

Active Directory and Cisco CallManager Integration Troubleshooting Guide

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Introduction

This document explains the most common problems related to Active Directory integration with Cisco CallManager and discusses common problems in the field. The document addresses issues in these areas:

- [Installation of the Active Directory plug-in.](#)
- [Working of Cisco CallManager / User Pages with Active Directory integration.](#)
- [Application problems related to Active Directory.](#)

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 3.x
- Cisco CallManager 4.x
- Cisco CallManager 5.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.

Installation

Refer to [Active Directory 2000 Plug-in Installation for Cisco CallManager](#) for installation instructions and common issues with the install.

Note: You can integrate either Active Directory or DC Directory with Cisco CallManager, but not both. In order to determine whether you use DC Directory or Active Directory with Cisco CallManager, choose `C:\dcdsrvr`, and open the **DirectoryConfiguration.ini** file with your Notepad application.

Note: A line similar to this appears at the start of the file:

ldapURL=ldap://<HOSTNAME>:8404

Note: If the number is **8404**, such as it is in this example, you are integrated with DC directory. If the number is **389**, you are integrated with Active Directory.

CCMAdmin Pages do not Work After Running Plug-in

Verify that the Cisco-specific schema extensions are installed. In order to do this, open ADSIEdit, LDP, or any similar Active Directory utility to view the schema extensions. These tables provide lists of the Active Directory schema extensions the plug-in installs.

- [Cisco CallManager Version 3.3 Specific Attributes \(earlier versions of CallManager vary slightly\)](#)
- [Customer Response Application \(CRA\) Specific Attributes](#)
- [Personal Assistant \(PA\) Specific Attributes](#)

Cisco CallManager Version 3.3 Specific Attributes		
CiscoatAppProfile	CiscoatDeviceName	CiscoatProfile
CiscoatUserProfile	ciscoCCNatAllDevices	ciscoCCNatCo
ciscoCCNatCurrentLocation	ciscoCCNatExtensions	ciscoCCNatDe
ciscoCCNatDeviceProfile	ciscoCCNatAAKeyPadMapping	ciscoCCNatA
ciscoCCNatType	ciscoCCNatAssociatedPC	ciscoCCNatRc
ciscoCCNatUserBase	ciscoCCNatProfileBase	ciscoCCNatDe
ciscoCCNatExtensionBase	ciscoCCNatUserObjectClass	ciscoCCNatUs
ciscoCCNatNamingAttribute	ciscoCCNatMapping	ciscoCCNatDe
ciscoCCNatDeviceModelBase	ciscoCCNatMaxSearchResults	ciscoCCNatCu
ciscoCCNatCTIId	ciscoCCNatEncodingType	ciscoCCNatW
ciscoCCNatSpokenName	ciscoCCNatIAQExtension	ciscoCCNatIA
ciscoCCNatCTIUseEnabled	ciscoCCNatCTIUseEnabledDefaultValue	CiscoCCNatD
CiscoCCNatDefaultDeviceProfile	CiscoCCNatAAInstalled	ciscoCCNatSo
ciscoCCNatASRInstalled	CiscoCCNatHotellingInstalled	ciscoCCNatM
ciscoCCNatMultiDevHotellingAutologout	ciscoCCNatMaxHotelDuration	ciscoCCNatAu
ciscoCCNatPINLength	CiscoCCNatDeviceAuthorizationRequired	ciscoCCNatUs
CiscoCCNatPasswordLength	ciscoCCNatChunkSize	ciscoCCNatCo
CiscoCCNatConfigInfoCISValue	ciscoCCNatConfigInfoCESValue	CiscoCCNatU
CiscoAtUserProfileString	ciscoCCNatConfigInfoIntValueMulti	CiscoCCNatC
ciscoCCNatConfigInfoCESValueMulti	ciscoCCNatConfigInfoBlobValue	ciscoCCNatCo
CiscoCCNatCallParkRetrieval	CiscoCCNatUserSearchAttrRestrictedChars	ciscoCCNatSp

ciscoCCNatSpecialUserValue	cisoccnataaextension	Cisoccnataan
cisoccnataaterminationchar	cisoccnataawelcomeprompt	Cisoccnatapp
Cisoccnatcallmanager	Cisoccnatenabled	cisoccnatengi
Cisoccnatenginemaxsteps	Cisoccnatenginemaxtasks	Cisoccnateng
Cisoccnatenginemiregistry	Cisoccnatenginewfreposloc	Cisoccnateng
Cisoccnatenginewfreposcredent	Cisoccnatenginewfreposdirtype	Cisoccnateng
Cisoccnatinittapiport	Cisoccnatmaxsession	Cisoccnatpas
Cisoccnatpromptdir	Cisoccnatrouteadress	Cisoccnatsysj
Cisoccnatudpport	Cisoccnatusername	Cisoccnatuse
Cisoccnatwfname	Cisoccnataaoperatorextension	CisoccnatDSI
CisoccnatMaxConnection	CisoccnatDNIS	Cisoccnattim
Cisoccnatprerouted	Cisoccnatscriptid	Cisoccnattapi
Cisoccnattapiportgroupname	Cisoccnattapiportgrouptype	Cisoccnatapp
Cisoccnattcpiport	Cisoccnateventdatafeed	Cisoccnatcall
Cisoccnatservicecontrol	Cisoccnattimesync	

CRA Specific Attributes		
cisoccnataaextension	cisoccnataamaxsessions	cisoccnataaterminationchar
cisoccnataawelcomeprompt	cisoccnatappname	cisoccnatcallmanager
cisoccnatenabled	cisoccnatenginedebug	cisoccnatenginemaxsteps
cisoccnatenginemaxtasks	cisoccnatenginemipport	cisoccnatenginemiregistry
cisoccnatenginewfreposloc	cisoccnatinittapiport	cisoccnatmaxsession
cisoccnatpassword	cisoccnatpromptdir	cisoccnatrouteadress
cisoccnatsyspromptdir	cisoccnatudpport	cisoccnatusername
cisoccnatuserpromptdir	cisoccnatwfname	cisoccnataaoperatorextension
cisoccnatDSN	cisoccnatMaxConnection	cisoccnatenginewfreposident
cisoccnatenginewfreposcredent	cisoccnatenginehostname	cisoccnatenginewfreposdirtype
cisoccnatDNIS	cisoccnattimeout	cisoccnatprerouted
cisoccnatscriptid	cisoccnattapiportgroup	cisoccnattapiportgroupname
cisoccnattapiportgrouptype	cisoccnatappid	cisoccnattcpiport
cisoccnateventdatafeed	cisoccnatcallrouting	cisoccnatservicecontrol
cisoccnattimesync	cisoccnatdescname	cisoccnatagentlist
cisoccnatordervalue	cisoccnatresourcegroup	cisoccnatresourcepool
cisoccnatresourceselectcriteria	cisoccnatqueuealgorithm	

PA Specific Attributes		
ciscoccnatPAMediaTermHost	ciscoccnatPAMediaTermUDPPort	ciscoccnatPARouteAddre
ciscoccnatPARouteAddressSC	ciscoccnatPATelephonyPort	ciscoccnatPANumTelepho
ciscoccnatPAInterceptorAddress	ciscoccnatPAHeartBeatInterval	ciscoccnatPAPeerMultica
ciscoccnatPAPeerTCPPort	ciscoccnatPATelephonyProvider	ciscoccnatPATelephonyU
ciscoccnatPATelephonyPassword	ciscoccnatPA PagingSMTPServer	ciscoccnatPAExchangePr
ciscoccnatPAExchangeDomainName	ciscoccnatPAUniqueUserAttrName	ciscoccnatPAPartitionNar
ciscoccnatPARuleDTD	ciscoccnatPAOperatorExtension	ciscoccnatPAMultipleDes
ciscoccnatPARules	ciscoccnatPASpeechServerHosts	ciscoccnatPASpeechLicer
ciscoccnatPADialRules	ciscoccnatPAMissedCallNode	ciscoccnatPAPersonalAdc
ciscoccnatPAMaxDisambiguate	ciscoccnatPADisambiguationOrder	ciscoccnatPAReconfirmC
ciscoccnatPAMaxErrorCount	ciscoccnatPAMaxTotalErrorCount	ciscoccnatPAMaxHelpCo
ciscoccnatPAMaxTotalHelpCount	ciscoccnatPADialByNameChar	ciscoccnatPADialByExter
ciscoccnatPADtmfHelpChar	ciscoccnatPADialOperatorChar	ciscoccnatPAMaxRetryCo
ciscoccnatPAErrorTimeout	ciscoccnatPAAllDigitTimeout	ciscoccnatPAInterDigitTi
ciscoccnatPAPhoneExtnLength	ciscoccnatPAPasswordRetries	ciscoccnatPALoginRetrie:
ciscoccnatPAListingIncrement	ciscoccnatPAConfidenceLevel	ciscoccnatPAHighConfide
ciscoccnatPAVmMaxErrCount	ciscoccnatPAVmMaxTotalErrCount	ciscoccnatPAVmMaxHelp
ciscoccnatPAVmMaxTotalHelpCount	ciscoccnatPAuOneVmail	ciscoccnatPAuOneHost
ciscoccnatPAName	ciscoccnatPAStartingPattern	ciscoccnatPAPrefixString
ciscoccnatPANumDigits	ciscoccnatPADigitsToRemove	ciscoccnatPALocalAreaC
ciscoccnatPADialOutCode	ciscoccnatPALongDistanceCode	ciscoccnatPAInternational
ciscoccnatPADLRName	ciscoccnatPADLRStartPattern	ciscoccnatPADLRPrefixS
ciscoccnatPADLRNumDigits	ciscoccnatPADLRDigitsToRemove	ciscoccnatPANuancePack
ciscoccnatPANuancePromptPath	ciscoccnatPANuanceBargeIn	ciscoccnatPAIntercepFOv
ciscoccnatPAFailoverPAServers	ciscoccnatPATracePackageList	ciscoccnatPADebugPacka
ciscoccnatPAVoiceMailExtension	ciscoccnatPARouteAddressAA	ciscoccnatPAOn
ciscoccnatPARejectionConfLevel	ciscoccnatPAUserRefreshTime	ciscoccnatPACalendarSer
ciscoccnatPACalendarServerDN	ciscoccnatPACalendarMailboxName	ciscoccnatPA PagingSMTI
ciscoccnatPA PagingSMTPDomain	ciscoccnatPAVoiceMailNumber	ciscoccnatPAVoiceMailSt
ciscoccnatPAVMailSrvLdapPort	ciscoccnatPAVMailServerDN	ciscoccnatPAVMailMailb
ciscoccnatPAVMailProduct	ciscoccnatPACallAnswerTimeout	ciscoccnatPAServerAttrib
ciscoccnatPASystemAttributes	ciscoccnatPALicenseCode	ciscoccnatPAUserGroupN
ciscoccnatPAUserGroupUsers	ciscoccnatPAUsrDestinationName	ciscoccnatPAUsrDestinati

ciscoccnatPAUsrDestinationType	ciscoccnatPAUsrDestinationNum	ciscoccnatPAUsrDestGroi
ciscoccnatPAUsrDestGroupDests	ciscoccnatPAUsrMissedCallUserDN	ciscoccnatPAUsrMissedC
ciscoccnatPAUsrMissedCallTOD	ciscoccnatPAUsrFNpron	ciscoccnatPAUsrLNpron
ciscoccnatPAUserPIN	ciscoccnatPAUserDisablePA	ciscoccnatPAUsrDisableC
ciscoccnatPAUserTimeZone	ciscoccnatPAUserVoiceMailSrv	ciscoccnatPAUserCalenda
ciscoccnatPAUserAttributes	ciscoccnatUMPersonalGreeting	ciscoccnatUMAbsenseGre
ciscoccnatUMVmailID	ciscoccnatUMDateTimeFormat	ciscoccnatUMKeyMappin
ciscoccnatUMNumericPassword	ciscoccnatTASystemProfile	ciscoccnatTAUserProfile

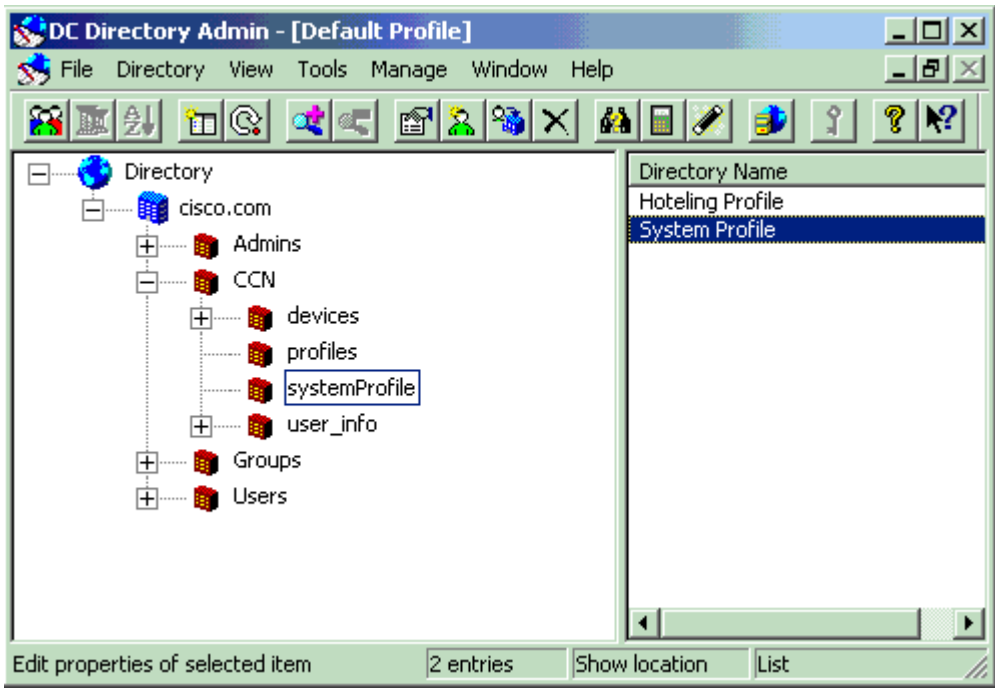
If the schema extensions are not installed, it can be due to one of these reasons:

- The Administrator DN/password does not have the right privileges to modify the schema and add entries.
- The plug-in installation did not successfully run. You might need to run the plug-in again. Choose the **CUSTOM** option in order to do this.
- The local registry setting in Cisco CallManager is not populated correctly. Refer to the [Unable to Update User Fields from the User Preference Pages](#) section.

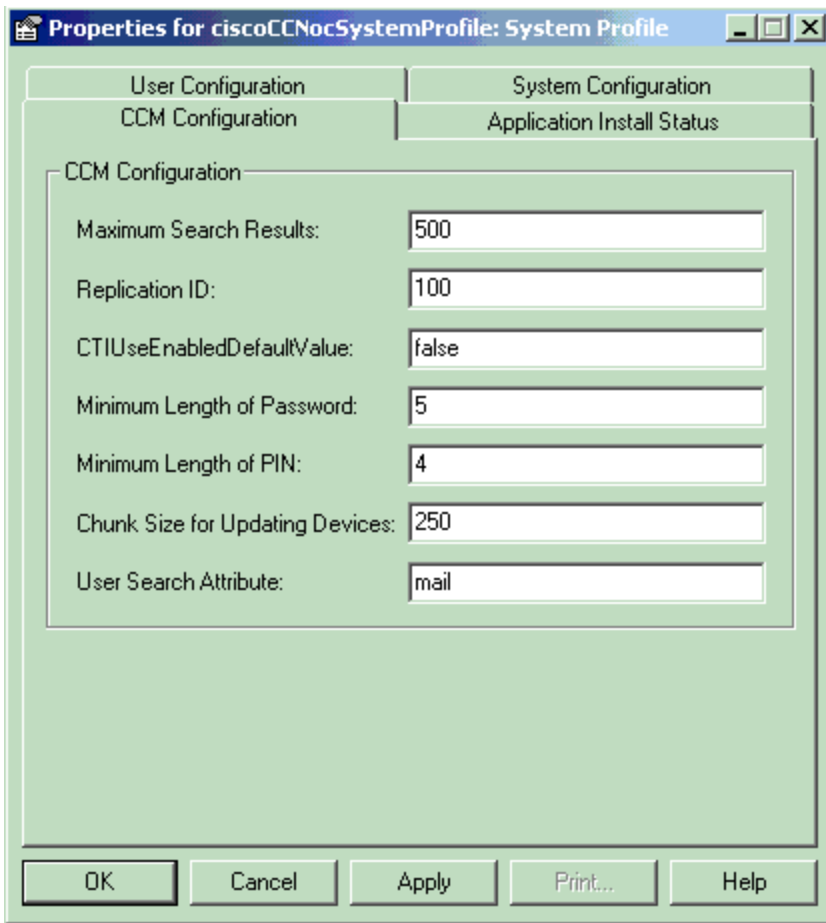
Error Message: Some of the configuration data is missing in systemProfile in DC Directory

This error message is generated because some of the values in the SystemProfile of the DC directory have changed.

1. Open DC Directory Administrator, not the DC Directory Administration, from **Start > Programs > DC Directory Administrator**.



2. Choose **Directory** > **cisco.com** > **CCN** > **systemProfile**.
3. Double-click **System Profile** on the right side window.
4. Go to the CCM Configuration tab and click **Modify**. This allows you to change the values. Set the value of the User Search Attribute field to **mail**.



5. Restart the World Wide Web Publishing Service. Choose **Start > Programs > Administrative Tools > Services**. Choose **World Wide Web Publishing Service** and click **Restart Service**.

Error Message: User or User Profile doesn't exist or user profile attribute not set for the user

A user receives this error message when the user goes to **Cisco CallManager Administrator page > User > Access Rights > User Group**.

This is due to some users who do not have a device associated to their profile. As a resolution to this problem, associate a device, then remove the device association from the users. This updates the user `ciscoUserProfile` and `ciscoUserProfileString` attributes in AD.

Unable to Create or Edit Users from CallManager Admin Pages after Active Directory Integration

After you install the Active Directory 2000 plug-in on Cisco CallManager release 4.0(1) or later, an error is generated when you try to create or edit users from the Cisco CallManager administration pages.

Error

The following error occurred while trying to load the requested page.

The phone administrator is currently not allowed to add or delete users.

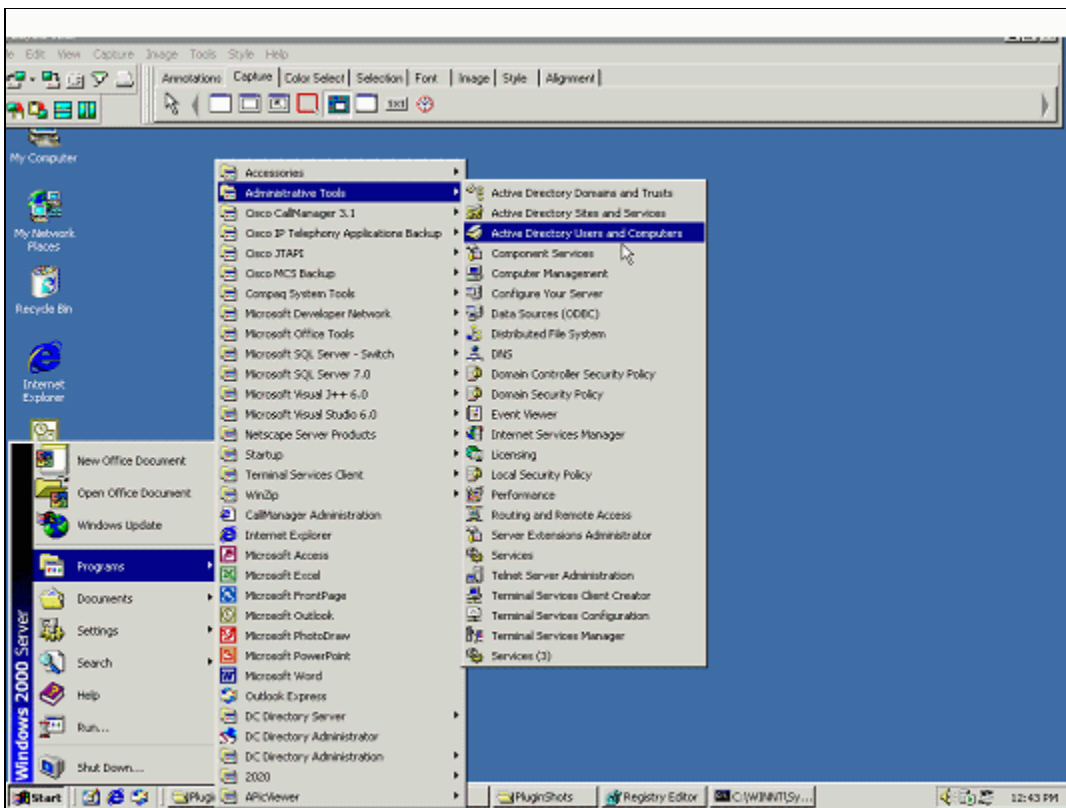
Click here to reload.

There are no issues when you view the users from the Cisco CallManager administration pages. As a workaround for this issue, set the value for the LDAP Directory Configuration parameter UserDirAccess to **true** in the C:\dcdsrvr\Config\UMDirectoryConfiguration.ini file. Also, make sure that the DirectoryConfiguration.ini password is the same as the password shown in this registry entry: \\HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\Directory Configuration\MGRPW. This issue is tracked by Cisco bug ID [CSCef00533](#) ([registered](#) customers only) .

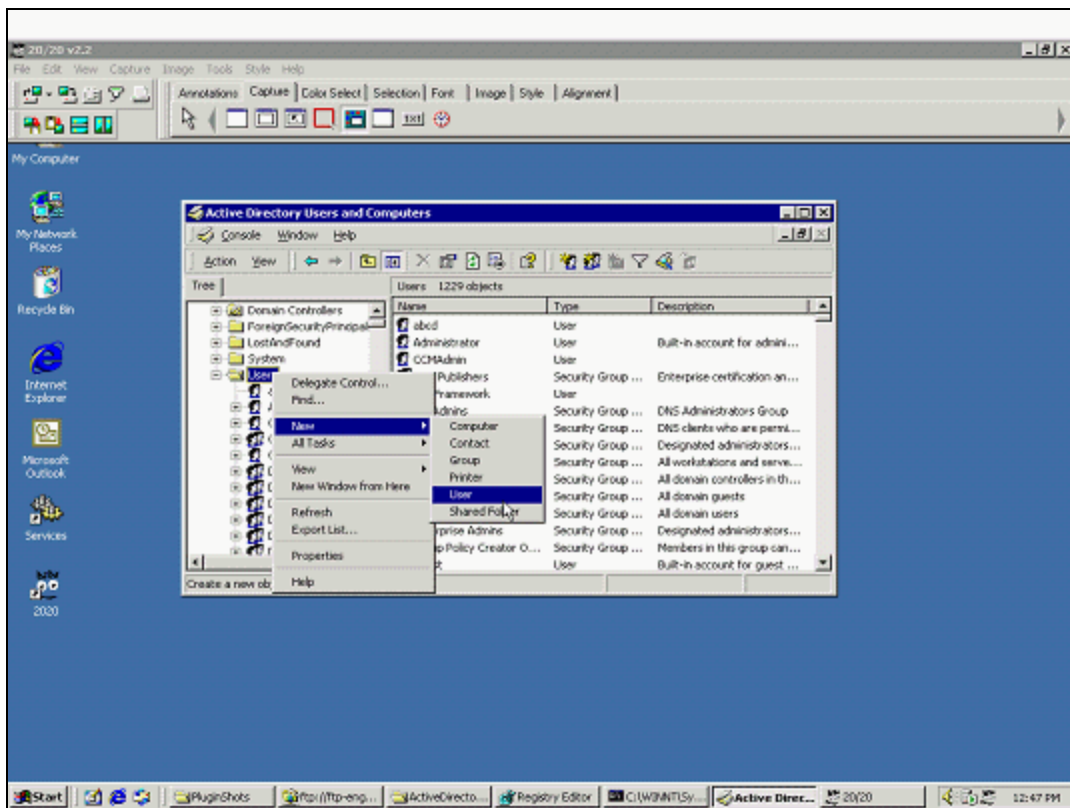
Unable to Login from the Cisco CallManager User Page When the User is Created from Active Directory

The Active Directory adds with Common Name First Name, by default. When you try to login from the Cisco CallManager User pages, they search for the user with the Common Name. This causes the problem and is explained in Cisco bug ID [CSCdu65765](#) ([registered](#) customers only) . This defect is open for the problem.

- **Workaround 1**—Login to the Cisco CallManager User page with First Name, Last Name, and the password.
- **Workaround 2**—Create a new user in the system with userID. See this procedure for instructions:
 1. Choose **Start > Programs > Administrative Tools > Active Directory Users and Computers**.



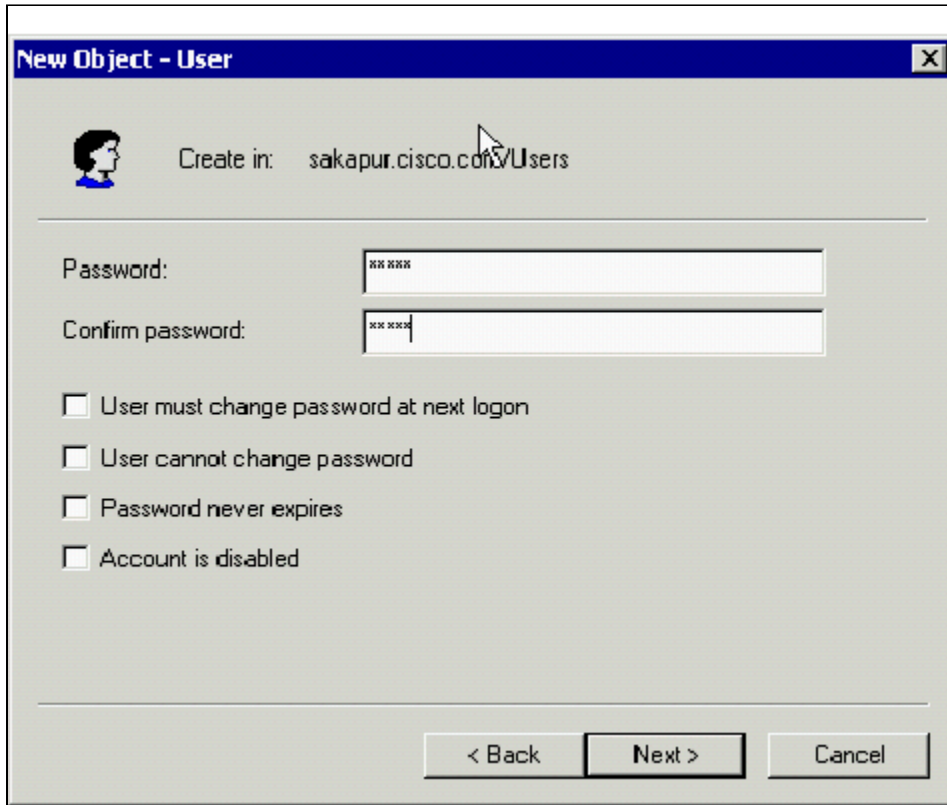
2. Right-click **Users** and choose **New > User**.



3. Enter your relevant information when the New Object - User window appears, and click **Next**.

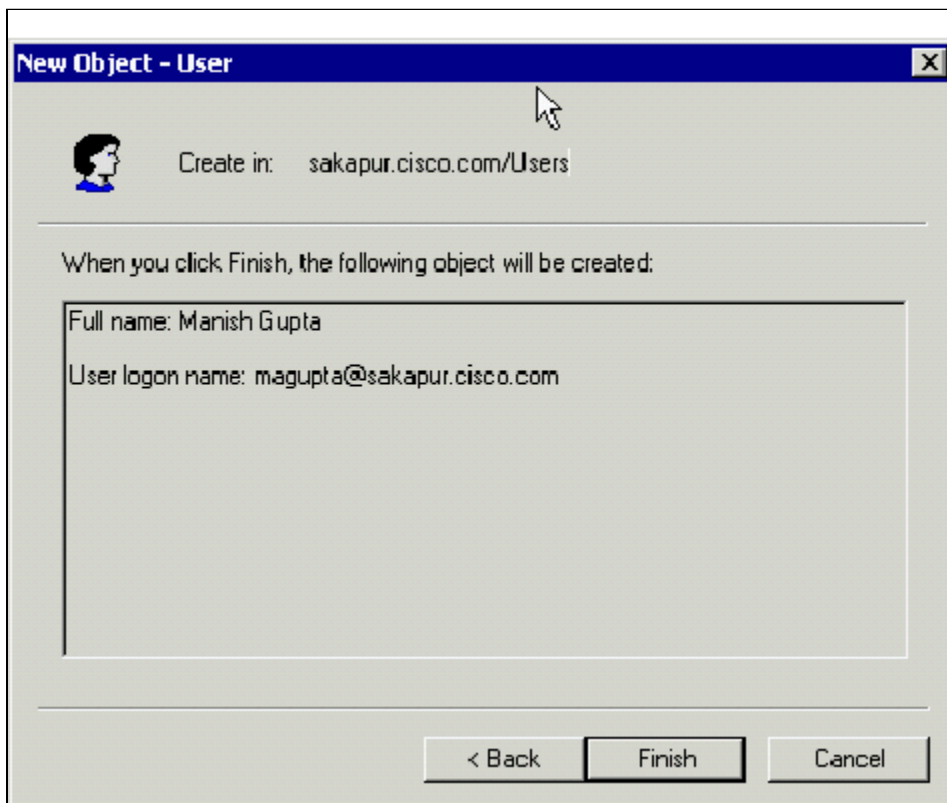
A screenshot of the 'New Object - User' dialog box. The title bar reads 'New Object - User'. The dialog is set to create a user in the 'sakapur.cisco.com/Users' container. The 'Create in:' field is populated with 'sakapur.cisco.com/Users'. Below this, there are several input fields: 'First name:' with 'Manish', 'Initials:' (empty), 'Last name:' with 'Gupta', and 'Full name:' with 'Manish Gupta'. The 'User logon name:' field is split into two parts: a text box containing 'magupta' and a dropdown menu showing '@sakapur.cisco.com'. Below that, the 'User logon name (pre-Windows 2000):' field is also split into two parts: a text box containing 'SAKAPUR\' and a text box containing 'magupta'. At the bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted.

4. Enter your password settings, and click **Next**.



The screenshot shows a dialog box titled "New Object - User". At the top left, there is a user icon and the text "Create in: sakapur.cisco.com/Users". Below this, there are two password input fields. The first is labeled "Password:" and contains "xxxx". The second is labeled "Confirm password:" and also contains "xxxx". Below the password fields, there are four unchecked checkboxes with the following labels: "User must change password at next logon", "User cannot change password", "Password never expires", and "Account is disabled". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

5. Verify your information, and click **Finish**.



The screenshot shows the same "New Object - User" dialog box. The password fields are no longer present. Instead, there is a text area that says "When you click Finish, the following object will be created:". Below this text, the following information is displayed: "Full name: Manish Gupta" and "User logon name: magupta@sakapur.cisco.com". At the bottom of the dialog, the buttons are "< Back", "Finish", and "Cancel".

Cisco CallManager 5.x LDAP Directory

In Cisco CallManager 5.x, changes to LDAP Directory information and LDAP Authentication settings are possible only if **synchronization** from the LDAP directory of the customer is enabled in the Cisco CallManager **Administration LDAP System** window.

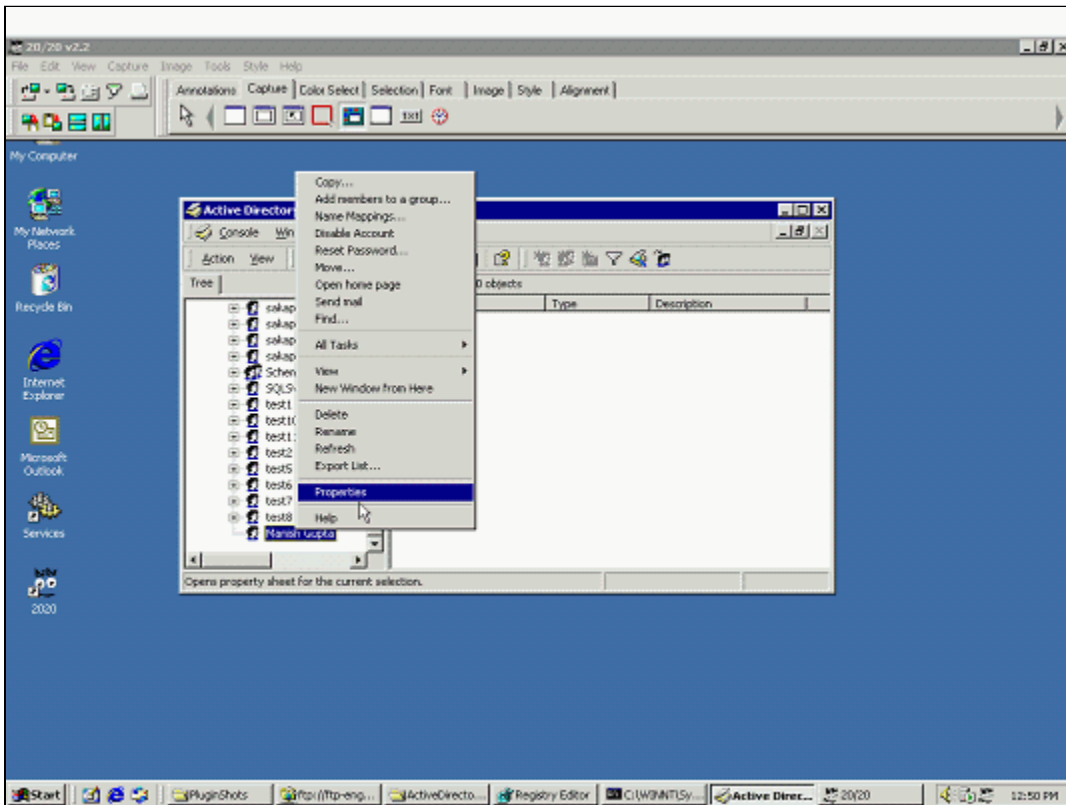
If end users exist in the Cisco CallManager database before synchronization with a corporate directory occurs, these end users are deleted. If Cisco CallManager is already synchronized with a different type of server, current users are marked with a Delete Pending status. A garbage collector program that runs nightly deletes these users from the database.

Note: In Cisco Callmanager 5.x, if you need to create new users, you need to do it after the DirSync service is completed. Refer to [LDAP System Configuration](#) for more information on the LDAP system in Cisco CallManager 5.0.

Users Created from Active Directory are not Visible from the Cisco CallManager Admin Pages

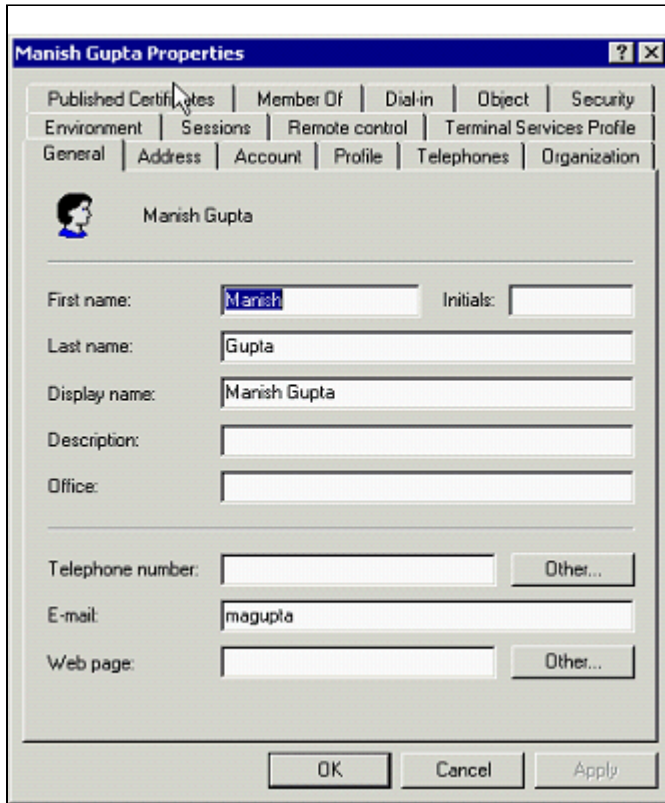
When you are unable to view the users you just created from the Active Directory in the Cisco CallManager Admin pages, it is because email is not a mandatory user attribute in Active Directory. However, it is a required attribute in Cisco CallManager. After you [create a new user from Active Directory](#), complete these steps in order to populate the email field.

1. From the Active Directory window, right-click the user and choose **Properties**.



2. Click the General tab and ensure that the user information is correct when the Properties window

of the user appears, and click **OK**.



Unable to Update User Fields from User Preference Pages

An error is generated when you try to access **User > Add a New User** or **User > Global Directory**.

This is an example of the error report.

The error report was:

```
-----  
The following error occurred while trying to load the requested page.  
Couldn't create user object.0
```

By default, the Cisco CallManager Admin User pages are set so that only Cisco CallManager-specific fields can be modified from the User Pages. This can be easily changed with this procedure:

1. Run Regedit.
2. Choose **HKEY_LOCAL_MACHINE > SOFTWARE > Cisco Systems, Inc. > Directory Configuration**.
3. You see a key named DIRACCESS. By default, the value of this key is set to false. Change the value of this key to **true**.
4. Restart the IIS Admin Service.

User is Created from Active Directory and DIRAccess Flag is Set to False - Changes

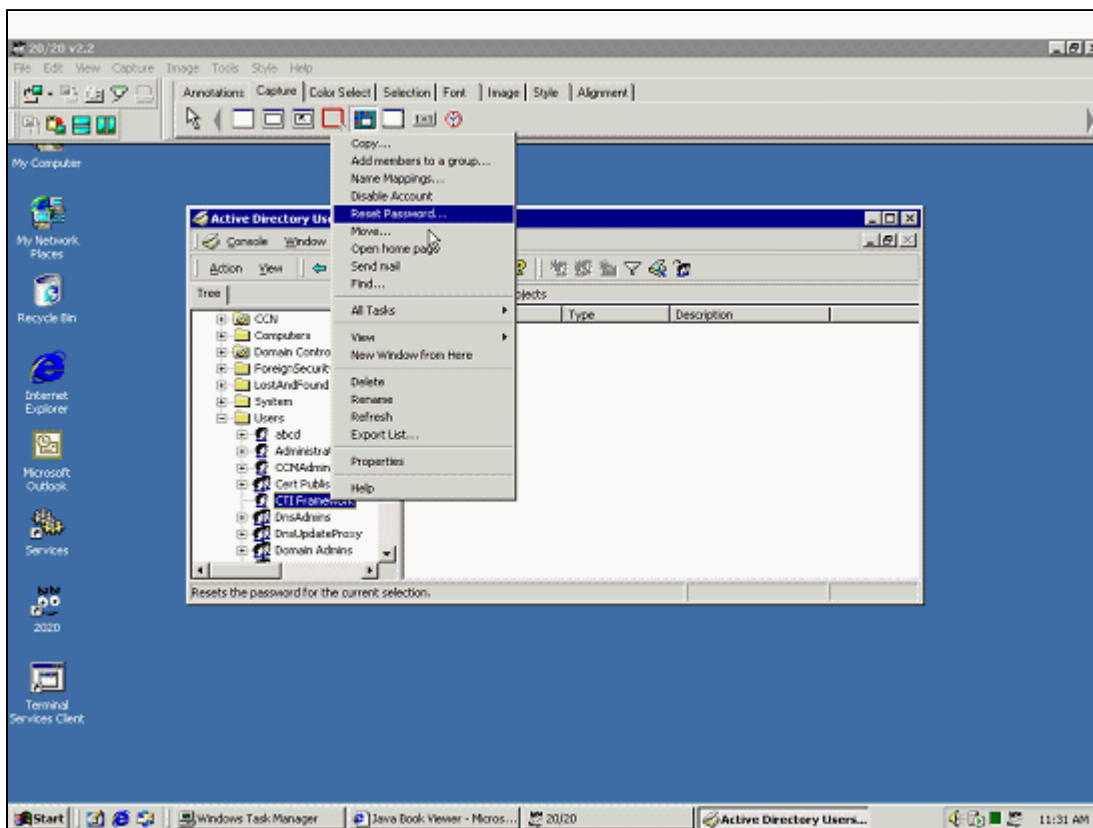
not Saved in Editable Fields

This problem is described further in Cisco bug ID [CSCdu38177](#) ([registered](#) customers only) and will be fixed in future releases of Cisco CallManager.

The workaround for this problem is to set DirAccess flag to **true**. Once each user that is created from the Active Directory console is modified at least once from the Cisco CallManager User pages, the DirAccess flag can be set to false.

Web Attendant does not Work After the Plug-in Runs

For Web Attendant, the installation creates a user named CTI Framework. This user is used by Web Attendant and is not visible from the Cisco CallManager Admin User Search page. The password for this user is not set by the installation. Go to the Active Directory console and modify the password for this user to **ciscocisco** in order to get Web Attendant to work.



Does Cisco CallManager Need to be Part of the Same Domain as Active Directory?

No, the Cisco CallManager Server does not need to be a member of any Active Directory domain to install this plug-in. It is recommended that you keep all of your Cisco CallManager servers in Windows workgroups rather than Active Directory domains.

User cannot be Authenticated / Unable to Connect to the LDAP Server

After the installation of the Active Directory plug-in for Cisco CallManager in a Multi Level

Administration (MLA) environment, access to the administration pages fails with the You can not be authenticated successfully. Unable to connect to the LDAP server error message.

In a Cisco CallManager environment where MLA is enabled, if the Active Directory plug-in is installed, access to the administration pages is lost. You can observe this problem if MLA is installed before the Active Directory plug-in is installed. Install the Active Directory plug-in before the MLA installation.

Complete these steps in order to address this issue:

1. Uninstall MLA.

Refer to the [Uninstalling Cisco CallManager Multilevel Administration Access](#) section of the [Cisco CallManager Multilevel Administration Access Guide](#).

2. Re-install the Active Directory plug-in.

Refer to [Active Directory 2000 Plug-in Installation for Cisco CallManager](#).

3. Re-install MLA.

Refer to the [Installing Cisco CallManager Multilevel Administration Access](#) section of the [Cisco CallManager Multilevel Administration Access Guide](#).

Cannot Modify Users in the Active Directory or Update Device Associations with Cisco CallManager Administration

After an upgrade to Cisco CallManager 4.x, the user cannot modify users in the Active Directory or update device associations with Cisco CallManager Administration. This results in the `Could not update user. Error No: -1009 violation constraint error` message.

The problem is discussed in Cisco bug ID [CSCeg34036](#) ([registered](#) customers only) and is resolved in Cisco CallManager releases 4.0(2a) ES21, 4.1(2) ES13 or later versions. However, existing users with problems still need to be manually repaired with the mentioned instructions. The defect is observed in two conditions:

- When the GUID is appended to an existing account that does not have the GUID because the user was originally configured with an earlier version of Cisco CallManager. For example, when a user profile Directory Number (DN) or application profile DN does not contain the GUID appended in the end, but the `ciscoAtGUID` attribute is populated for the user or vice versa.

Consider this user profile and application profile DN:

```
cn=user-Profile-{GUID}, ou=profiles,ou=CCN,o=cisco.com  
and  
cn=user-CCNProfile-{GUID}, ou=profiles,ou=CCN,o=cisco.com
```

- Every time a user is modified, the `ciscoAtUserProfile` and `ciscoAtAppProfile` attribute is created again and updated for the user. If the `ciscoAtGUID` attribute is not present, the new user profile DN is created as shown:

```
cn=user-Profile, ou=profiles,ou=CCN,o=cisco.com  
and  
cn=user-CCNProfile, ou=profiles,ou=CCN,o=cisco.com
```

Since these DNs do not exist in the directory, a constraint violation error is thrown, and the user update fails.

Complete these steps in order to resolve this issue:

1. Launch ADSIEdit to look directly at the attributes in the Active Directory for the user in question.
2. Navigate to the **CN=user1,OU=evt,OU=avvid,DC=irvine,DC=com** entry.
3. Right-click the object, and choose **Properties**.
4. Select **ciscoatGUID** under Select a Property to View.
5. Take a backup of the value present for the ciscoatGUID attribute for this user. In order to do this save the ciscoatGUID value into Notepad so that it can be put back, if required.
6. Remove the value present for the ciscoAtGUID attribute from these three entries in the Active Directory server:
 - o CN=user1-profile,OU=profiles,OU=CCN,OU=Cisco,DC=irvine,DC=com
 - o CN=user1-CCNProfile,OU=profiles,OU=CCN,OU=Cisco,DC=irvine,DC=com
 - o CN=user1,OU=evt,OU=avvid Unit,DC=irvine,DC=com
7. Try to associate a device to the user1 user from the Cisco CallManager Administration pages.

This behavior also occurs when you attempt to update a device association for a user that has been renamed in the Active Directory. For example, the DNs do not contain the GUID attribute, but the ciscoAtGUID attribute is populated.

Complete these steps in order to resolve this issue:

Note: The resolution steps for the second condition also resolve the first condition with the removal of all the Cisco CallManager-specific information related to this user in the Active Directory.

1. Launch ADSIEdit to directly look at the attributes in the Active Directory for the user in question.
2. Navigate to the **CN=user1,OU=evt,OU=avvid,DC=irvine,DC=com** entry.
3. Right-click the object, and choose **Properties**.
4. Select **ciscoatGUID** under Select a Property to view.
5. Clear the current value present for the ciscoAtGUID attribute.

6. Select the `ciscoatUserProfile` attribute for the same user, and clear it.
7. Select the **`ciscoatUserProfileString`** attribute for the same user, and clear it.
8. (*Optional*) For housekeeping, delete the orphan profile entries for the user from the Cisco OU, such as `OU=profiles,OU=CCN,OU=Cisco,DC=irvine,DC=com`.

For example, if `olduser1` is renamed to `user1`, the entries in the Cisco OU beginning with `user1` or `olduser1` can be deleted. The new ones are recreated when the new device association is done. Refer to these examples:

- `CN=olduser1-profile-{00229191414072004},OU=profiles,OU=CCN,OU=Cisco,DC=irvine,DC=com`
 - `CN=olduser1-CCNProfile-{00229191414072004},OU=profiles,OU=CCN,OU=Cisco,DC=irvine,DC=com`
 - `CN=user1-CCNProfile-{00229191414072004},OU=profiles,OU=CCN,OU=Cisco,DC=irvine,DC=com`
9. Try to associate a device to the `user1` user from the Cisco CallManager Administration pages.

Note: If these steps do not resolve the issue, re-run the AD plug-in.

Unable to Add/Edit Users from the Cisco CallManager Administration Page

This error message is received when you try to add/edit users through the Cisco CallManager Administration page:

```
Error: The following error occurred while trying to load the requested page.  
Could not update user.  
Error No: -2100  
Error Description: Access Denied
```

An `Access denied` message appears when the DC Directory does not run completely or is in a paused state. Restart the DC Directory in order to resolve the issue. Also, look into hard drive space problems, since low hard drive space can cause the DC Directory to go into a paused state.

In Active Directory integrations, this error can occur if the correct permissions are not set properly for the Active Directory users. Double check these permissions with the documentation and retry.

Cisco CallManager Administration Pages Are Inaccessible to the Cisco CallManager Administrator (MLA is enabled)

After Cisco CallManager is integrated with the Active Directory (AD) through the Directory Configuration Plugin, the Cisco CallManager Administration pages are inaccessible to the Cisco CallManager Administrator.

When `CCMPWDChanger` is used to set the password for the `CCMAdministrator` account, this error appears:

Error: User id CCMAadministrator is not valid

When the Cisco CallManager Administrator, Cisco CallManager SysUser and IPMA SysUser accounts are created within the User Creation Base, any user that is created through Cisco CallManager Administration resides under the User Creation Base node in the directory. Make sure the User Creation Base is the same as the User Search Base, or a subtree under the User Search Base. If this is not ensured, users created in the Cisco CallManager Administration cannot be found.

The User Search Base stores the Microsoft AD user information. The User Search Base is the common denominator of all the containers where user data is stored. By default, all user data is stored in the user folder. If other organizational units (OUs) are set up, the common denominator must be specified.

Error Message: DCD09400032: Domain version information could not be obtained. Master Admin and Domain Admin privileges are not available

The user is not able to log in to CCMAAdmin by name or ip address on the subscriber server, and the DCD09400032: Domain version information could not be obtained. Master Admin and Domain Admin privileges are not available, error message appears. However, the user can login to both ccmadmin and dc directory on the publisher.

This problem occurs when there is a situation of password mismatch between the publisher and subscriber before an upgrade. During an upgrade of the subscriber, an attempt to re-create the replication agreements is initiated. The script responsible for the recreation of the replication agreements is supplied with the Admin password by the subscriber. Since the subscriber and publisher have different passwords, the password supplied by the subscriber is incorrect and hence, the script fails to establish replication agreements. Due to this, the subscriber does not function at the end of the upgrade and displays the error message.

In order to resolve this issue, complete these steps:

1. From the Cisco CallManager publisher , choose **Start > Run**, type **CCMPWDChanger** and press **Enter**. Refer to [Change the Password](#) for more details on the CCMPWDChanger tool.
2. Run **reconfig_cluster.cmd**.
3. Also, make sure the host and lmhost files are updated on all of the servers.

Applications

Unable to See the ICD Link with Active Directory

The ICD link is activated only when the ICD application is installed. In some versions of the ICD application, this does not happen (DDTS). Complete these steps as a workaround:

1. Run this script and add it in a file.

```
dn: cn=System Profile, ou=systemProfile,  
ou=CCN, ou=Cisco, dc=sakapur, dc=cisco, dc=com  
changeType: modify  
replace: ciscoCCNatIAQFlag
```


```
ciscoCCNatIAQFlag : true
```

2. Save this in C:\dcsrvr\run\dcx500\config\AD\setICD.ldif.
3. In the lines in step 1, change the ciscobase to the right value for the system (for instance, ou=Cisco, dc=sakapur, dc=Cisco, dc=com) by your system ciscobase.
4. Run this command and replace the IP address of the Active Directory machine, the Administrator DN, and password.

```
C:\dcdsrrv\bin\ldapmodify -h 10.10.10.21 -p 389 -D  
"cn=Administrator, cn=users, dc=sakapur, dc=cisco, dc=com" -w  
"mypassword" -a -c -v -f C:\dcdsrrv\run\dcx500\config\AD\setICD.ldif
```

5. After this command successfully runs, restart the IIS Admin service. Once restarted, you should see the ICD link.

Cisco IP SoftPhone is not Browsing Active Directory

Cisco IP SoftPhone 1.2 and later versions support browsing Active Directory. It is not available with earlier versions of SoftPhone. There is workaround for this problem for earlier versions of SoftPhone if you allow the anonymous browse. Refer to the information from Microsoft on [configuring Active Directory for anonymous access](#)  for further information.

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Related Information

- [Active Directory 2000 Plug-in Installation for Cisco CallManager](#)
- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- **Recommended Reading:** [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation - Cisco Systems](#)

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