

Unable to Access Cisco Unity SA Due to Error from authentication subsystem.hr=0x8004054B

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Introduction

This document addresses the `Error from authentication subsystem.hr=0x8004054B` error message, which users encounter when the Cisco Unity System Administration (SA) is accessed from a remote system, and the solution to fix this problem.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity 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 you attempt to access the System Administration or Status Monitor, this error appears in the browser:

```
Error from authentication subsystem.hr=0x8004054B (The specified domain either does not exist or is not contacted.\x0D\x0A)
```

Please see your Cisco Unity system administrator for more details.

Solution

This problem can occur when you access the System Administration or Status Monitor from a remote system. Try one these workarounds in order to overcome this error message:

1. Try to log into the SA with the IP address of the Cisco Unity server, rather than the server name, in the URL.
2. Turn off Windows Authentication on the Cisco Unity server.

Complete these steps in order to turn off Windows Authentication on the Cisco Unity server:

1. Choose **Start > Programs > Administrative Tools > Internet Services Manager** in order to start the IIS Manager.
2. Go to the default web site.
3. Right-click on web, then **properties**.
4. Choose the **directory security** tab.
5. Click **Edit Anonymous access** and **authentication control**.
6. Click **Anonymous access** and uncheck **Integrated Windows Authentication**.
7. Reset the **WWW service**.

Sometimes, the second workaround previously mentioned results in this error message:

```
Server.CreateObject(AvSaLocalization.AvSaLocalization.1) failed.  
This is most likely an error with a DLL, probably AvSaLocalizationSvr.dll or perhaps  
AvSaLocaleInfoSvr.dll. Check that these files are present, and registered with REGSVR32.  
Also be sure that the appropriate MsgStoreRes.dll file is present.  
Cannot continue. (From: Global.asa: hr=0x80070005)
```

Complete these steps in order to overcome this error message:

1. Search the Cisco Unity server for these files:
 - ◆ AvSaLocalizationSvr.dll
 - ◆ AvSaLocaleInfoSvr.dll
2. Choose **Start > Run**, and type **cmd**. Press **Enter**.
3. CD to the directory where the **AvSaLocalizationSvr.dll** file is located.
4. At the prompt, type **regsvr32 AvSaLocalizationSvr.dll**.
5. Press **Enter**.
6. CD to the directory where the **AvSaLocaleInfoSvr.dll** file is located.
7. At the prompt, type **regsvr32 AvSaLocaleInfoSvr.dll**
8. Press **Enter**.

Note: For each register attempt, a pop-up message indicates that the .dll registered successfully.

9. Now, update three DCOM configuration entries in Component Services:

Choose **Start > Programs > Administrative Tools > Component Services**. Expand **Component Services > Computers > My Computer > DCOM Config**.

Changes must be made on these entries:

- ◆ AvLic
- ◆ AvCsGateway
- ◆ AvDSGlobalCatalog

Right-click each entry and choose **Properties**. Choose the **Security** tab and customize **Launch**

Permissions. Add the **Everyone** group and give it **Local Launch** and **Local Activation** privileges.

There is no need to reboot after these steps.

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Related Information

- **Unable to Access Cisco Unity SA or AA Web Pages**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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