

# DC Directory Error Message DCD08800011 Received when Logging into the Administrator

Document ID: 41030

---

- Introduction**
- Prerequisites**
  - Requirements
  - Components Used
  - Conventions
- Problem**
- Solution**
- Related Information**

---

## Introduction

This document addresses the problem and provides a solution for the DC Directory when you receive the DCD08800011 error message when logging into the DC Directory Administrator.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

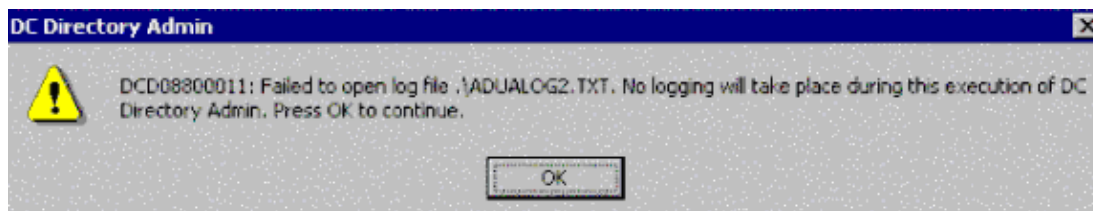
This document is not restricted to specific software and hardware versions.

### Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Problem

When a user opens the DC Directory Administrator, the following error appears:



## Solution

This problem is caused by having two sessions of DC Directory Administrator running concurrently. Use one of these options to fix this issue:

- **Option 1:** Log off all Terminal Services sessions. It is likely that a disconnected session has DC Directory Administrator running.
  - **Option 2:** Open Task Manager and stop the **ADUA.exe** process.
- 

## Related Information

- **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support – Cisco Systems**
- 

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Feb 03, 2006

Document ID: 41030

---