Change Administrator Password for IPCC Devices

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Contents

Introduction

This document describes how to change the Administrator account password for IPCC devices.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on this software:

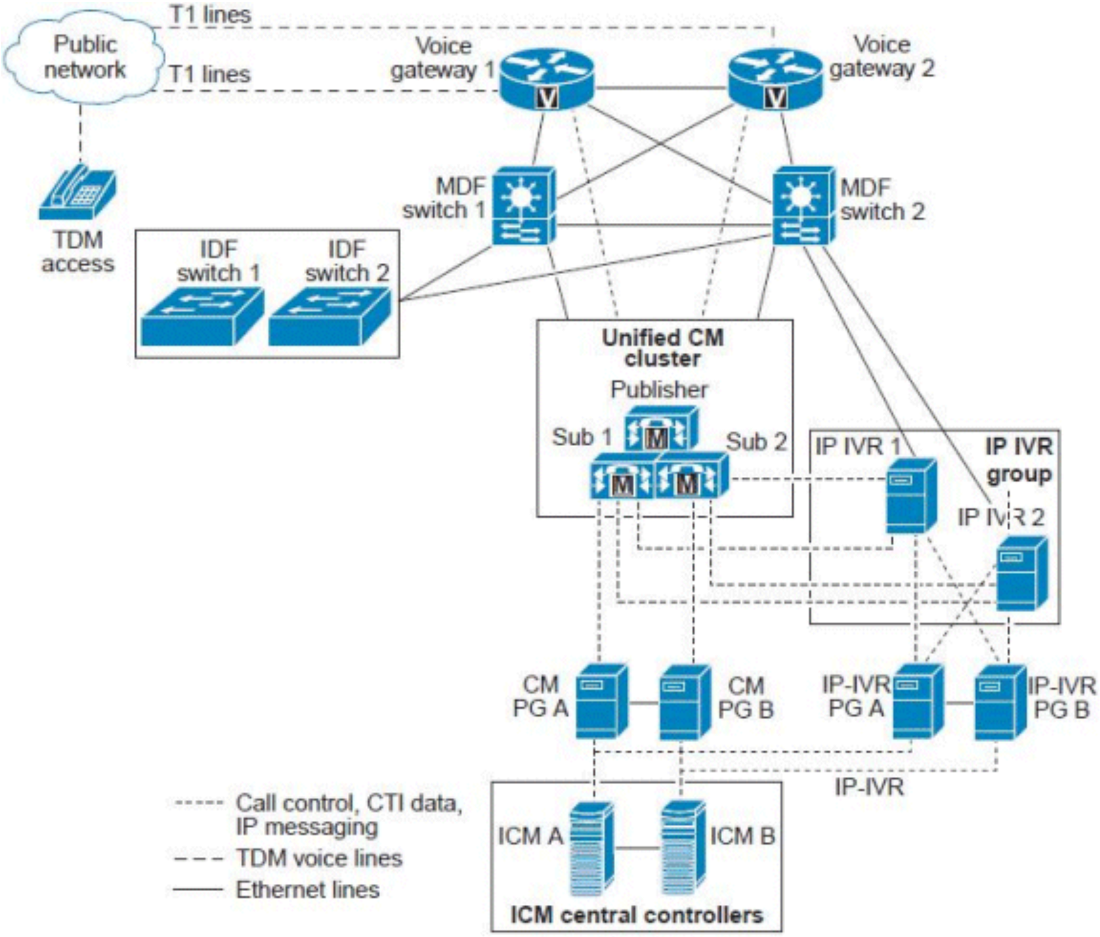
- All Cisco ICM versions

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, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Change the Administrator Password



The ICM Server or ICM Central Controller is represented as a single server, but it is actually a set of servers sized according to the Unified CCE agent count and call volume. The ICM Central Controllers include these redundant/duplex servers:

- Call Router The "brain" of the ICM complex that provides intelligent call routing instructions based on the real−time conditions it maintains in memory across both the A−Side and B−Side Call Router processes.
- Logger/Database Server The repository for all configuration and scripting information as well as historical data collected by the system. The Loggers are "paired" with their Call Routers such that Call Router Side A will read and write data only to the Logger A, and the Call Router B will read and write only to the Logger B. Because both sides of the Call Router processes are synchronized, the data written to both Loggers is identical.

  In specific deployment models, these two components can be installed on the same physical server, which is referred to as a Rogger, or combined Router/Logger.

Precaution

The Domain Administrator password is not used to start any services, nor will it break anything in IPCC Enterprise. However, as a precaution, take full system ICM, Logger, and other components (AW, ICM−−NIC) backup, and restore those backups under Lab setup. Test if these backups are alright to use. Also, make sure you note your current password and perform the task after hours just to be safe and to make sure you can roll back quickly.

The only password to be changed would be the server login for Windows. This Administrator account is a domain account, and the password needs to be changed on the Active Directory.

Perform these steps in order to accomplish the task:

1. Go to the Active Directory server.
2. Open **Active Directory Users and Computers**.
3. Open **users** and choose **Administrator**.
4. Right−click, and choose **Reset Password**.

Note: Enter the new password. The password needs to meet the security criteria (that is, you should include a number, and an uppercase and lowercase letter). For example, *Cisc0123*.

Only the Loggers and the Admin Workstation (AW) Client 'SQL' services are using this Administrator user account once the change is made in Active Directory.

Perform these steps:

1. Restart the Loggers.

   Note: Ideally, restarting the Loggers should not result in any router issues. Only Historical Logging data will be lost when the router is restarted.
2. When the Loggers are once again operational, restart the AWs.

   Note: During the AW restart, you cannot modify, save, or change any ICM scripts.

Related Information

- **Administrator User is Unable to Log Into the CRA Administration Page**
- **Side A logger and side B router fails**
- **ICM Webview Historical Data replication**
- **Technical Support & Documentation − Cisco Systems**