

Cisco Unified Communications Manager 5.x/6.x/7.x: Unable to Login to the Administration Page or User Page

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Error:Non defined IMS Exception

Solution

Error: This page is not yet implemented

Solution

Database Error

Solution

HTTP 500 Error

Solution

HTTP Status 404

Solution 1

Solution 2

Error: Log on failed–Invalid user ID or password

Solution

Related Information

Introduction

The Cisco Unified Communications Manager Administration page is used to configure system parameters, route plans, devices, and much more. You access the Cisco Unified Communications Manager Administration program from a PC that is not the web server or has Cisco Unified Communications Manager installed. This document troubleshoots the issue of not being able to login to the Cisco Unified Communications Manager Administration page or Cisco Unified Communications Manager User page.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager 5.x/6.x/7.x
- Microsoft Active Directory

Components Used

The information in this document is based on Cisco Unified Communications Manager 5.x/6.x/7.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.

Error:Non defined IMS Exception

While attempting to access the Cisco Unified Communications Manager Administration page or Cisco Unified Communications Manager User page, login fails with the `Non defined IMS Exception` error message. The issue occurs in the system which is integrated with Microsoft Active Directory via Lightweight Directory Access Protocol (LDAP). The login to the Cisco Unified OS Administration page works fine.

Solution

This error occurs due to the LDAP authentication misconfiguration issue. You can log in as the `CCMAdministrator` and perform these steps:

1. Go to **System > LDAP > LDAP Authentication** and check if you are using a valid account for LDAP authentication. Also, check the LDAP authentication configuration for the user account with which you are trying to log in. Refer to LDAP Authentication Configuration for more information.
2. Go to **System > LDAP > LDAP Directory** and make sure that the LDAP Directory configuration is correct for the user account with which you are trying to log in. Refer to LDAP Directory Configuration for more information.

If these steps do not solve the issue, run the `utils reset_ui_administrator_password` command from the CLI.

Error: This page is not yet implemented

When trying to access the Cisco Unified Communications Manager Administration page or Cisco Unified Communications Manager User page, this error message is received:

```
This page is not yet implemented.
```

Solution

1. Make sure you are using the correct username, as this is case sensitive.
2. Go to **Start > Programs > Administrative Tools > Services** and restart the **Cisco Tomcat** service.

Database Error

When trying to log in to the CUCM User page, a CUCM user database error is received.

Solution

In order to resolve this issue, perform these steps:

1. Make sure that the user is added to the End User Group.
2. Log in to Cisco Unified Communications Manager by using Secure Shell (SSH). Then, reset the username and password for your web Admin GUI using these commands:

```
utils reset_ui_administrator_name

!--- This will change your user ID.

utils reset_ui_administrator_password

!--- This will change your password.
```

HTTP 500 Error

When trying to access Cisco Unified Communication Manager .web page, these error messages are received:

```
HTTP status 500 exception report
server encountered an internal error...
```

OR

```
[ServletException in:/WEB-INF/pages/phone/phone-content.jsp] null
```

Solution

Complete these steps to resolve the issue:

1. Choose **Start > Programs > Administrative Tools > Services** and restart these services:

- ◆ Cisco Tomcat
- ◆ Service Manager

2. If that does not solve the issue, use the **Utils system restart** command in CLI.

HTTP Status 404

When trying to log in to the CUCM 7.x User page, the device link fails with the HTTP status 404 `-/ccmuser/WEB-INF/pages/j_security_check` error.

Solution 1

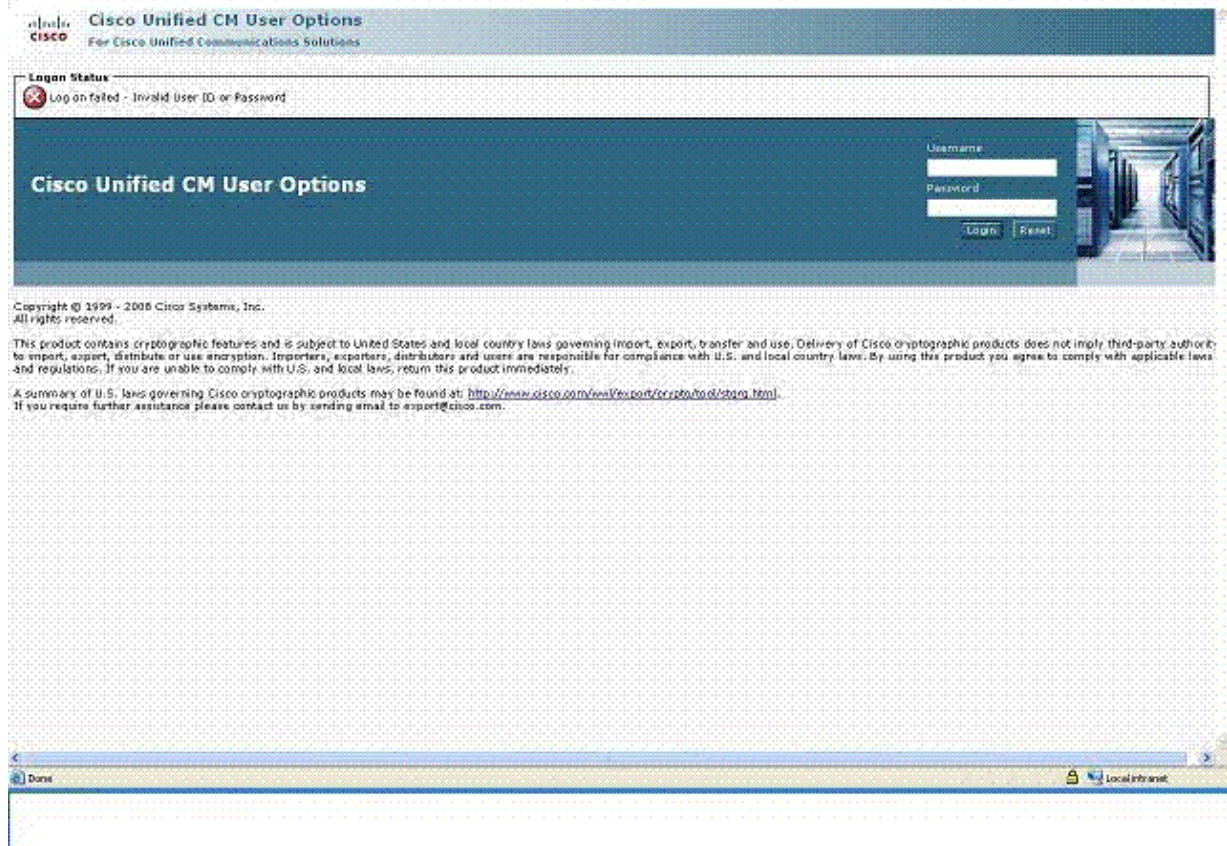
This can occur when you are using a different user ID/name other than what was inserted in the user database. Keep in mind that the user ID/name is a case sensitive entity in CUCM 7.X. As per the security policies on the CUCM User page, there is no way to change the case sensitive condition. The username that has to be typed on the CUCM User page should be exactly the same as what was inserted into the user database.

Solution 2

In the IE browser window, go to **Tools > Internet Options**. Click the **Security** tab, then turn the security level to **low** for Trusted sites and **medium** for Internet.

Error: Log on failed–Invalid user ID or password

When accessing the CUCM User options page, the Log on failed–Invalid user ID or password error is received.



Solution

In order to resolve this issue, you need to verify these points:

1. Verify that the user is added to the **Standard CCM End Users** group. Perform these steps in order to add the user to this user group:
 - a. Go to the User Group page.
 - b. Click **Standard CCM End Users**.
 - c. Click the **Add Users to Group** button and check the check box next to the user ID *youruserid*.
 - d. Click the **Add selected** button.
 - e. Go to the End User page and click the link for *<youruserid>*.
 - f. Scroll to the bottom and ensure that **Standard CCM End Users** appears in the permission section.
 - g. Login to **CCMUser** with *<youruserid>* and the configured password. For more information on Roles and Permission, refer to CallManager 5.x/6.x: Roles and Permissions.
 2. Verify that the Bind DN for LDAP Authentication value is written as a Fully Qualified Domain Name (FQDN), for example, "cn=admin, cn=Users, dc=domain, dc=com".
 3. Restart the Cisco Dir Sync service and perform a full synchronization on the LDAP directory.
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Related Information

- [Cisco Unified Communications Manager Administration Guide](#)
 - [Cisco CallManager Administration Web Page Can't Be Displayed](#)
 - [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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