Product Datasheet
PIN & Password Manager

Directory
Phone Directory
Jabber UDS Server
Web Directory
IPS Popup / Reverse Lookup
Personal Directory
H350 Video Conf directory
Corporate Speed Dials
ClickNDial
Alerting
Voice Alert
IPS Pager
Admin tools
Morning Check
Phone Remote
Phone Robot
Provisioning
Phone Deployment
CMS Admin & Selfcare
Extension Mobility Report
Manager Assistant
IP Phone / Jabber Interface

Productivity tools
IPS Phone Config
IPS Alarm Callback
IPS Lock
Wakeup Call
Missed Call Alerter
Conference Center
Busy Alerter Callback
Desktop Popup
Finesse Gadgets
Spark Bot
Attendant Console / IVR / Group
Tannounce
Line Group Manager
Silent Monitoring
Extension Mobility tools
TSSO
Delog / Relog
Pin & Password Manager
Recording
Call Recording
Recording Notification

1 PIN & Password Manager description

1.1 Overview

The management of PIN codes and passwords generates a significant amount of work for internal support services and habitually requires Administrator-level access to the Cisco telephone system. PIN & Password Manager allows support center agents to generate new PIN codes and passwords without needing Administrator access to Cisco CUCM.

In order to improve security, it is necessary that PIN codes be changed regularly to robust codes unknown to third parties. PIN & Password Manager allows forcing on a regular basis the update of PIN codes and passwords which are too old or too simple. Additionally, the generated PIN codes and passwords are sent to users automatically via email.
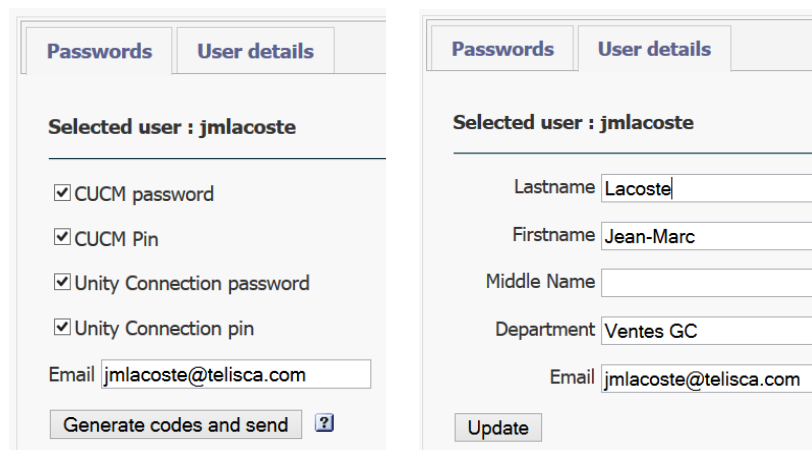
This tool also facilitates the generation of a new PIN code when the user has lost his PIN and has called support. The Help Desk or the user himself can reset the PIN/password and receive it by email.

The application includes other features useful to the helpdesk:
Change user's info in CUCM,
Delog and relog a user.

1.2 Features list

Web interface for help desk agents:
- Generate a random new CUCM PIN code,
- Generate a random new CUCM password,
- Generate a random new Active Directory or LDAP password,
- Generate a random new Unity Connection PIN code,
- Generate a random new Unity Connection password,
- Send PIN code and password by email to Cisco users.
- Change the user's information and update the line information according to template.

Self-care Web interface :
- Generate a new PIN code (CUCM & VoiceMail) and receive it by email,
- Generate a new Password (CUCM & VoiceMail) and receive it by email,
- Generate a new Active Directory password and receive it by email,

PIN & Pwd Manager

CUCM userID: jmlacoste
eMail address: jmlacoste@telisca.com

Reset PIN code ☑

Reset password ☑

Reset and send by email

Self-care IP Phone interface:
- Generate a new Active Directory password.

Self-care audio server :
- Generate a random new Active Directory password,

Automatic process :
- Force changing PIN code,
- Force changing password,
- Reject forbidden PIN codes,
- Batch process to generate new PIN code and password and sen dit by email.

1.3 PIN & Password Management UI

PIN and Password Manager also offers a screen for the support team, accessible from an exploitation security group. This screen permits searching for a user by ID, name, or telephone number. For the selected user, it permits effecting the same PIN code update procedure as in batch mode, displaying on the screen the result of the operation.

Optionally, support personnel may visualize the PIN codes and passwords which are generated randomly or by default in order to communicate them by telephone rather than by email.

Update PIN Code	Type	Identification	Description	Line number	User ID	Alerting name	Last name
Update PIN Code	Device profile	9951_NHA		1050280			
Update PIN Code	IP phone	AgentRhin	Auto 105004	105004	ipCro		Rollet
Update PIN Code	IP phone	CIPC_TEST	CIPC TEST EMCC	10500		CICP TEST EMCC FR	
Update PIN Code	IP phone	CTISIM105035	Telisca CTI port	105035		CTISIM	
Update PIN Code	IP phone	CTISIM105036	Telisca CTI port	105036		CTISIM	
Update PIN Code	IP phone	SEP00077D42BA24	Auto 105006	105006	Agent2	Didier Hercouet	Agent2
Update PIN Code	IP phone	SEP0026CBA839EC	Auto 105023	105023	Agent2		Agent2
Update PIN Code	IP phone	SEP00FFB23535BC	Auto 105037	105037			
Update PIN Code	IP phone	SEP080027851F83	Auto 105033	105033			
Update PIN Code	IP phone	SEP080027ED3C03	Auto 105026	105026			
Update PIN Code	IP phone	SEP2834A2821323	Auto 105005	105005	Agent2	TOTO	Agent2
Update PIN Code	IP phone	SEP2C3ECF86DBF3	Auto 105039	105039			
Update PIN Code	IP phone	SEP44ADD9BD2776	Auto 105034	105034	105034	Toan Nguyen	Agent034

1.4 PIN & Password Control

PIN & Password Manager allows you to define a periodic renewal of the PIN code and password. You can select all the CUCM' userId or a list provided in a text file.

A periodic process, detects when a user has changed a PIN code. The new PIN code is checked against a list of prohibited (trivial) PINs. For these users, PIN & Password Manager performs an authentication request. If the authentication succeeds, it retrieves the e-mail, regenerates a new random PIN and sends it by e-mail to the user with a specific message including the new PIN code.

PIN & Password Manager includes a screen to select, view and export execution reports including date / time, user IDs, e-mail address, operation result.

2 Pre-requisites, installation

Supported Cisco CUCM:
- CUCM version 10.5, 11.5, 12, 12.5, 14
- **NOTE**: In the case of querying the CUCM to recover the email address of users will require that the "Mail ID" field is filled in correctly configuring CUCM users.

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:
- Windows Server 2012 R2 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard
- Windows Server 2022 Standard

- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E