

Unable to Access Cisco Unity SA or AA Web Pages

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Introduction

This document addresses the problem of users that are unable to access Cisco Unity System Administrator (SA) or Account Administrator (AA) web pages and the solution used to fix this problem.

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 Unity 3.1 and later with Microsoft Exchange 5.5 or Exchange 2000

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

This problem is first noticed when you try to open a web page for SA or AA and you receive this error:

Access denied

Your Windows Domain Account [HMUNITY\Administrator] is not associated with a Unity Subscriber.

You cannot access the Unity System Administration web pages.

In addition, you also see these two errors on Windows 2000 application event logs:

Additional errors on Application Event logs:

```
Event Type:      Error
Event Source:    AvCsServices_MC
Event Category:  Error
Event ID:        1102
Date:            12/2/2002
Time:            2:55:50 PM
User:            N/A
Computer:        UNITYDC
Description:
Gateway: The call to Directory::FindByDomainAndName failed with [0x800706BA]
for the NT account: [HMUNITY\Administrator]
```

```
Event Type:      Error
Event Source:    AvCsServices_MC
Event Category:  Error
Event ID:        1100
Date:            12/2/2002
Time:            2:55:50 PM
User:            N/A
Computer:        UNITYDC
Description:
Gateway: Error [0x800706BA] retrieving mailboxes associated with NT account:
[HMUNITY\Administrator]
```

The cause of this problem is associated with Cisco Unity losing connection to the Domain Controller (DC) or Global Catalog (GC) that it is connected to in an Active Directory (AD) environment. Even after the network connection to the DC or GC is restored, users are still unable to open SA.

Solution

Complete these steps to fix this problem:

1. Stop Cisco Unity from the tray icon.
2. Stop the **AvCsGateway** service. In order to do this select **Start > Programs > Administrative Tools** and then restart the service.
3. Restart Cisco Unity from the system tray icon.

Cannot Access Cisco Unity Server Using Web Interface

The Cisco Unity server cannot be accessed through a web interface even from the server, but it can be accessed using the remote desktop application. This can be because the Internet Information Service (IIS) does not function properly.

As a solution you can reset the IIS. In order to reset the IIS on the Cisco Unity Server, open the command prompt on the Cisco Unity server and issue the **iisreset** command. This makes the IIS stop for a period of time. When the IIS re-starts, you are able to access Cisco Unity from the web interface.

Note: If you cannot access the Cisco Unity SA Web Page using Internet Explorer (IE), it could be due to the IE Enhanced security features. While you access Cisco Unity web pages from a Windows 2003 server, the

Cisco Unity server must be added to the **Trusted Site List**. This is required due to the enhanced security features in Windows 2003. This is located under **Tools > Internet Options > Security > Trusted Sites > Sites**. Then click **Add** in order to add the website to the zone.

Unable to Access the Unity SA Due to Too Many Active Sessions

Access to the Unity System Administrator fails and this error message displays:

```
There are too many active sessions. Please try again later.  
Please see your system administrator for more details.
```

As a workaround you can set the registry key value of `HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\SystemParameters\1.0\SaSessions` to a higher number. The default registry key value is set to 5. This key controls how many active sessions the Unity SA can have simultaneously. All the active sessions are used up because the SA fails to log off the session correctly. Keep in mind that this also allows remote users to open more SA sessions. This potentially causes performance issues with the Cisco Unity server. In order to edit the registry values, choose **Start > Run** and type **Regedit**. Restart the WWW service in order to make the changes take effect.

Note: You must use Regedit with extreme caution when you use it to change registry values. Missing or incorrect values in the registry can make the Windows installation unusable.

Cannot Open/Access Unity SA Web after Windows 2003 Server, Service Pack 1 is Applied

Access to the Unity System Administrator fails and this error message displays:

```
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 solve this problem:

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. At the prompt, type **regsvr32 AvSaLocalizationSvr.dll**. Press **Enter**.
4. CD to the directory where the **AvSaLocaleInfoSvr.dll** file is located. At the prompt, type **regsvr32 AvSaLocaleInfoSvr.dll**. Press **Enter**.

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

5. Now, update three DCOM configuration entries in Component Services. Choose **Start > Programs > Administrative Tools > Component Services**.
6. Expand **Component Services > Computers > My Computer > DCOM Config**.
7. On the right side pane, right click on **AvLic** (or whatever your CLSID represents) and choose **Properties**.
8. Go to the Security tab.

9. Under Launch Permissions, choose **Customize** and go to the Edit tab.
10. Add **Everyone** and click to enable **Local Activation** and **Local Launch**.
11. Click **Apply**.
12. Click **OK** to exit.
13. Perform these steps for the **AvCsGateway** and **AvDsGlobalCatalog** services as well. It might be necessary to restart the IIS service after you perform these changes.

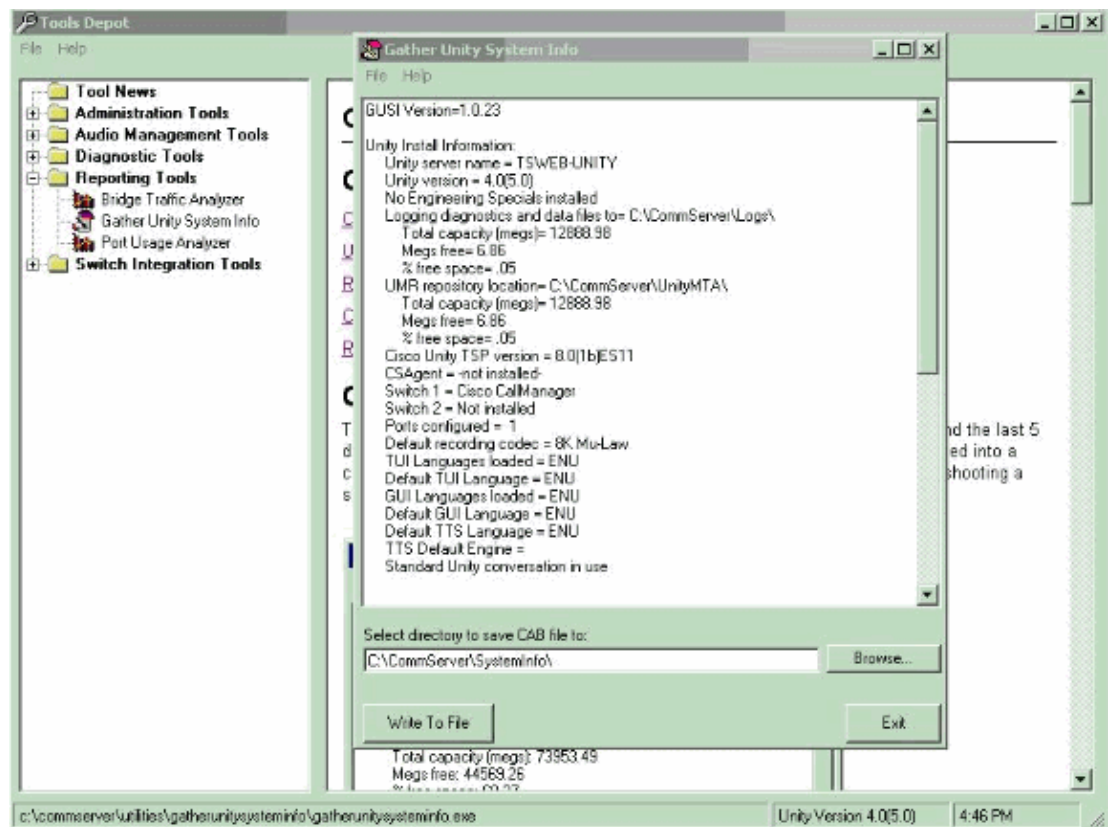
Access to Cisco Unity Administration via Web/SA Fails

This error message appears when trying to login to the SA admin page of the Unity server:

```
Access denied Your class of service prohibits you from
accessing the Cisco Unity System Administration.
Please see your system administrator for more details.
```

In order to resolve this issue, you have to collect and verify the traces for AvXML and AvSaDbConn and logs. Complete these steps:

1. Collect the GUSI file from the Unity server.
 - a. Double-click **Cisco Unity Tools Depot**.
 - b. Expand **Reporting Tools**.
 - c. Double-click **Gather Unity System Info**.
 - d. After the application opens, click the **write to file** button.



This generates a file called `C:\CommServer\SystemInfo\unityinfo.cab`. Open it to verify if any error occurred.

2. Go to `C:\commserver\grantunityaccess.exe` in the command prompt and enter `GrantUnityAccess -u NT4DOMAIN\Administrator -s EAdmin`.

This command associates the NT4 user NT4DOMAIN\Administrator with the Unity subscriber **EAdmin**.

3. Get the class of service for the user by filtering the COS table against the COSObjectID column, similarly COSObjectID for EAdmin in the Subscriber table.

Note: At this point, one subscriber is given SA web rights through GrantUnityaccess. Now, the error message is changed to:

```
Your windows account is associated with multiple
subscribers please select to sign in
```

4. Uncheck **Anonymous access** for SAweb in IIS and set to **Windows Authentication**. Then, **reset** the IIS.
5. Choose **Start > Programs > Microsoft SQL Server > Query Analyzer**.
6. Make sure the SQL server is **local** and that **Windows Authentication** is selected.
7. In the top drop-down menu, choose **UnityDb**.
8. Run the commands.

```
select * from CoS
```

```
select * from subscriber where alias = 'EAdmin'
```

9. Confirm that the **EAdmin** account exists in AD and it has a mailbox associated with it.
10. **Delete the DirectoryID for EAdmin from SQL**.
11. Run the Message Store Configuration Wizard (MSCW), which is part of Cisco Unity Setup to re-sync the user with Active Directory.

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Related Information

- **Voice Technology Support**
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