

## Best Practices when changing from CCM Authentication to Windows Authentication

### Mitel Contact Center Management Names vs. Active Directory Names

- We recommend you verify the spelling of Employee names in Active Directory with those same Employees in our software. We do a 'best match' whenever possible to locate existing Employees configured in our software and match them to the Active Directory account for the same Employee.
- Please note, you are always able to manually edit Employees in our software and choose the Active Directory account the employee should be associated with.

### Active Directory

- In **YourSite Explorer => Media Servers =>** Configure your **Active Directory sync settings**. Define the **Security Role** and **Site** to assign to the Active Directory accounts you will sync into our software. This will be the Security Role and Site we assign to New Employees created via the Active Directory sync (does not apply to existing Employees already configured in our software).
- In **YourSite Explorer => Media Servers =>** Configure your **Telephone System** settings. Configure your **Read Options**; specifically the **Default Employee license**. This will be the license we assign to New Employees created via the Active Directory sync (does not apply to existing Employees already configured in our software).
- We recommend selecting/creating an Active Directory Group, OU or select a Company Distribution list that contains only the Employee accounts that would like to synchronize into our software.
- We recommend you select an Active Directory object that will remain static with the Employees accounts we want to sync into the prairieFyre software. This means that you should not alter the OU structure, or change the CN (common name) in Active Directory. You are free to update the display name. For example, if any Employee listed in the Active Directory object is removed prior to being 'unassociated' in our software first, this will cause problems with our Active Directory sync. The rule of thumb is create an AD object exclusively for prairieFyre to use for AD sync and always disassociate the AD account from the Employee in the prairieFyre software prior to moving the Employee in Active Directory.

**How it works:** When you re-run the **Mitel Contact Center Configuration Wizard** or **MiCC Setup > Repair** and select **Windows Authentication** you will be prompted to select an OU, Group or Distribution list that the AD sync can use to synchronize every account we find in the Active Directory object you select. We will also create a new Employee if we cannot find an existing Employee with a matching first and/or last name.

### Process to change from CCM to Active Directory (Windows) Authentication

1. Run a backup of the Mitel Contact Center Management configuration via the **Contact Center Client => Management => Configuration => Back Up/Restore** feature (and if running on a HyperV take a snapshot).
2. Migrate to Windows Authentication. Go to **Start => Programs => Mitel =>** and click **Mitel Configuration Wizard**, then **Yes**, or in version 8.0 and above, select **MiCC Setup** and choose the **Repair** option.
3. When it asks if you want to proceed, click **Next** until you get the option to select **Windows**

## **Authentication.**

4. You will be prompted to choose an Active Directory object and we will sync all items listed under this object into our software.
5. Continue clicking **Next** until it completes. You have now successfully switched to Windows Authentication.

## How to manually associate an individual Employee to an OU

1. Open **YourSite Explorer => Employee**
2. Locate the Employee you want to change or associate to an Active Directory account.
3. Select the Employee and the properties/configuration of the Employee will appear.
4. Click the **User Account** tab and then in the ribbon at the top of the YourSite Explorer select the **Active Directory**.
5. Within the Active Directory tab there is a **Pick User** button that will allow you to browse your Active Directory and select the specific AD account for the Employee you wish to associate.

## APPLIES TO

6.0 and newer. Active Directory Authentication

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