

# CCM Error: The following error occurred while trying to load the requested page. Error No: -32

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## Introduction

This document explains the workaround for this error message:

The following error occurred while trying to load the requested page.  
Error No: -32

This error message appears when user information (changing or adding device associations) is updated in Cisco Unified Communications Manager (CallManager).

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unified Communications Manager (CallManager) 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

When user information (changing or adding device associations) is updated in Cisco Unified Communications Manager (CallManager), this error message appears:

```
The following error occurred while trying to load the requested page.  
Could not update user. 1
```

## Solution

In order to resolve this issue, use ADSIEdit (which is usually installed on the DomainController):

1. On the AD server, open a command prompt.
2. Type **mmc**, and press **Enter**.
3. In MMC, choose **Console > Add/Remove Snapin**, and choose **Add**.
4. Scroll down, and choose **ADSI Edit**.
5. Click **ADD**, and then click **Close**.
6. Click **OK**.
7. Right-click **ADSI Edit**, and choose **Connect**.
8. Click **OK**.

Complete these steps in order to correct profiles that cannot be updated:

1. Find the user account that cannot be updated.
2. Right-click the user, and choose **Properties**.
3. Choose **Property View**, and scroll down to **ciscoUserProfile** and **ciscoUserProfileString**.
4. Remove any value for each view in order to disassociate the user from any Cisco profile.
5. Click **OK**.
6. Find the user in the Global Directory, and associate the user with a device.

Complete this procedure for each user that you are unable to update. You should now be able to associate again the users with the devices.

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## Related Information

- **Active Directory and Cisco CallManager Integration Troubleshooting Guide**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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