

Does Changing the Local Admin Password on Cisco IP ICD Server Cause Problems with the Application?

Document ID: 44840

Questions

Introduction

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Related Information

Introduction

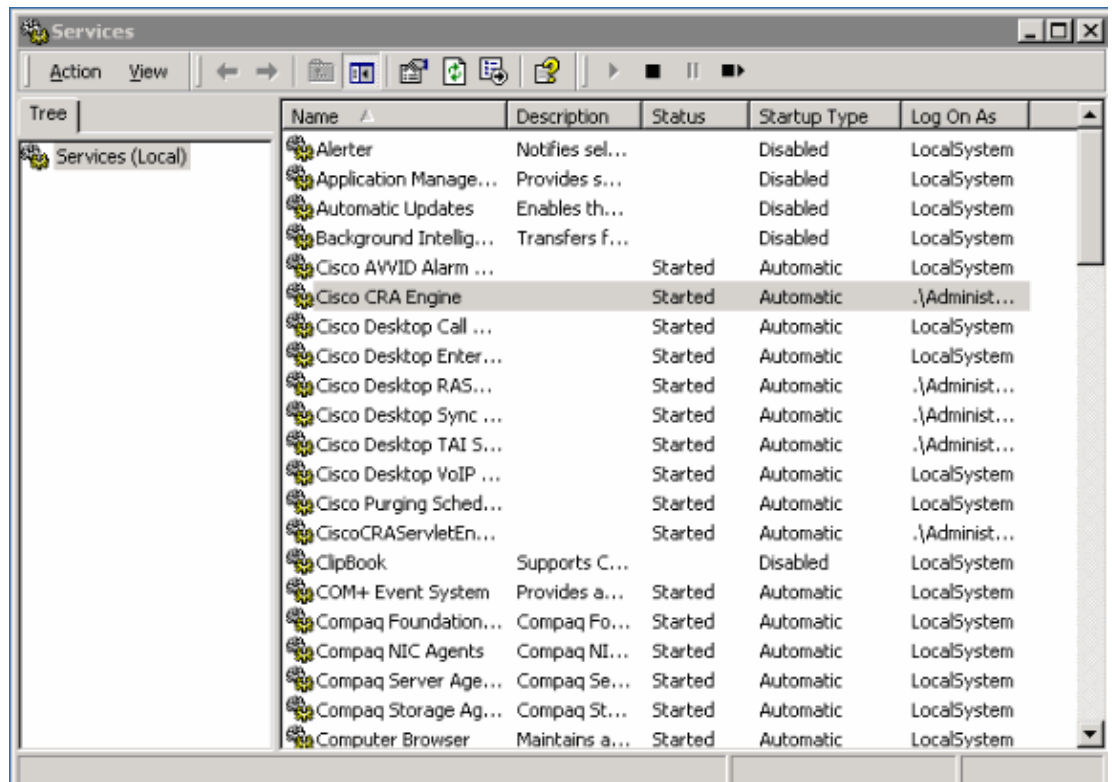
Cisco IP Integrated Contact Distribution (ICD) is tightly engineered with Cisco CallManager. This includes sharing the same Lightweight Directory Access Protocol (LDAP) directory, and the ability to cohost the product on the same CallManager server when there are fewer than ten agents. IP ICD for more than ten agents requires a dedicated PC. This document discusses the impact of when you change the local administrator password on a Cisco IP ICD server.

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

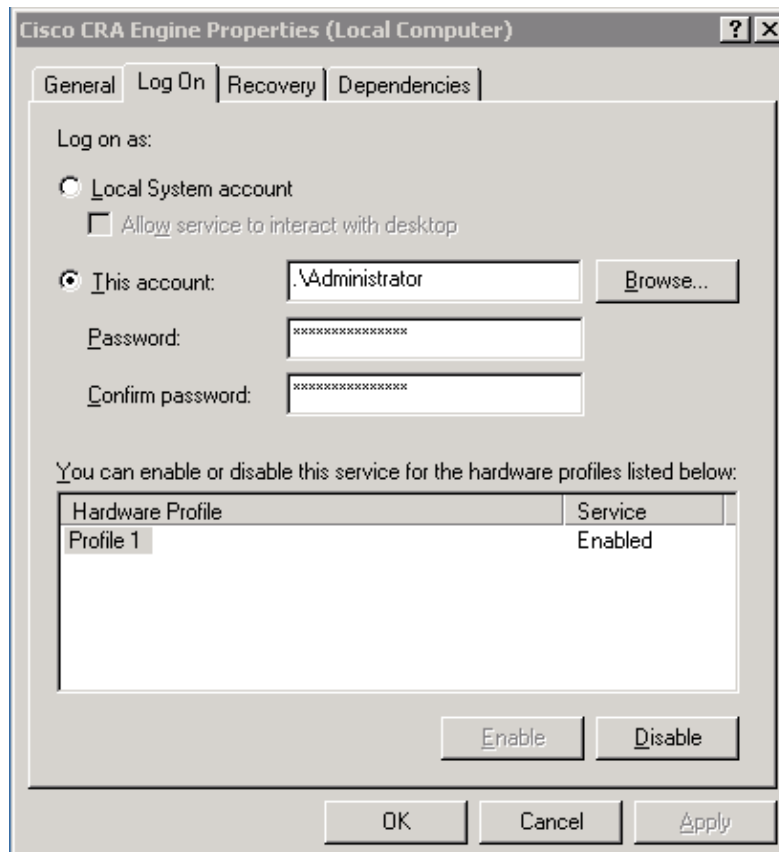
Q. Does changing the local admin password on Cisco IP ICD server cause problems with the application?

A. There are no hooks between the local administrator password and the Cisco CallManager database. If the local administrator password is changed on Cisco IP ICD server, it is necessary to reflect the change in the Log On property of the Cisco Customer Response Application (CRA) Engine service. Complete these steps:

1. Select **Start > Programs > Administrative Tools > Services**.



2. Right-click **Cisco CRA Engine**.
3. Select the Log On tab.



4. Reset the password to the current local Administrator password.
5. Restart the Cisco CRA Engine process.

Related Information

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Updated: Oct 19, 2005

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