

Change the Local Administrator Password on IP IVR Server

Document ID: 44822

Questions

Introduction

Does a change in the Local Administrator Password on the Cisco IP IVR server cause any concern or problem with CRS?

NetPro Discussion Forums – Featured Conversations

Related Information

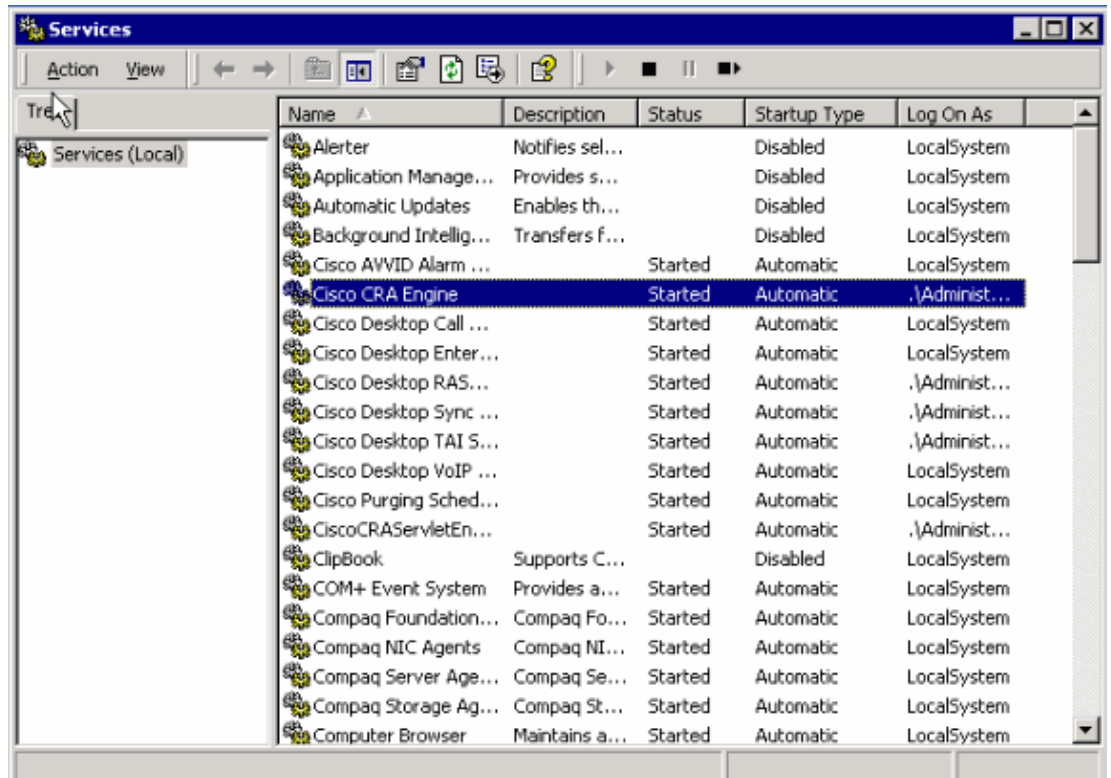
Introduction

Cisco IP Intelligent Voice Response (IVR) provides functionality for Cisco IP Telephony Solution. Based on your needs, you can install Cisco IP IVR on the same server as Cisco Customer Response Solution (CRS) or Cisco CallManager. Alternatively, you can set up Cisco IP IVR as a higher–capacity, dedicated server. This document discusses the impact of a change in the local administrator password on a Cisco IP IVR server.

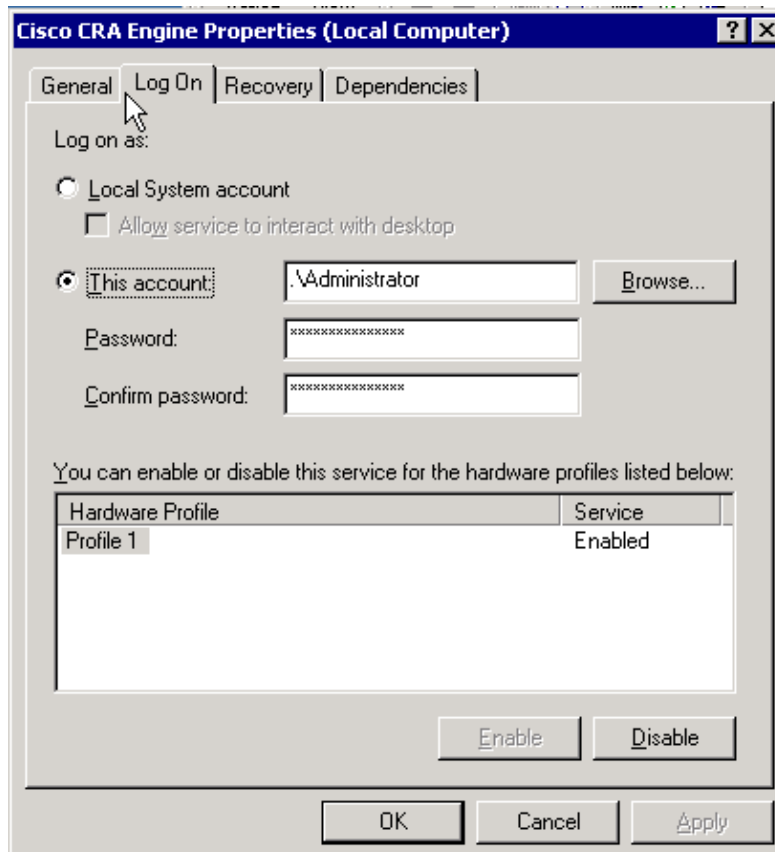
Q. Does a change in the Local Administrator Password on the Cisco IP IVR server cause any concern or problem with CRS?

A. If you change the local administrator password on Cisco IP IVR server, you must reflect the change in the Log On property of the Cisco CRA Engine service. Complete these steps:

1. Choose **Start > Programs > Administrative Tools > Services**. The Services window is displayed:



- Right-click **Cisco CRA Engine**, and select **Properties**. The Cisco CRA Engine Properties dialog box is displayed:



- Select the **Log On** tab.
- Reset the password to match the current local administrator password.
- Restart the **Cisco CRA Engine** process.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- **Technical Support & Documentation – Cisco Systems**
-

All contents are Copyright © 1992–2006 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Jul 20, 2006

Document ID: 44822
