

IPCC Express Administrator Unable to Login After Initial Configuration

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Introduction

This document describes the Administrator login failure problem after the installation of Cisco IP Contact Center (IPCC) Express 3.0(3a) in an IPCC Express environment, as well as the workaround.

Note: The problem described in this document is resolved in IPCC Express version 3.1(1). Refer to this DDTS for details:

```
Externally found severe defect: Verified (V)  
CRS administrator unable to login after CallManager 3.3(2) upgrade
```

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Express

Components Used

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

- Cisco IPCC Express version 3.0(3a)
- Cisco CallManager 3.2(2c) with Service Pack F and later
- Cisco CallManager 3.3(2) with All Service Packs
- Data Connection (DC) Directory

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.

Background

After the initial Application Administration Configuration, assigned administrators fail to login on the Application Administration page.

The Cisco IPCC Express initial installation process completes the user maintenance step, in which user accounts created in Cisco CallManager are added to the Administrator group. These user accounts can replace the initial login of **Administrator**. In IPCC Express 3.0(3a), the default search attribute behavior is changed. This version checks to see if the attribute is empty or not. The default value for DC Directory is "mail".

Problem

When there is an attempt to login, the failure process appears as such:

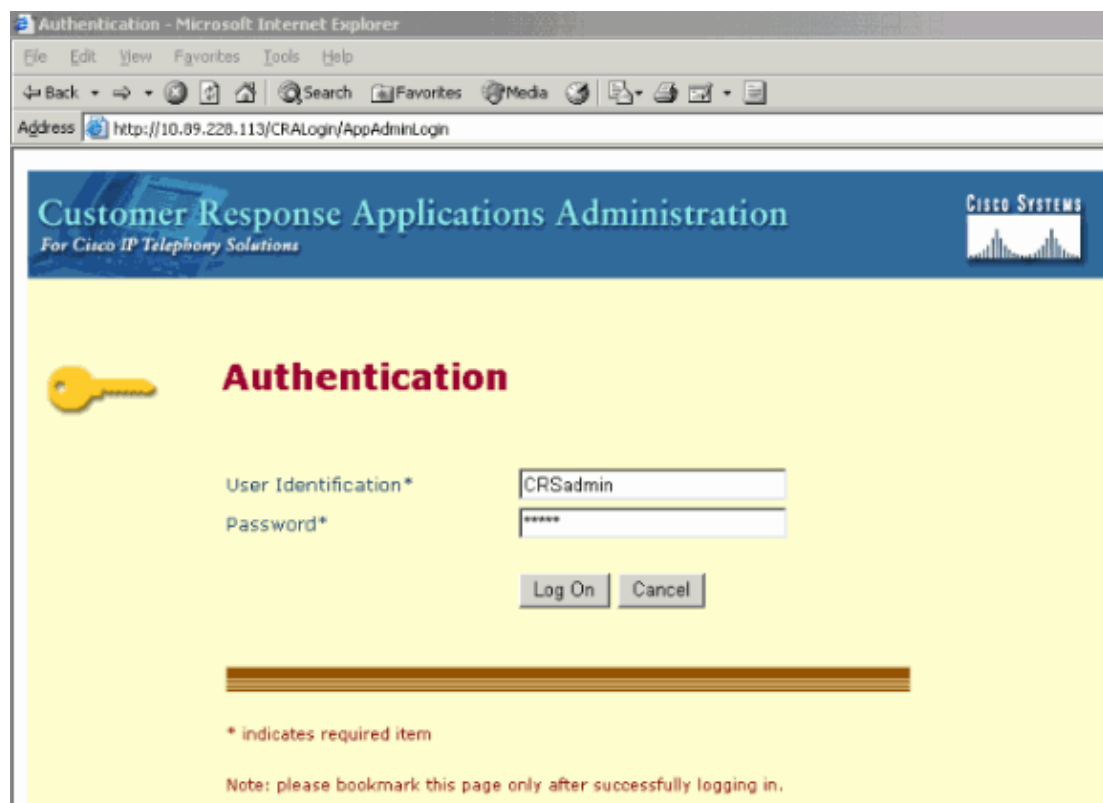
1. Enter this URL in the Address field of Microsoft Internet Explorer or the Location field of Netscape on the client PC in order to access the Application Administration main menu:

`http://servername/AppAdmin`

Note: The *servername* is either the host name or the IP address of the application server.

2. The Authentication window opens, as shown in Figure 1.

Figure 1: Authentication



Authentication - Microsoft Internet Explorer


File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media

Address <http://10.89.228.113/CRALogin/AppAdminLogin>

Customer Response Applications Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

 **Authentication**

User Identification*

Password*

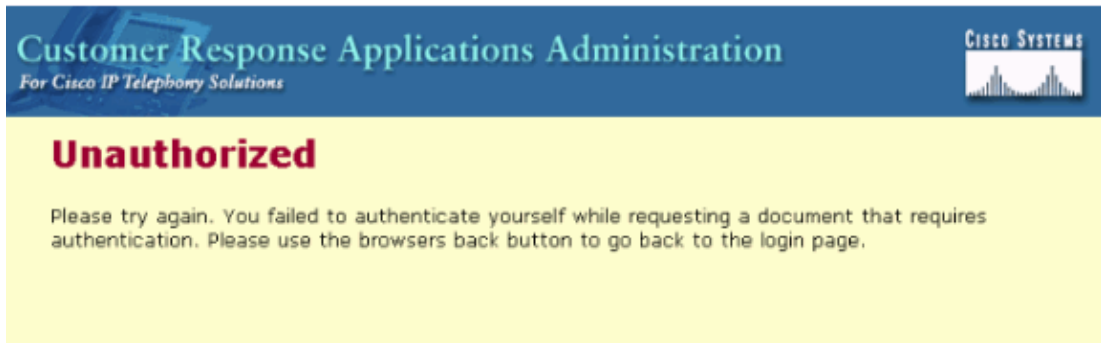
Log On Cancel

* indicates required item

Note: please bookmark this page only after successfully logging in.

3. Enter the Cisco IPCC Express administrator name and password in the login window.
4. Click **Log On**. Due to login authorization failure, the "Unauthorized" message appears, as shown in Figure 2.

Figure 2: Unauthorized

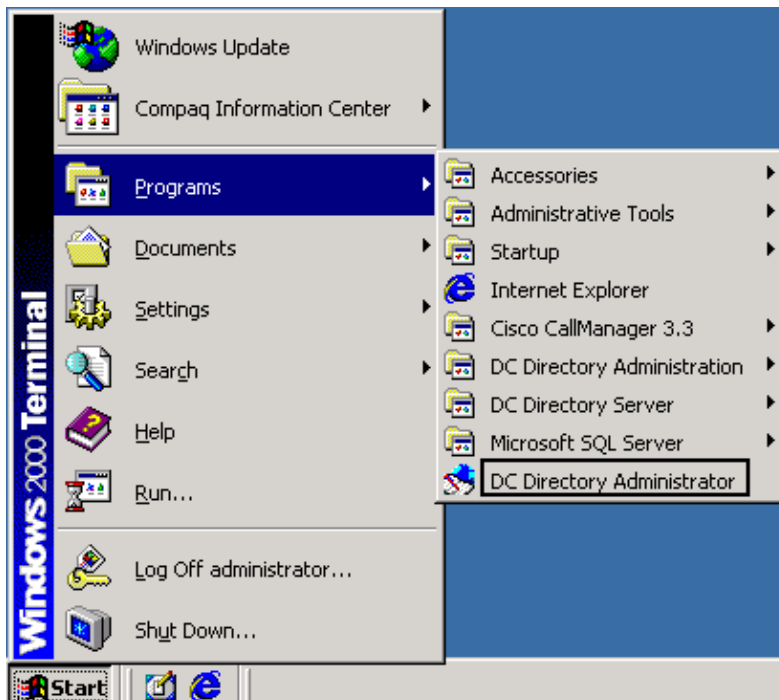


Solution

In order to fix the problem, a Lightweight Directory Access Protocol (LDAP) directory attribute must be added. Follow these step-by-step instructions:

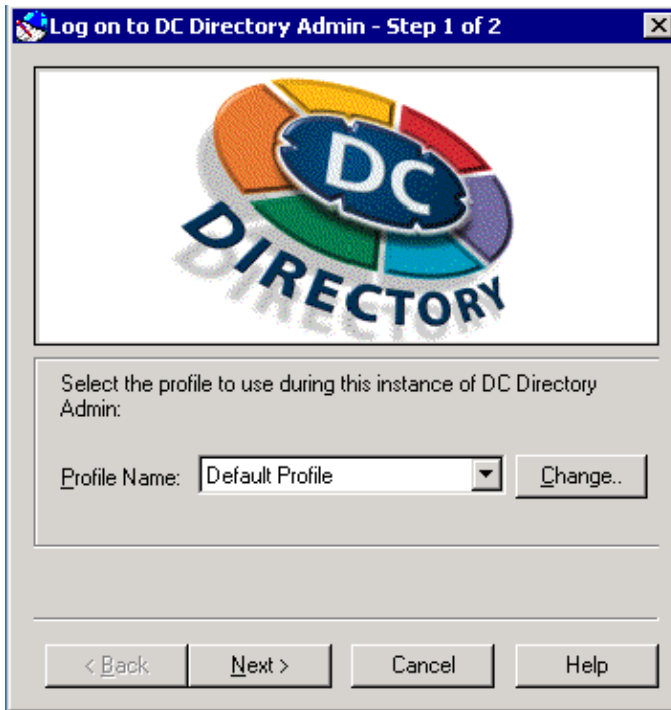
1. Select **Start > Programs > DC Directory Administrator** on the Cisco CallManager publisher.

Figure 3: Launching DC Directory Administrator



2. Log on to DC Directory Admin, the Step 1 of 2 dialogue box opens.

Figure 4: Log on to DC Directory Admin – Step 1 of 2



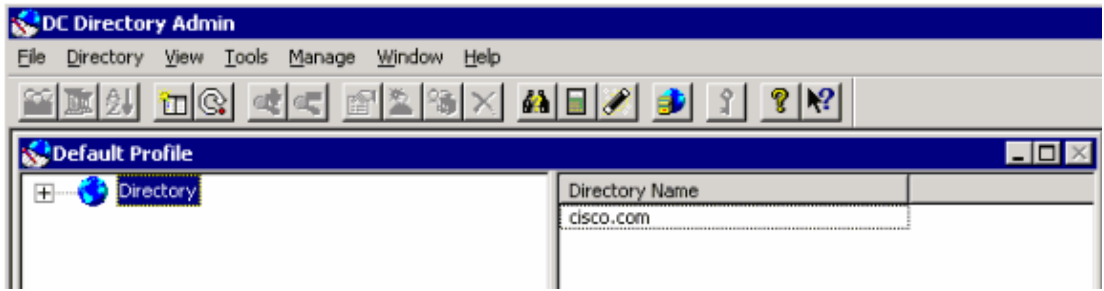
3. Click **Next**. The **Log on to DC Directory Admin – Step 2 of 2** dialog box opens, Figure 5.

Figure 5: Log on to DC Directory Admin – Step 2 of 2



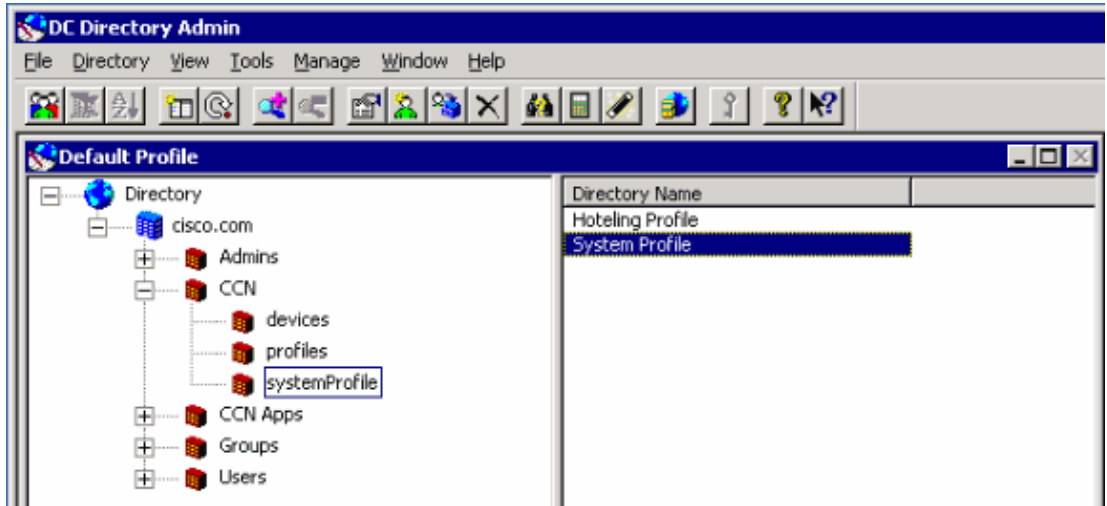
4. Login as the Directory Manager. The DC Directory Admin window opens, as shown in Figure 6.

Figure 6: DC Directory Admin



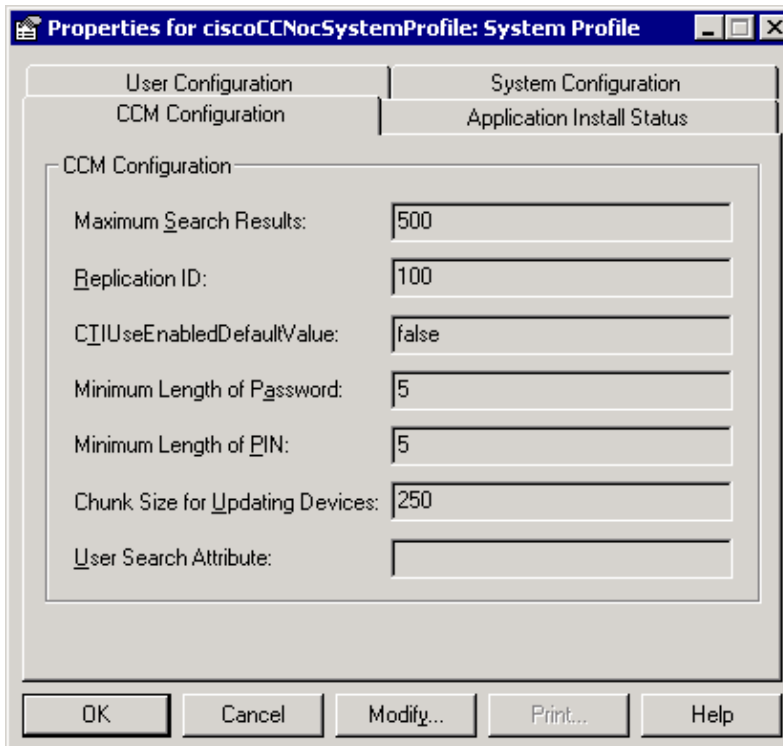
5. Expand **Directory** > **cisco.com** > **CCN**.
6. Click **systemProfile** on the left. The DC Directory Admin window refreshes, as shown in Figure 7.

Figure 7: DC Directory Admin



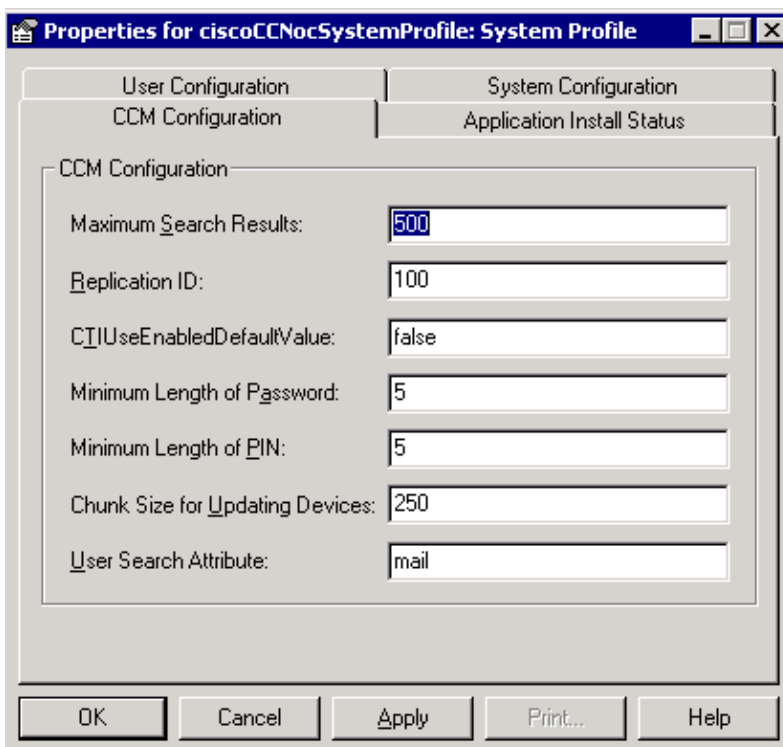
7. Double-click **System Profile** on the right. The System Profile dialogue box appears, as shown in Figure 8.

Figure 8: System Profile



8. Click the **CCM Configuration** tab. If the content of the User Search Attribute field is empty or is not **mail**, click **Modify**. The System Profile dialogue box refreshes, as shown in Figure 9.

Figure 9: System Profile



9. Enter **mail** in the User Search Attribute field.
10. Click **Apply**.
11. Click **OK**.
12. Access the Application Administration login in order to confirm the authorization.

Related Information

- **Technical Support – Cisco Systems**
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