

HowTo - Use the MiContact Center Management website with Active Directory authentication

PROBLEM

In an environment using Active Directory authentication for your MiContact Center software, the auto login in the MiContact Center Management website (CCMWeb) fails.

CAUSE

There are several possible reasons why Active Directory auto login to CCMWeb fails. Generally, this problem arises when the browser is not configured to pass the windows credentials through, and the web site is not configured to use Windows Authentication.

TROUBLESHOOTING

IIS Settings

1. Verify that Windows Authentication is installed in IIS.
2. Configure the web site to use Windows Authentication.

To configure the web site:

1. Open the **IIS Management** snapin.
2. In the left pane select **Sites**, click **Default Web Site**, and then click **CCMWeb**.
3. Select **Authentication**.
4. Make sure that **Anonymous Authentication** is **disabled**, and that **Windows Authentication** is **enabled**.

Browser Settings

1. Open **Internet Explorer**.
 2. On the **Tools** menu, click **Internet Options**.
 3. Click the **Security** tab, **Trusted Sites**, and then click the **Custom level**.
- NOTE:** Ensure that the CCMWeb address is the only address in Trusted Sites, or the browser will relay these credentials to others.
4. In the **User Authentication** section select **Automatic logon with current user name and password**.
 5. Click the **Advanced** tab.
 6. In the **Security** section make sure that **Enable Integrated Windows Authentication** is checked.

APPLIES TO

MiCC 7.X using Active Directory authentication

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