

Cisco CallManager: Restoring a Lost ART / CAR Password

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Introduction

This document explains the procedures you use to log into the Administrative Reporting Tool (ART) and the CDR Analysis and Reporting (CAR) Tool for Cisco CallManager and to reset a lost password. The procedure is slightly different in Cisco CallManager 3.1 and in Cisco CallManager 3.3 and 4.x.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

- Cisco CallManager 3.0 or later
- ART 1.0(1) or later
- Cisco CAR 3.2 and 3.3

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.

Restore a Lost ART/CAR Password in Cisco CallManager Versions 3.0, 3.1, and 3.2

Complete these procedures to restore a lost ART/CAR password.

Find a Valid User Name

Complete these steps to find a valid user name.

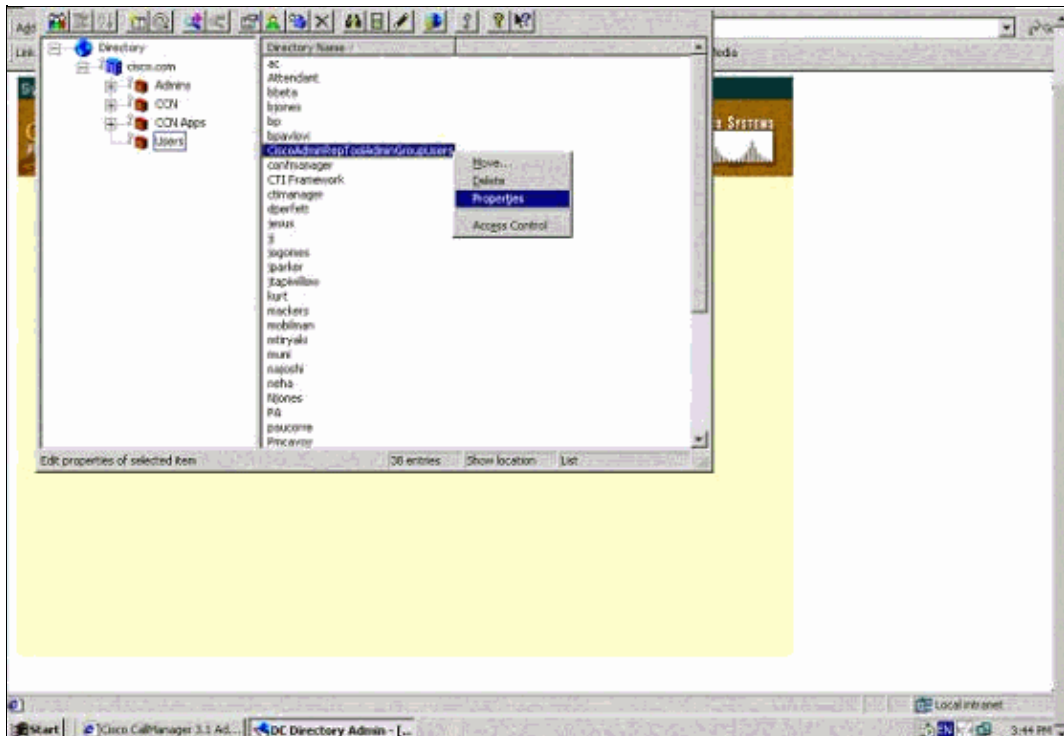
1. Select **Start > Programs > DC Directory Administrator** from Cisco CallManager.
2. Select **Default Profile** for the Profile Name and click **Next** from the DC Directory Admin log on window.



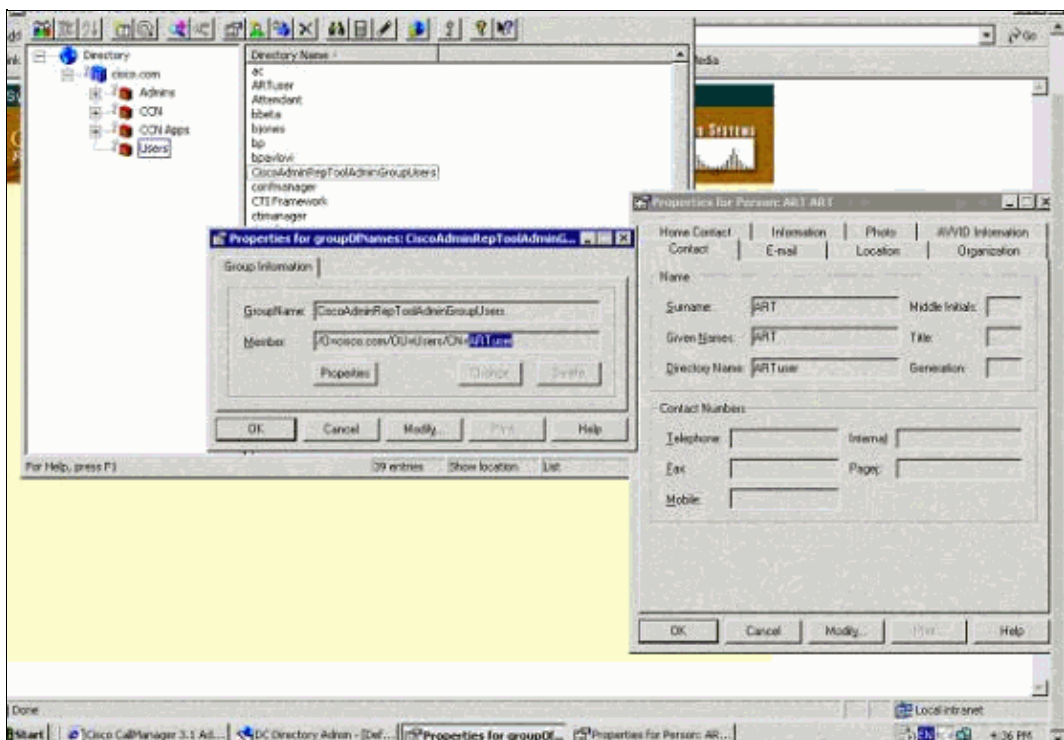
3. Type **Directory Manager** in the User Name field.
4. Type **ciscocisco** in the Password field as the default password and click **Finish**.



5. Select **cisco.com** > **Users**, right-click **CiscoAdminRepToolAdminGroupUsers**, and select **Properties**.



6. Click **Properties** and select the **Contact** tab.
7. Ensure that the value in the Directory Name field is a valid ART user. Use this value to determine the password.



Determine the Password

Complete these steps to determine the password:

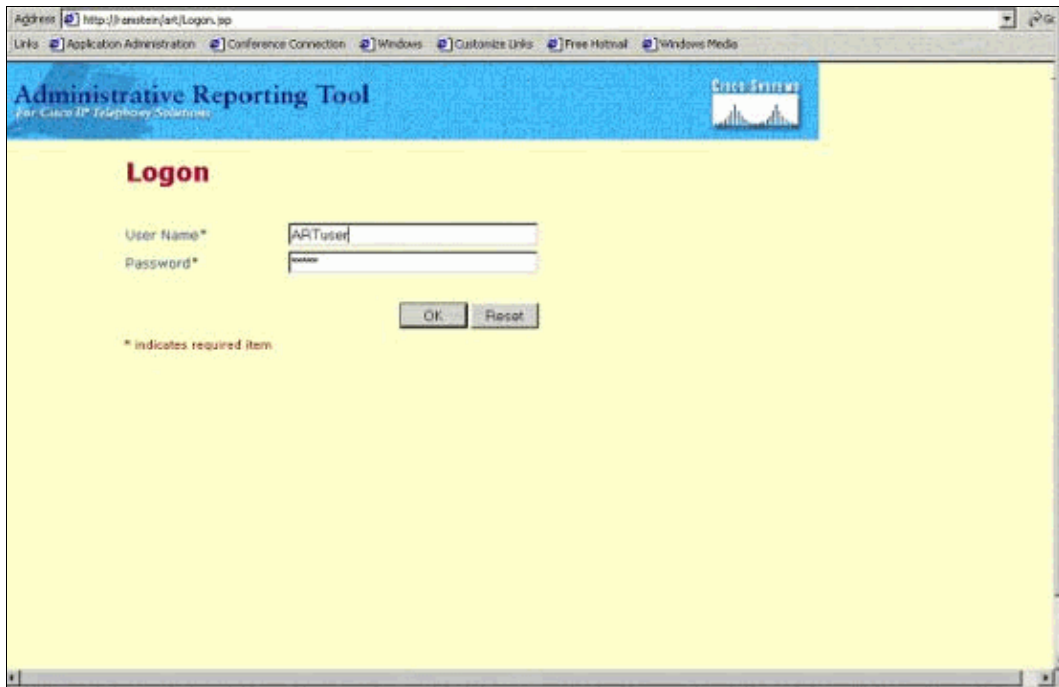
1. Select **User > Global Directory** from the Cisco CallManager Administration page.
2. In the User Search field, type the user name found from the Directory Name field and click **Search**.

The screenshot shows the Cisco CallManager Administration web interface. The top navigation bar includes links for System, Route Plan, Service, Feature, Device, User, Application, and Help. A 'User' button is highlighted. Below the navigation bar, the 'User Information' section is active. The 'User Search' field contains the text 'ARTUser'. Below the search field are 'Search' and 'Clear' buttons. The status bar at the bottom indicates 'Local intranet' and the time '3:51 PM'.

3. Select the user, set the password for this user, and click **Update**.

The screenshot shows the Cisco CallManager Administration web interface for the 'User : ART ART'. The 'User Information' section is active. The 'User Search' field contains the text 'ARTUser'. Below the search field are 'Search' and 'Clear' buttons. The status bar at the bottom indicates 'Local intranet' and the time '4:37 PM'.

4. Log into ART using the user name and password that you just reset.



5. Click **OK**.

Restore a Lost ART/CAR Password in Cisco CallManager 3.3 and 4.x

Use these procedures to restore a lost ART/CAR password in Cisco CallManager 3.3 and 4.x.

Find a Valid User Name

Complete these steps to find a valid user name.

1. Select **Start > Programs > DC Directory Administrator** from Cisco CallManager.
2. Select **Default Profile** for the Profile Name and click **Next** from the DC Directory Admin log on window.

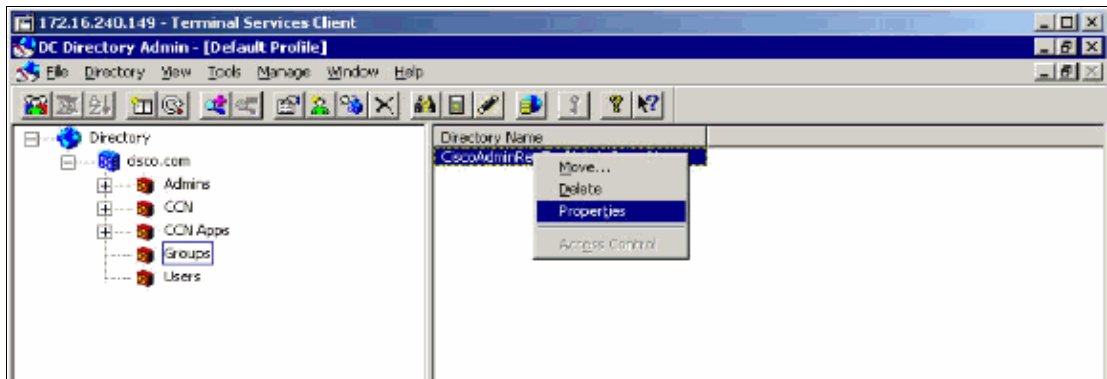


3. Type **Directory Manager** in the User Name field.

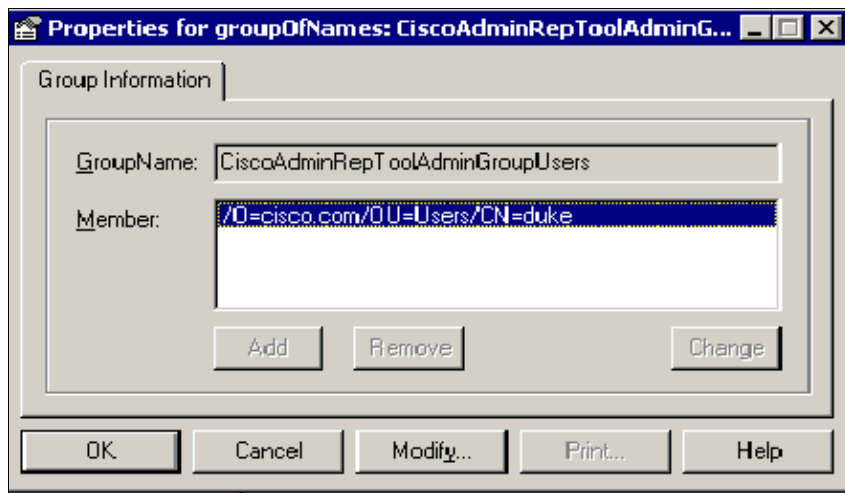
4. Type **ciscocisco** in the Password field or the password you set for DC Directory Admin and click **Finish**.



5. From the Directory, drill down to **cisco.com > Groups**, right-click **CiscoAdminRepToolAdminGroupUsers**, and select **Properties**.



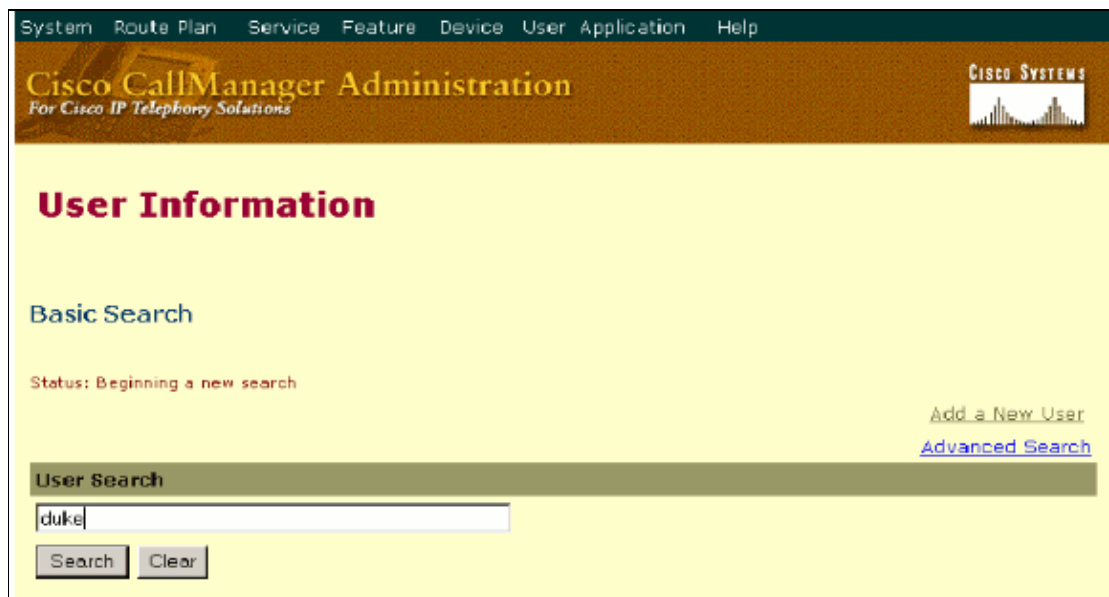
6. The properties window appears. Listed in the Member window are the usernames of the users who are Administrators in ART/CAR. In this example that user has the username duke. Use this value to determine the password.



Determine the Password

Complete these steps to determine the password.

1. Select **User > Global Directory** from the Cisco CallManager Administration page.
2. In the User Search field, type the user name found from the Directory Name field and click **Search**.



3. Select the user. Once the user page comes up click on the **Change** button beside the User Password.

The screenshot shows the Cisco CallManager Administration interface. At the top is a navigation bar with links: System, Route Plan, Service, Feature, Device, User, Application, and Help. Below this is the page title "Cisco CallManager Administration For Cisco IP Telephony Solutions" and the Cisco Systems logo. The main heading is "User Configuration". On the right, there are links: "Add a New User" and "Back to User List". On the left, under "Application Profiles of duke", there are links: "Device Association", "Cisco IPMA", "Extension Mobility", and "SoftPhone". The main content area shows the configuration for user "duke duke". The status is "Ready". There is an "Update" button. Below this are fields for "First Name" (duke), "Last Name*" (duke), "User ID" (duke), "User Password*" (with a "Change..." button), and "PIN *" (with a "Change..." button).

4. Enter your new password and click **Update and Close**.

This screenshot shows the same Cisco CallManager Administration page as before, but with a modal dialog box titled "Change Password for: duke" open in the center. The dialog box has an "Update and Close" button at the top. It contains two input fields: "User Password*" and "Confirm Password*", both with "AAAA" entered. Below the fields is a note: "* indicates required item." The background page is partially obscured by the dialog box, but the "Update" button and the user configuration fields are still visible.

Note: With Cisco Callmanager 4.x, when you open the Cisco CallManager Administration Page using Microsoft Internet Explorer, a second login window prompt for the username and password appears. This occurs when SUN JRE is used in Internet Explorer. Complete these steps to disable the second authentication box that pops up when you access the Cisco CallManager Administration Page:

- a. Go to Internet Explorer
 - b. Select **Tools > Internet Options > Advanced > Java (Sun)**.
 - c. Uncheck **Use Java 2 v1.4.2_0x for <applet>[requires restart]**.
 - d. Reload the Internet Explorer page.
5. Log into ART with the **https://<ip address ccm>/art/Logon.jsp** URL and use the username and password that you just reset.

CDR Analysis and Reporting
For Cisco IP Telephony Solutions

Logon

User Name*

Password*

* indicates required item

6. Click **OK**.

Reset the Username and Password to the Default

In the event that you do not have access to the Global Directory in Cisco CallManager to change the password, an alternative method to get into CAR is to reset the login password to the default. The default is username=admin, password=admin. Once reset, you can log into CAR and assign administrator privileges for CAR to any user.

1. Select **Start > Programs > DC Directory Administrator** from Cisco CallManager.
2. Select **Default Profile** for the Profile Name and click **Next** from the DC Directory Admin log on window.

Log on to DC Directory Admin - Step 1 of 2

DC DIRECTORY

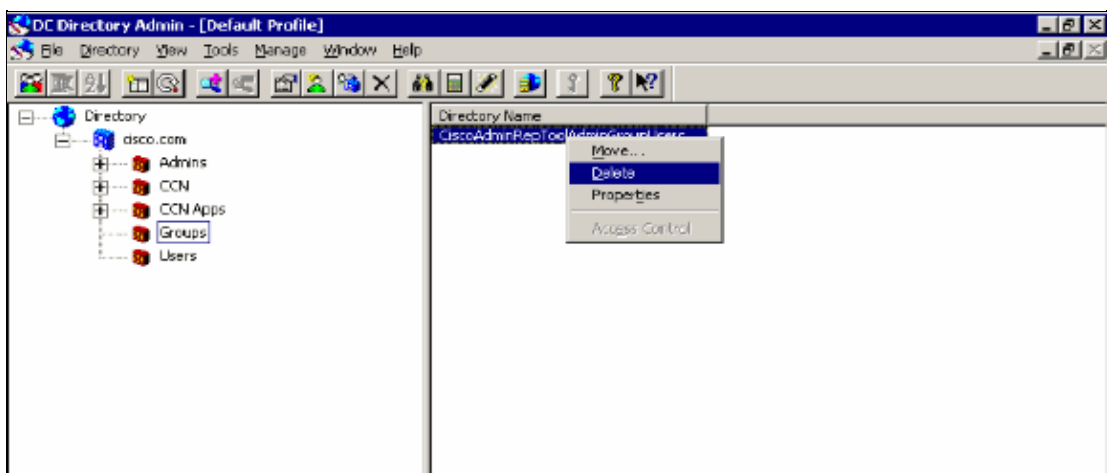
Select the profile to use during this instance of DC Directory Admin:

Profile Name:

3. Type **Directory Manager** in the User Name field.
4. Type **ciscocisco** in the Password field or the password you set for DC Directory Admin and click **Finish**.



5. From the Directory, drill down to **cisco.com** > **Groups**, right-click **CiscoAdminRepToolAdminGroupUsers**, and select **Delete**. This resets the username and password to the default value which is username=admin, password=admin.



6. Go to the CAR tool and log in with the **default username=admin**, and **password=admin**.

Note: Click the **CDR Analysis and Reporting** under the **Tools** menu of the **Cisco Service configuration** window to login to CAR.

CDR Analysis and Reporting
For Cisco IP Telephony Solutions

Logon

User Name*

Password*

* indicates required item

- Once logged in, click on **Admin Rights**, enter the username you want to give Admin Rights, and click **Add**.

Admin Rights Help Logout

CDR Analysis and Reporting
For Cisco IP Telephony Solutions

Grant/Revoke CAR Admin Rights

Type User Id or Search for User(s) [Search User\(s\)](#)

User Id

CAR Administrators*

- Click **Update** to complete the process.

Admin Rights Help Logout

CDR Analysis and Reporting
For Cisco IP Telephony Solutions

Grant/Revoke CAR Admin Rights

Type User Id or Search for User(s) [Search User\(s\)](#)

User Id

CAR Administrators*

duke

Status: Ready

- You are now only able to login to CAR using this username.

Related Information

- **Configuring ART**
 - **Administrative Reporting Tool Guide for Cisco CallManager**
 - **ART Logic: How Calls are Classified**
 - **How-To Change the DC Directory Password**
 - **Voice Technology Support**
 - **Voice and IP Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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