

Editing Users Manually

Manually Adding or Editing Users

Through the **User Management** link in the **Admin** menu you can add or remove users from you system, edit the details and modify the permissions.

Click on the link on the top of the "User management" page to **create a new user**. Press the **Modify** icon to edit user details. Click the **Delete** icon to permanently remove a single user or the "Delete from database" button (on the bottom of the page) to remove all the selected users, i.e. all the users you filtered through the "Customize search criteria" panel.

User Details

In this web page you can edit all the user's details at once. Some of the information shared between applications (login information, IP telephony data, personal information..) while other fields must be filled only if a specific application is licensed.

Then you will need to fill the other parameters depending on the application you are going to configure.

Please refer to the **basic configuration** section of each application for a detailed description of the relevant fields and their meaning.

Login information

When adding or editing a user, **the only mandatory fields are username and password**. Other login information may be required by some application.

- **Username:** unique identifier for the UCS user, case-insensitive. It is requested when logging in the web interface. Only digits and the underscore character are allowed.
- **Password:** password requested when logging in the UCS web interface using the UCS username. Case sensitive.
- **Pin:** user PIN for VoiceMail, Phone Lock.
- **Remote Authentication Username:** useful for authentication over a third party LDAP server, such as OpenLDAP. This option is allowed with the assistance of Imagicle Technical Support only
- **Single sign-on id:** this is the user ID to be compiled if Single Sign-On feature is enabled, based on SAML or OpenID Connect standards (Rel. 2022.Winter.1 and above). If compiled, the user can log into Imagicle applications only through SSO. Hence there is not a fallback method, the user will not be able to login into Imagicle applications that do not yet support SSO. If login to these applications is required, do not enable the SSO for the users who need to access to, so do not compile this field for those users.

If **Active Directory Username** and **Domain** are filled, the user authentication is made through a LDAP query to the Domain controller. The Domain field must contain a DNS name which the Application Suite server can resolve. In this case the standard Username and Password are ignored. The domain password is stored on the Domain Controller only.

On the contrary, if either Active Directory Username or Domain are blank, the user must login through the UCS Username and Password. You can have some users who use AD authentication and others who use standard UCS authentication at the same time.

In the **Active Directory Username** you must enter the AD username without the domain, e.g. "john.smith". in the domain field, the DNS Domain name, e.g. "mydomain.com".

Note: To be able to log through LDAP authentication, the UC Suite server does **not** need to be joined to the domain. But it **MUST** be able to resolve the DNS name. The first troubleshooting step if LDAP authentication fails is to log onto the server and type at the command prompt "Ping mydomain.com".

Personal Information

- **First Name, Last Name, Email, Mobile Business Number, User Address, and Home Phone,** are reported on Digital Fax

cover pages, Attendant Console internal contacts (colleagues) and Contact Manager web search

- **Preferred language:** controls the language of the Web interface and of the Attendant Console for the user. Valid values are EN, IT, FR, ES, DE. Different users may have different languages.
- **Department:** affects the way the user can access Contact Manager directories. Please check the relevant section of this guide

IP Telephony

- **First Extension Number** and **MAC address:** The first extension number is used by Imagicle applications to be able to tell which physical device is associated to a person. If two users share the same line, the MAC address will be taken into account. MAC addresses must be unique.
- **First extension number alias:** Optional alternative directory number, SIP URI or PSTN number (DID) assigned to the user. This is useful to correctly correlate recordings performed through AudioCodes or other SIPREC-enabled Media Gateways. Call Analytics can leverage it too, to monitor user's phone traffic on an alternative extension number, without consuming an additional user's license.
- **PBX username:** this field needs to be filled if Extension Mobility is enabled on a Cisco PBX. See Speedy configuration for details.
- **Partition:** please refer to Imagicle Billing section

Providing correct IP telephony information allows Imagicle application to tell which IP phone is in use by a person. For example, user John has line 1001 assigned; in the user's list add a user with the name "Mario" and the number 1001 in the extension number. So when Contact Manager must notify an incoming call for line 1001, it will search the right directories and display the message on the right IP Phone.

As a general rule, when a telephony event is raised, Imagicle UC Suite services try to look for the user owning the IP phone:

1. Checking the line that is involved against the First Extension number field
2. If more than one user has the same line in the First Extension number field, or if the line is shared (i.e. assigned to more than one device), they try to tell them by the MAC address

So, filling the MAC address is required only if there is some kind of ambiguity.

For Cisco environments only: if Extension mobility is enabled (through Contact Manager's "Manage Service" page) the IP phone associated to the user will be the one the user is logged onto. The user name entered in the end user list on the PBX must be also typed in the **PBX username** field.