

Reset the Password for the Supervisor Desktop ID to Default

Document ID: 53050

Introduction

Prerequisites

Requirements

Components Used

Conventions

Background

Reset the Cisco Supervisor Desktop Password

Related Information

Introduction

This document describes how to reset the password for the Supervisor Desktop ID to its initial default in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)
- Cisco Agent Desktop

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CRS version 3.x and later
- Cisco CallManager version 3.x and later
- Cisco Agent Desktop

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.

Background

Login to the Cisco Agent Desktop before you start Cisco Supervisor Desktop. Complete these steps in order to start the Cisco Supervisor Desktop:

1. Choose **Start > Programs > Cisco > Desktop > Supervisor**. The login window appears.
2. Enter the Supervisor Desktop ID in the appropriate fields.
3. Click **OK**.

Reset the Cisco Supervisor Desktop Password

If the password for the Supervisor Desktop ID is lost, you cannot recover the password. However, you can reset the password to the initial default, Supervisor Desktop ID. Complete these steps:

1. Log into Cisco CallManager.
2. Choose **User > Global Directory**.
3. Locate the User and click **Device Association**, as shown here.

Figure 1: User Configuration

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

User Configuration

[Add a New User](#)
[Back to User List](#)

Application Profiles of Dwight

- Device Association** (highlighted in red)
- [Cisco IPMA](#)
- [Extension Mobility](#)
- [SoftPhone](#)

First Name: Samuel

Last Name*: Bullerd

User ID: dwightb

User Password*:

PIN*:

4. Select **No ICD Extension**.
5. Click **Update Selected** to dissociate the User and the Integrated Call Distribution (ICD) extension, as shown here.

Figure 2: Device Association

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

Device Association

[User Configuration](#)
[Add a New User](#)
[Back to User List](#)

Available Devices

☒ Check All on Page ☒ Check All in Search ☐ No Primary Extension ☒ No ICD Extension

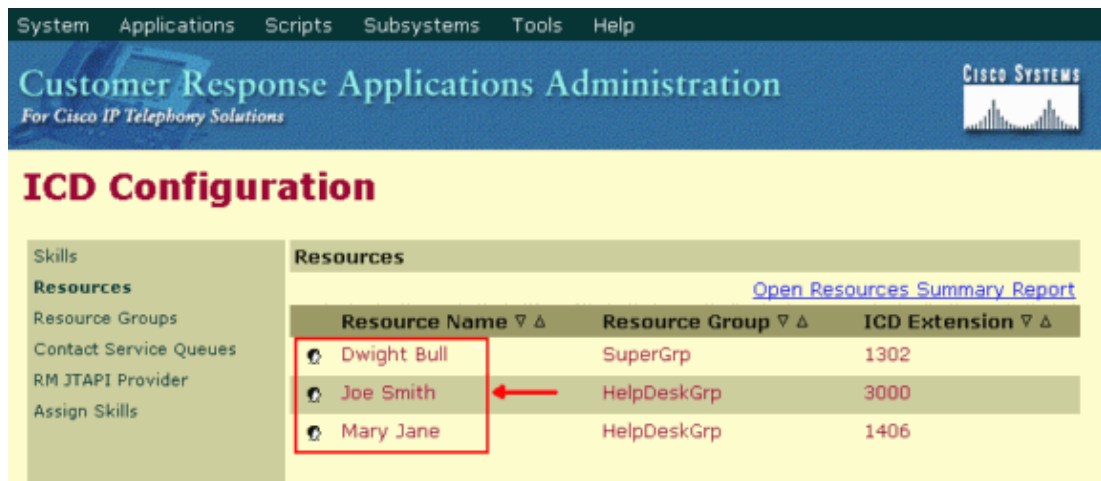
Type	Device Name	Description	Primary Ext.	Extension	ICD Ext.
<input checked="" type="checkbox"/> 7960	SEP000A8A343E23	OPERATOR	<input checked="" type="radio"/>	1301	<input type="radio"/>
<input checked="" type="checkbox"/> 7960	SEP000A8A343E23	OPERATOR	<input type="radio"/>	1302	<input checked="" type="radio"/>

(highlighted in red)

6. Login to the CRS Administration Application.

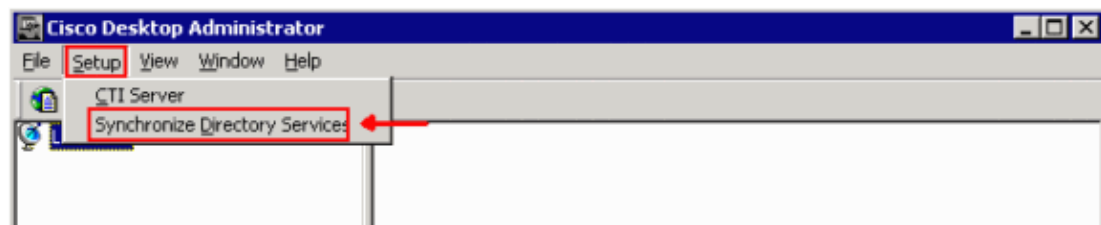
7. Choose **Subsystems > ICD > Resources** to verify the targeted Desktop Supervisor ID is no longer listed, as shown here.

Figure 3: ICD Configuration



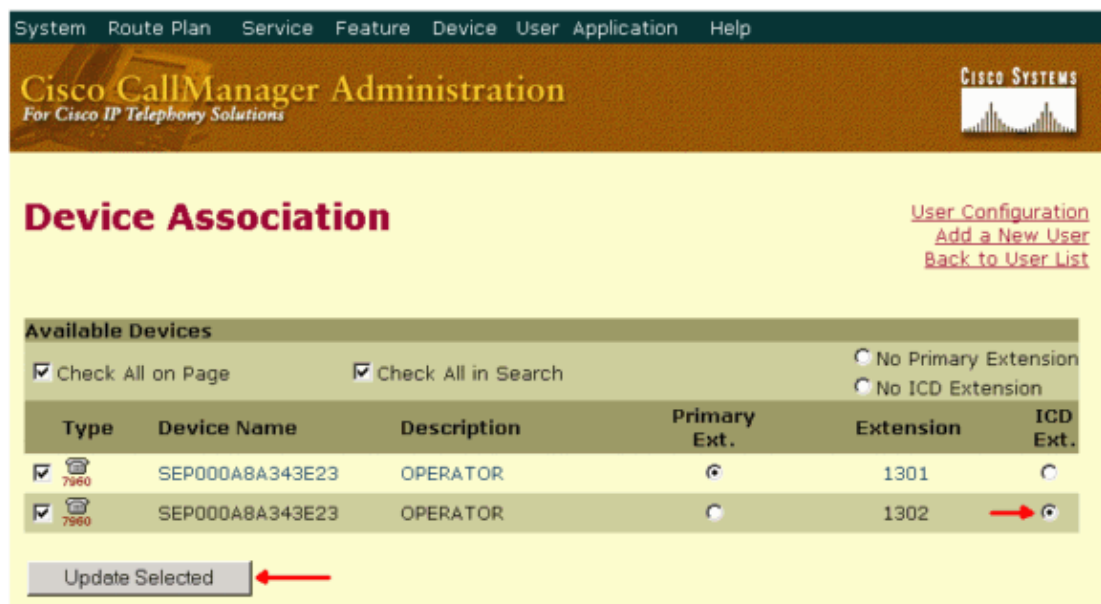
8. Login to the Cisco Desktop Administrator.
9. Select **Setup > Synchronize Directory Services**, as shown here.

Figure 4: Cisco Desktop Administrator



10. Repeat steps 1, 2, and 3.
11. Select **ICD Extension**.
12. Click **Update Selected** to associate the User and the ICD extension.

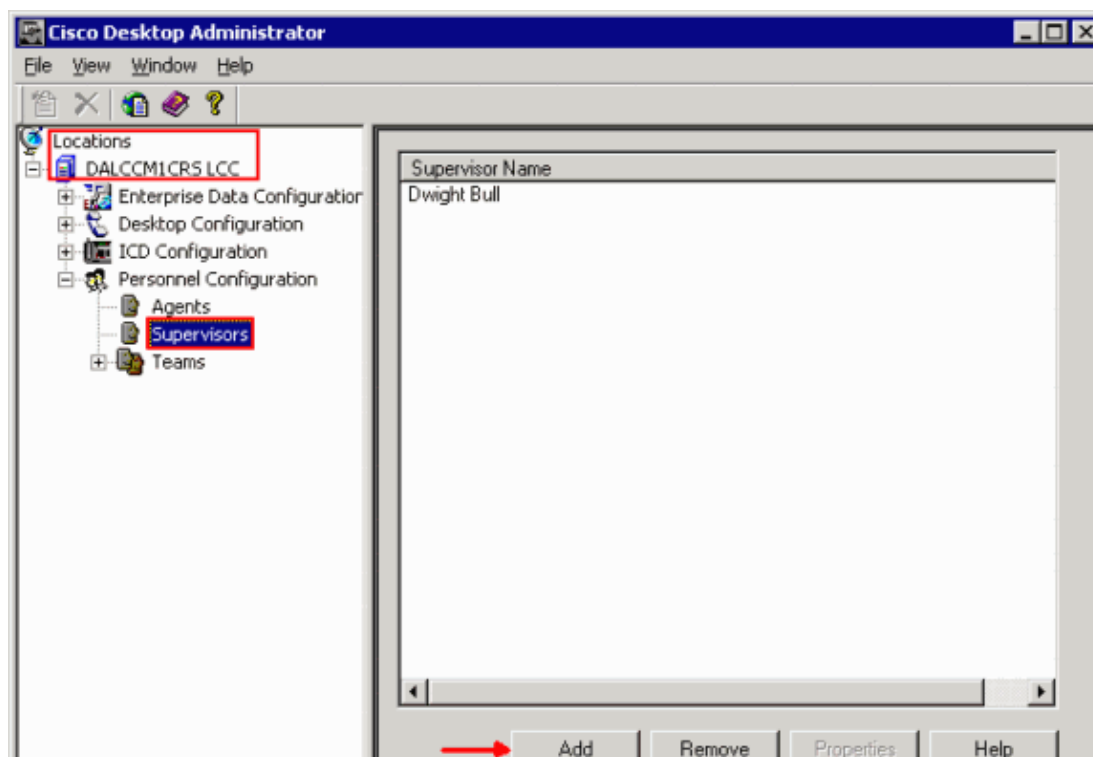
Figure 5: Device Association



13. Login to CRS Administration Application.

14. Choose **Subsystems > ICD > Resources** in order to verify this userid is listed and added back to **Resources** or **Skills** group.
15. Repeat steps 8 and 9.
16. Choose **Locations > <Site Name> > Supervisor** to expand the team selection list under Team View.
17. Click **Add** to make this User ID a member of the **Supervisors** team, as shown here.

Figure 6: Cisco Desktop Administrator



After you execute this procedure, the password for the Supervisor Desktop is the same as Supervisor Desktop ID.

Related Information

- **Initial Supervisor Desktop Login Failure with New Supervisor Desktop ID**
- **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: Oct 25, 2006

Document ID: 53050
