

# Change the Local Administrator Password on IP IVR Server

Document ID: 44822

---

## Questions

### Introduction

**Does a change in the Local Administrator Password on the Cisco IP IVR server cause any concern or problem with CRS?**

### Related Information

---

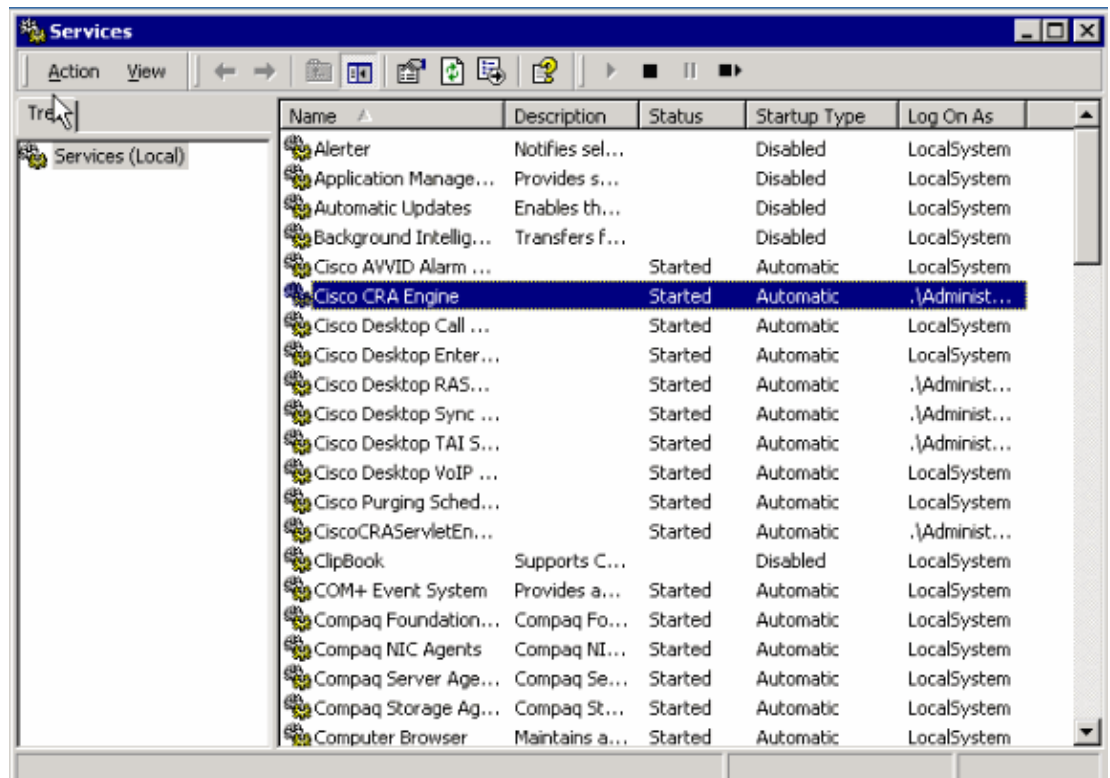
## Introduction

Cisco IP Intelligent Voice Response (IVR) provides functionality for Cisco IP Telephony Solution. Based on your needs, you can install Cisco IP IVR on the same server as Cisco Customer Response Solution (CRS) or Cisco CallManager. Alternatively, you can set up Cisco IP IVR as a higher-capacity, dedicated server. This document discusses the impact of a change in the local administrator password on a Cisco IP IVR server.

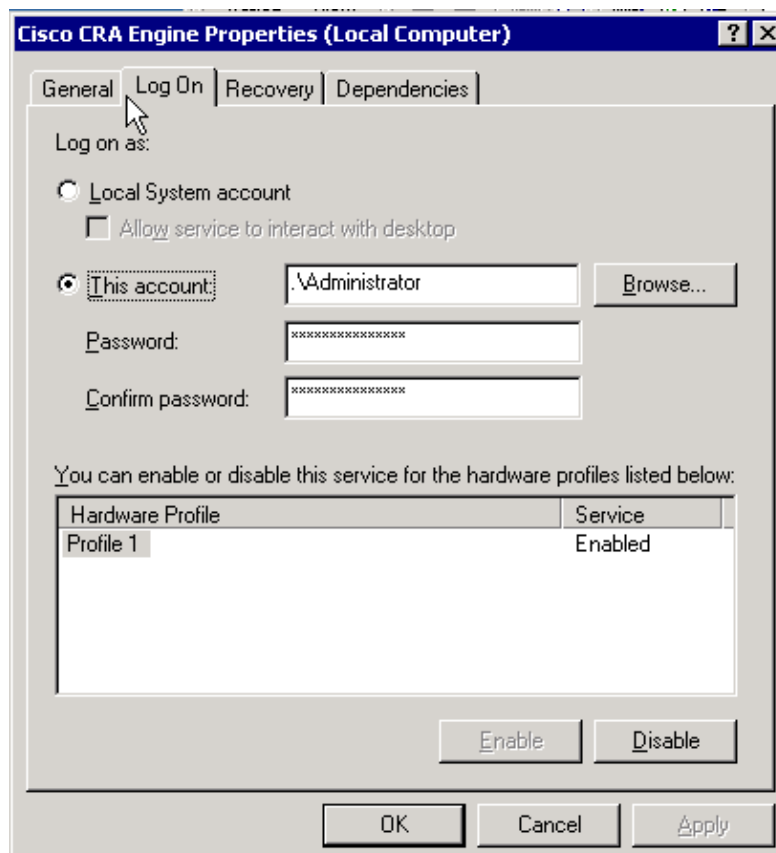
### **Q. Does a change in the Local Administrator Password on the Cisco IP IVR server cause any concern or problem with CRS?**

**A.** If you change the local administrator password on Cisco IP IVR server, you must reflect the change in the Log On property of the Cisco CRA Engine service. Complete these steps:

1. Choose **Start > Programs > Administrative Tools > Services**. The Services window is displayed:



2. Right-click **Cisco CRA Engine**, and select **Properties**. The Cisco CRA Engine Properties dialog box is displayed:



3. Select the **Log On** tab.
4. Reset the password to match the current local administrator password.
5. Restart the **Cisco CRA Engine** process.

# Related Information

- **Technical Support & Documentation – Cisco Systems**

---

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Jul 20, 2006

Document ID: 44822

---