

# Configure CCP (Formerly SocialMiner) with Active Directory

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## 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

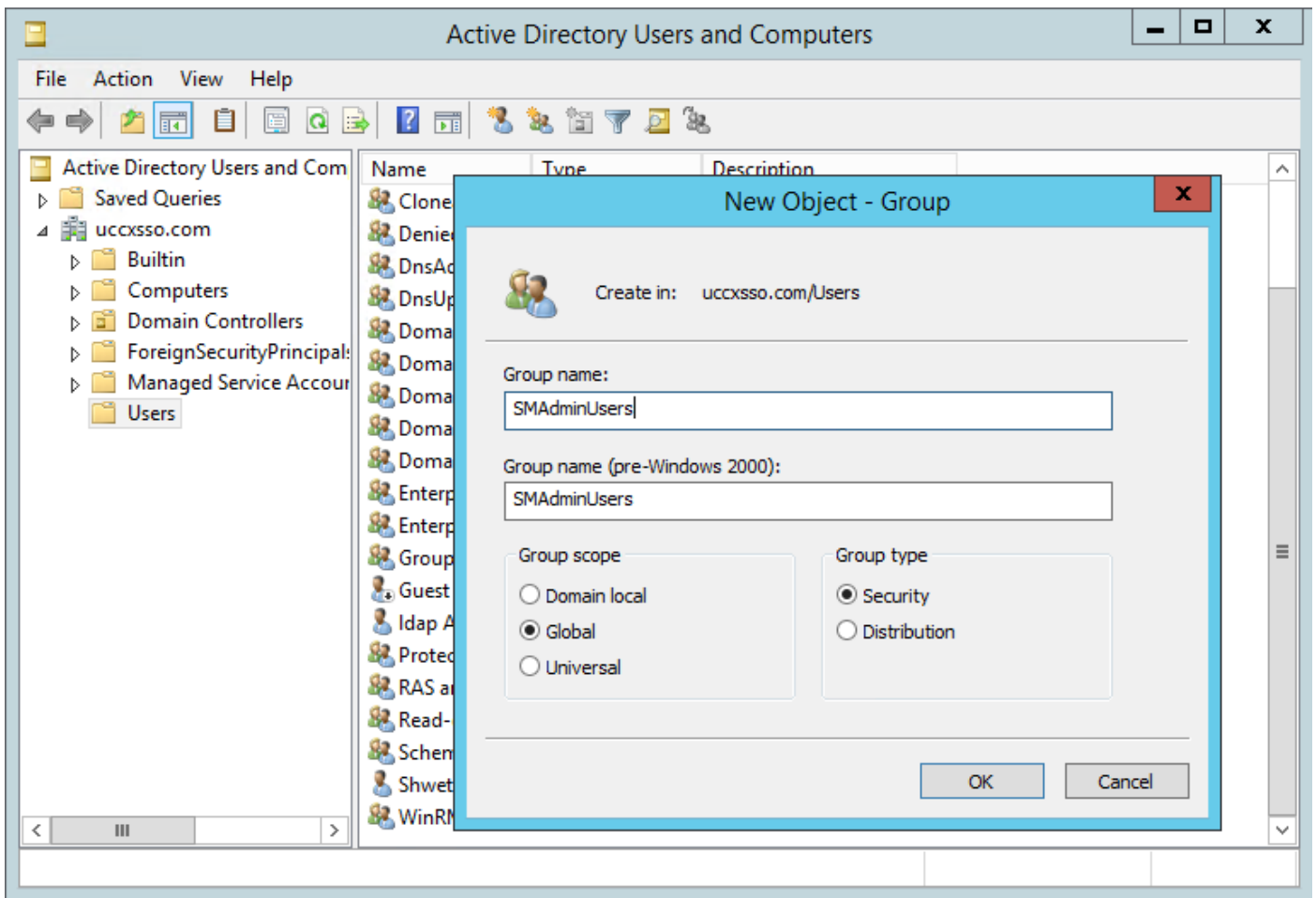
- Customer Collaboration Portal (CCP - formerly SocialMiner) version 12.0(1)
- Microsoft Active Directory - AD installed on Windows Server Version 4.0

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

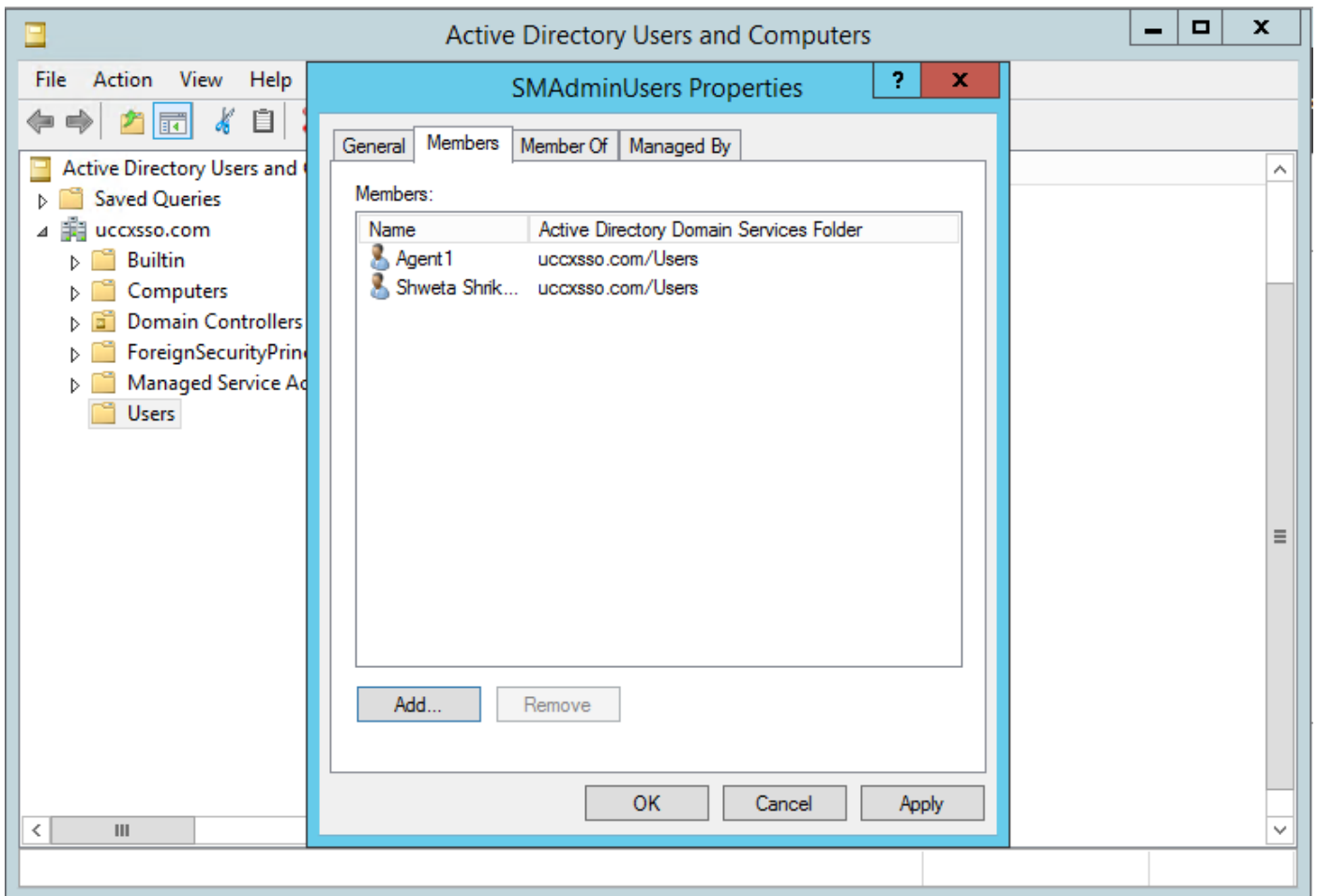
The information in this document was created from the devices in a specific lab environment.

## 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 out, run this command on windows PowerShell against the CCP security group created on AD in the previous step:

**dsquery group -name "<group\_name>"**

```

Select Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) 2013 Microsoft Corporation. All rights reserved.

PS C:\Users\Administrator> dsquery group -name "SMAdminUsers"
"CN=SMAdminUsers,CN=Users,DC=uccxssso,DC=com"
PS C:\Users\Administrator>

```

**Note:** The Manager Distinguished Name can be run against a single user as well.

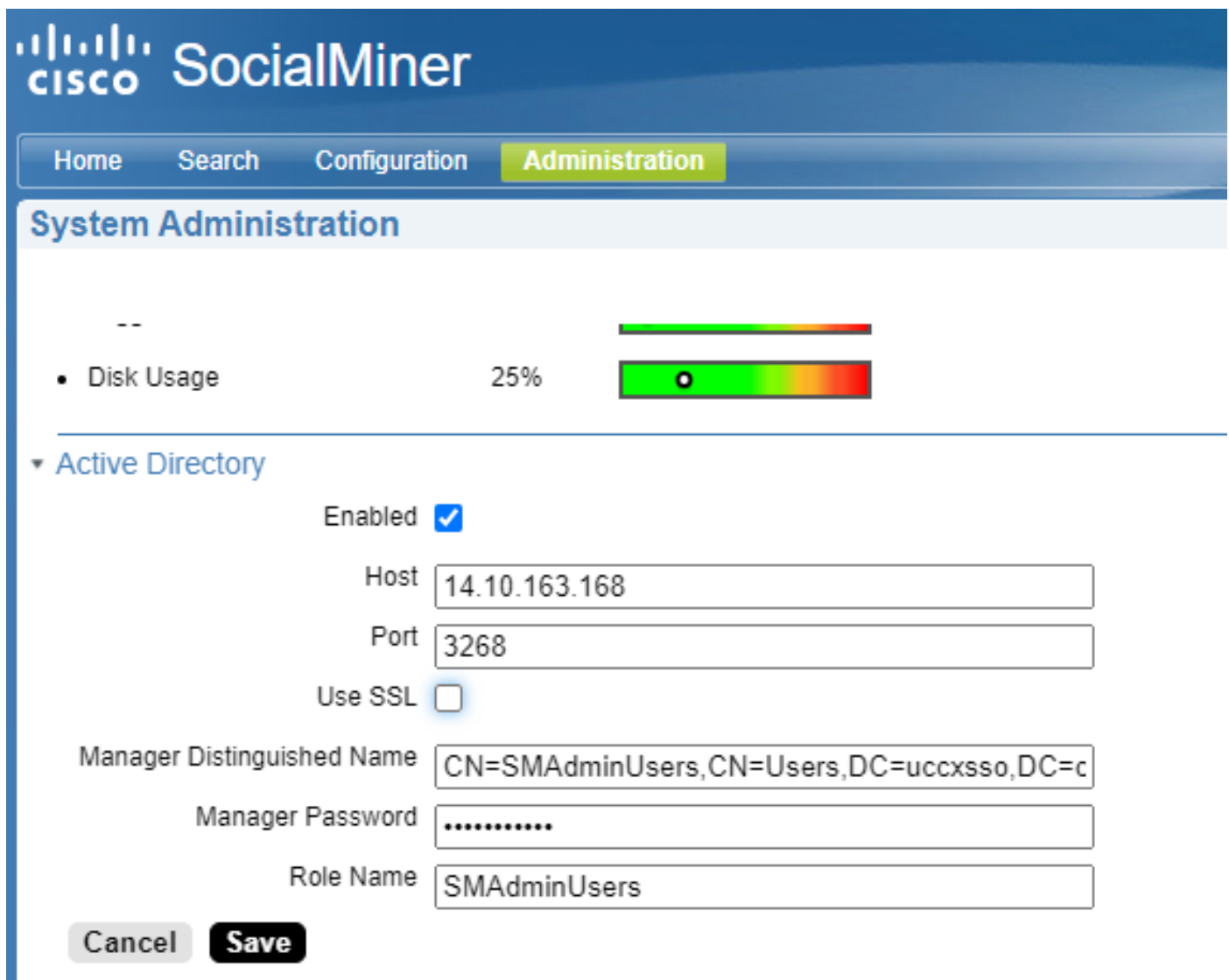
**dsquery user -name "<user\_name>"**

```

Administrator: Windows PowerShell
PS C:\Users\Administrator> dsquery user -name "Agent1"
"CN=Agent1,CN=Users,DC=uccxssso,DC=com"
PS C:\Users\Administrator>

```

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:



The screenshot shows the Cisco SocialMiner Administration interface. At the top, there is a navigation bar with tabs for Home, Search, Configuration, and Administration (which is highlighted). Below the navigation bar is the "System Administration" section. Under "System Administration", there is a "Disk Usage" section showing 25% usage with a corresponding progress bar. Below that is the "Active Directory" section, which is expanded to show configuration options. The "Active Directory" section includes an "Enabled" checkbox (checked), a "Host" field (14.10.163.168), a "Port" field (3268), a "Use SSL" checkbox (unchecked), a "Manager Distinguished Name" field (CN=SMAdminUsers,CN=Users,DC=uccxsso,DC=c), a "Manager Password" field (masked with dots), and a "Role Name" field (SMAdminUsers). At the bottom of the "Active Directory" section are "Cancel" and "Save" buttons.

**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.