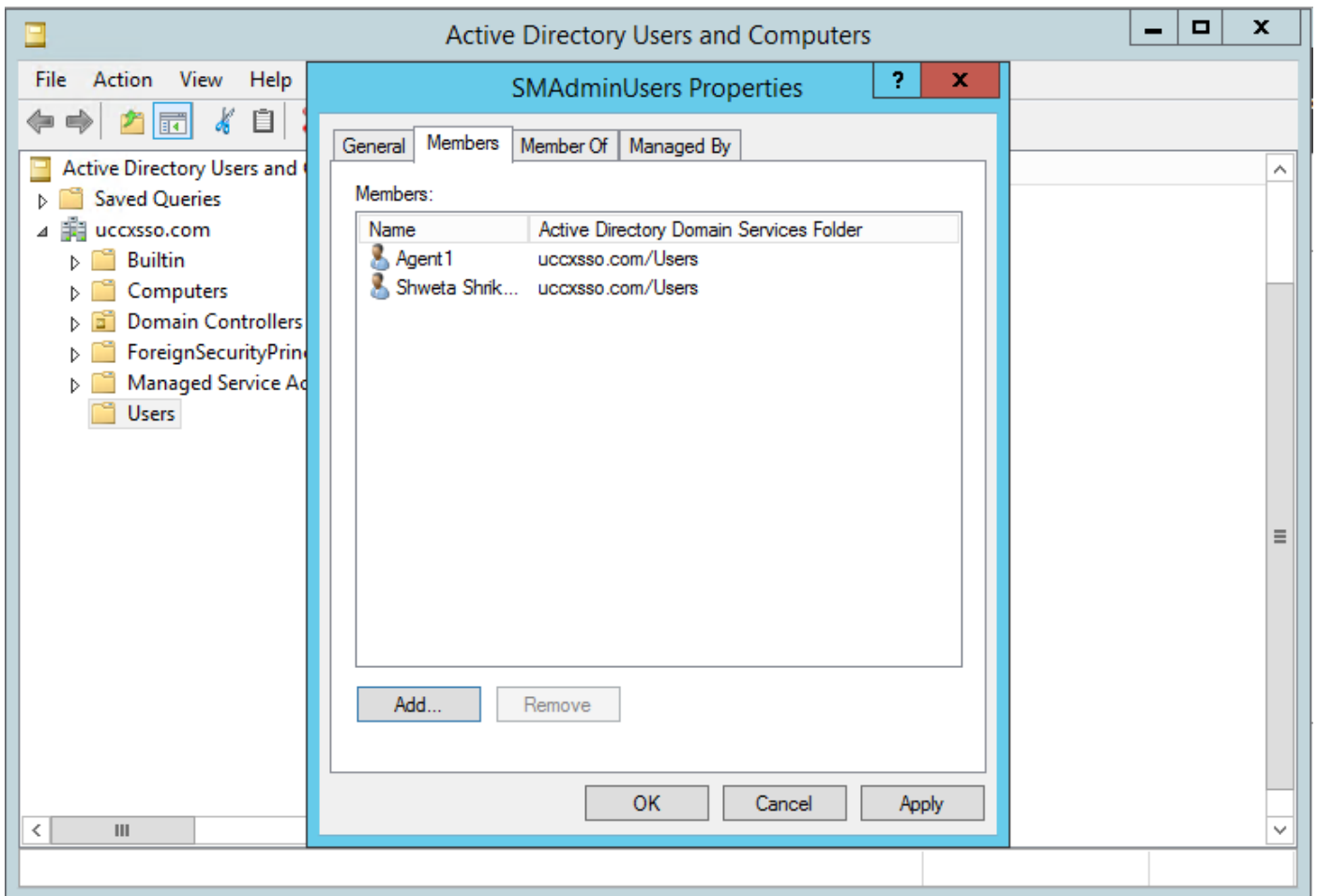
The information in this document was created from the devices in a specific lab environment.

Configure

Step 1. Create a new security group on AD as shown in this image.
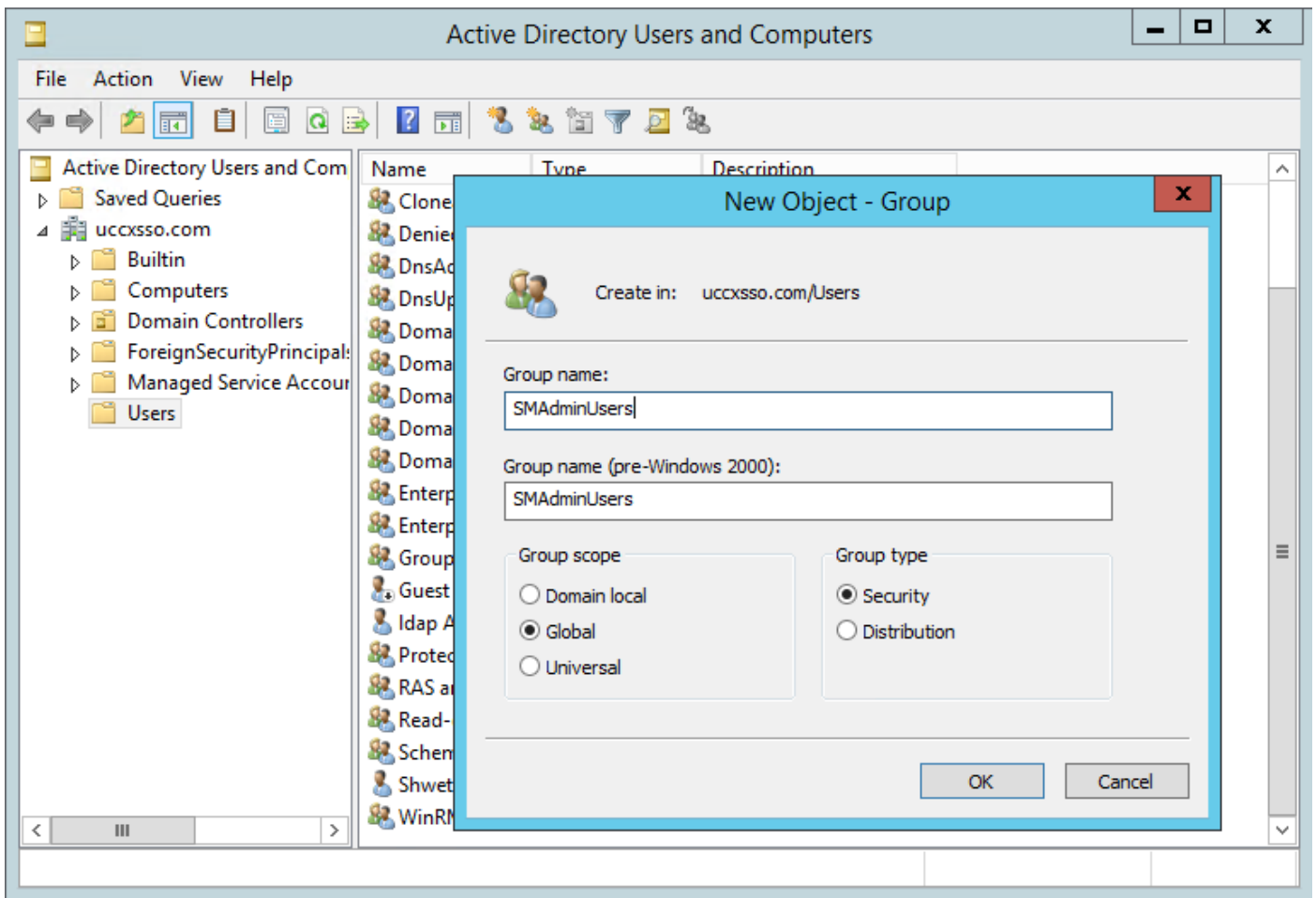
Step 2. Add the members that require access to the CCP admin page.

Step 3. CCP AD configuration requires the **Manager Distinguished Name** of the AD group to be configured. In order to find that outrun, this command on windows PowerShell against the CCP security group created on AD in the previous step:

dsquery group -name "<grourp_name>"

Note: The Manager Distinguished Name can be run against a single user as well.
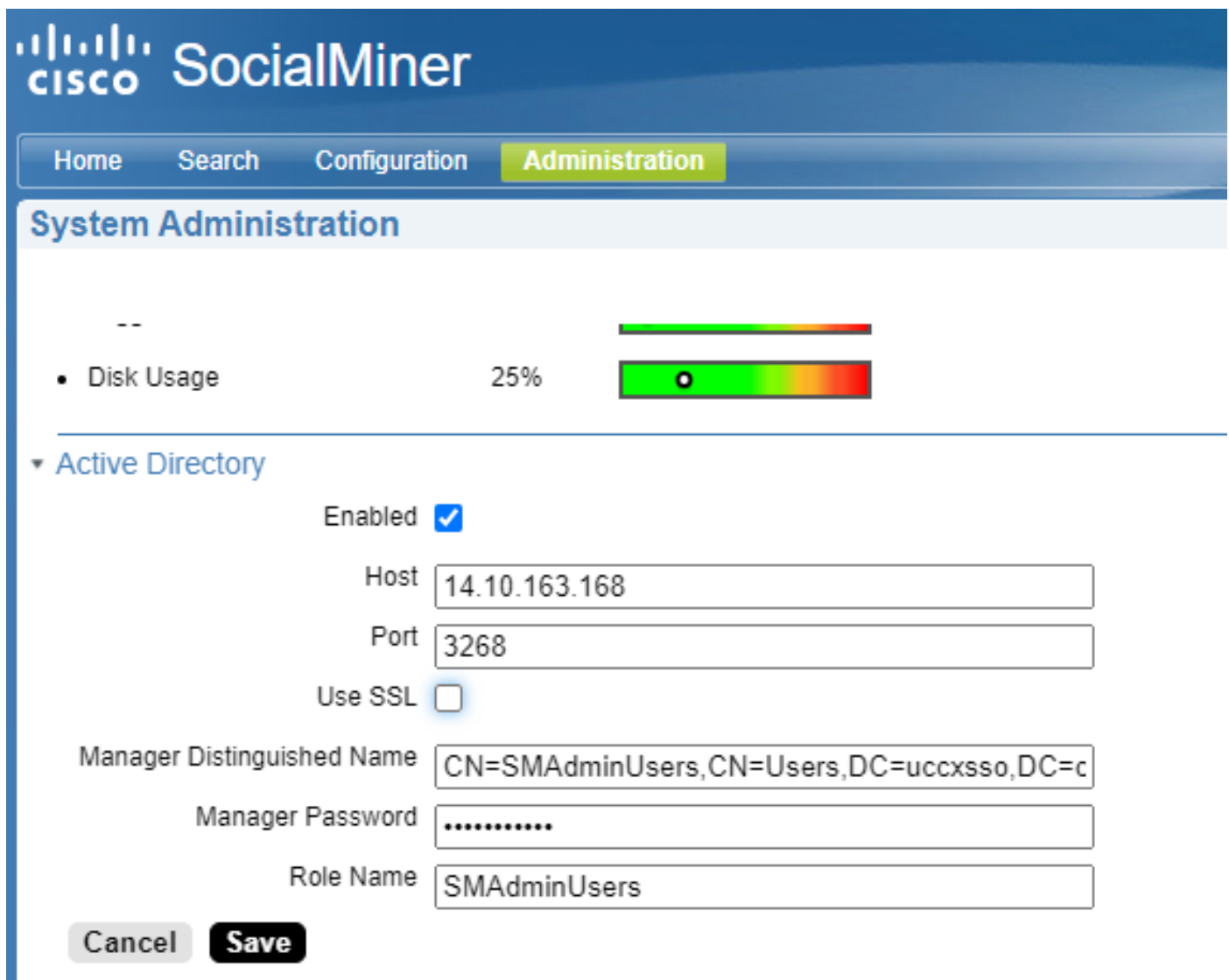
dsquery user -name "<user_name>"

Step 4. On the CCP configuration page, under the **Administration** tab, navigate to Active Directory and click **Edit** and enter the details as shown in this image:

Note: The default AD port is 3269. If you are not using SSL, you must change the port to 3268. To enable SSL for the AD connection, you must first exchange security certificates between the two servers. Enabling SSL is optional, but if you do not enable SSL, then the username and password information is not transmitted securely between SocialMiner and the Microsoft AD server.

Please refer the CCP (Formerly SocialMiner) End-user guide (section **Active Directory**) for more details:

https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-user-guide-list.html

Verify

Once configured, log out of CCP and login as one of the users in the AD security group.

Troubleshoot

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