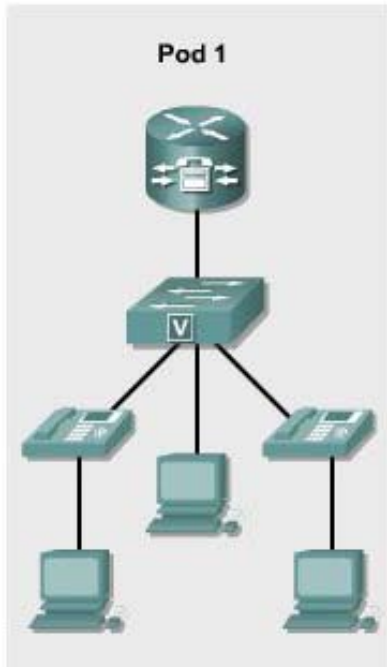


Lab 5.1.2 Configure GUI for Customer Administrator



Objective

- Configure and use the GUI interface for the customer administrator

Equipment Requirements

- Cisco CallManager Express (CME) capable router
- Inline power capable switch or non-inline power switch with power injectors
- Workstation with an Ethernet 10/100 NIC installed
- Two Cisco IP phones
- TFTP server application

This lab relies on labs 2.1.1, 2.1.3, 3.1.1, and 5.1.1 being successfully completed and loaded.

In this lab ACME.com wants an administrative assistant to have the ability to perform a subset of the tasks that the system administrator can perform in the GUI web interface. Configure the customer administrator in CallManager Express to enable this.

- Create the customer administrator credentials using the GUI
- Verify changes using the CLI

- Create credentials of **ACMEcust** with a password of **cisco**
- Copy the XML file using a TFTP server
- Examine the context of the XML file

Step 1 Configure a Phone using the GUI interface for the Customer Administrator

- Ensure the phones can connect to one another. If they cannot, redo previous labs.
- Use the **show running-config | begin tele** command to view part of the current configuration.

```
CMERouterX# show running-config | begin tele
```
- Open the Web browser on the student PC and enter the URL of **http://10.X0.0.1/ccme.html** (where X is the pod number). Use **ACMEadmin** for the username and **cisco** for the password. This allows access to the GUI as the system administrator.
- Point to the **Configure** menu option, and select **System Parameters**. Ensure the Administrator's Login Account option (the first menu option on the left) is selected.
- From the Admin User Type: drop-down menu, select **Customer** (instead of System). In the Admin User Name: textbox, type in **ACMEcust**. Note that usernames are case sensitive in Call Manager Express. The Customer Administrator category allows a person to be given rights to change some of the phone parameters. The account by default has the ability to change the same things as the administrator, but this account can be customized to remove authority.
- Set the New Password and Confirm Password to **cisco** in both textboxes. Passwords are also case sensitive.
- Click on the **Change** button and select **OK** when asked to confirm the change. A confirmation window pops up stating the change has been implemented. Click on **OK**.
- Logout of the CallManager GUI by clicking on the **Logout** link in the upper right corner.

Step 2 Review Changes to the Configuration

- Console into the Cisco CallManager Express router and go to privileged mode.
 - Use the **show running-config | begin tele** command to view the changes to the configuration.

```
CMERouterX# show running-config | begin tele
```
 - What changes to the configuration occurred as a result of adding the Customer Administrator?
-

Step 3 Test the New Account

- Return to the GUI CME Web page by typing the URL **http://10.X0.0.1/ccme.html** (where X is the pod number) in a web browser.
- When prompted for a username and password, use the newly-created Customer Administrator account (**ACMEcust** for the username and **cisco** for the password).
- How many System Parameters can be changed using the Customer Administrator account?

- Logout of the CallManager GUI by clicking on the **Logout** link in the upper right corner.
- Open up another browser window and return to the CallManager Express GUI interface by typing **http://10.X0.0.1/ccme.html** in the address line.

- f. When prompted for a username and password, use the System Administrator account (**ACMEadmin** for the username and **cisco** for the password).
- g. How many System Parameters can be changed using the System Administrator account? _____
- h. Note that the Customer Administrator and the System Administrator have the same level of access. Logout of the CallManager GUI by clicking on the **Logout** link in the upper right corner.

Step 4 Download XML Template

- a. Return to the router CLI.
- b. Use the **show flash:** command to view the contents of Flash memory. Notice that there is a file named xml.template saved in Flash.
- c. Start the TFTP server application. The PC that has the TFTP server application should be connected to the switch and be able to ping the router before any transfers occur.
- d. Is there connectivity between the TFTP server and the router? _____
- e. From the router privileged mode prompt, issue the command to copy the xml.template file in Flash memory from Flash to the TFTP server.

```
CMERouterX# copy flash:xml.template tftp:
```

The transfer should be successful. Troubleshoot as necessary until the file transfers.

- f. What indication is given that the TFTP transfer was successful? _____
- g. Using a text editor such as Notepad, open the downloaded file (xml.template).
- h. What is the first word found inside the greater than and less than symbols of the xml.template file? _____
- i. The xml.template file can be modified and uploaded to the router to modify what can be seen through the web interface. The **web customize load filename.xml** command is used in telephony-service router configuration mode to specify the new XML file to be used with the web interface. This file must be copied up to the router Flash memory before it can be used. Customizing the login is beyond the scope of this lab.
- j. Save the router configuration.