

How to Change Active or Netscape Directory Integration Back to DC Directory in CallManager

Document ID: 5712

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Introduction

Many customers use Active Directory and Netscape Directory to maintain an employee directory. These customers seek to use Active Directory or Netscape Directory instead of the native Data Connection (DC) Directory services included with Cisco CallManager in order to avoid maintaining multiple directories. This document assumes that the Cisco CallManager server has been configured to integrate with Active Directory or Netscape Directory, and the administrator wishes to revert back to DC Directory.

Prerequisites

Requirements

This document assumes that Active or Netscape Directory integration is successfully completed. Refer to Active Directory 2000 Plugin Installation for Cisco CallManager for details on the installation procedure and integration of the Active or Netscape Directory with the existing directory.

Note: Active Directory plugin is supported in Cisco CallManager version 3.0(10) and later. If the plugin is used on an earlier version of Cisco CallManager, it results in directory services being unavailable to Cisco CallManager users. Even though the plugin can be found as early as Cisco CallManager 3.0(8), it does not work.

Components Used

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

- Cisco CallManager 4.0
- All hardware platforms

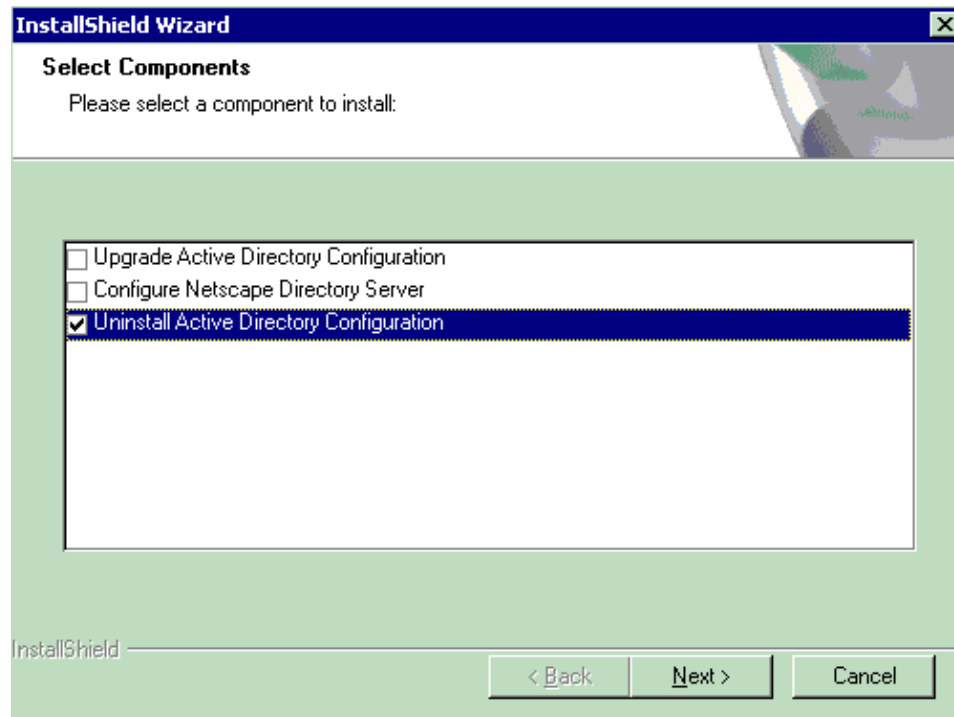
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Change Back to DC Directory

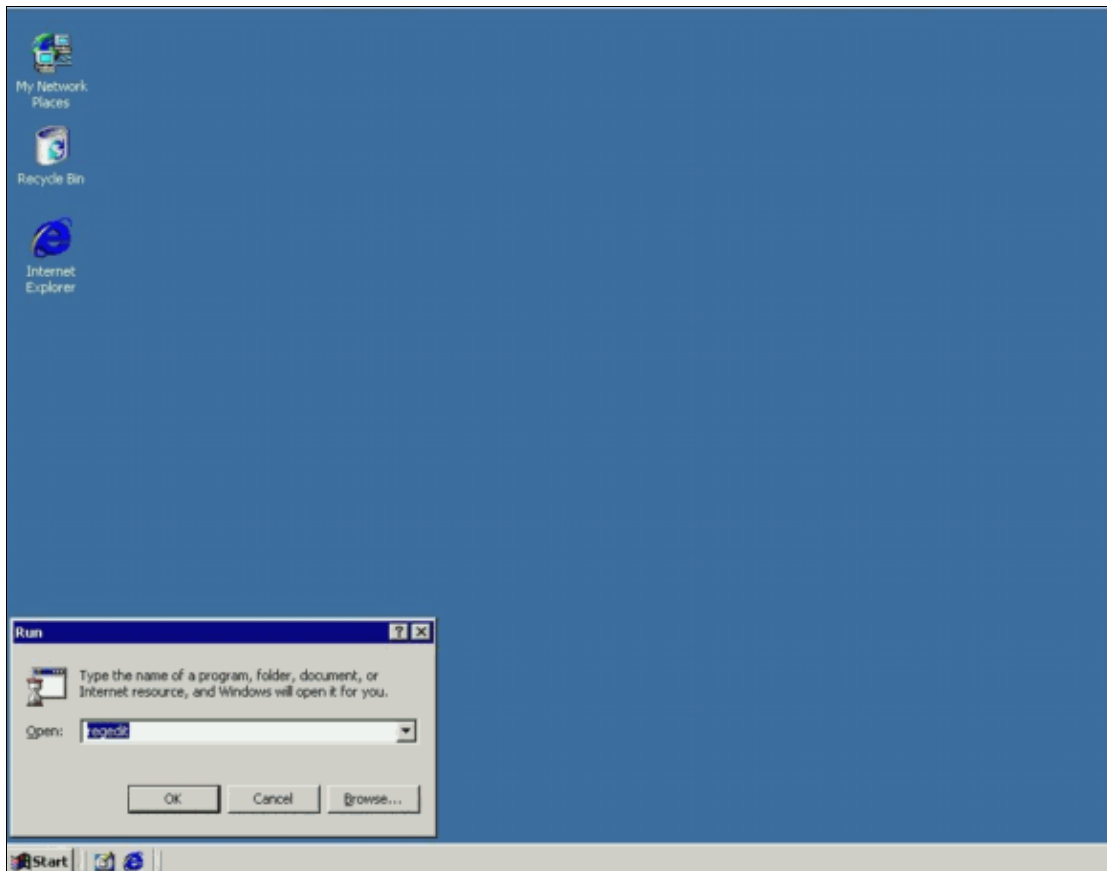
The best method to back out of the Active Directory configuration and revert back to using the embedded DC Directory is to re-run the Active Directory plugin installation and choose the option to uninstall the plugin. If you check **Uninstall Active Directory Configuration** or **Uninstall Netscape Directory Configuration**, which is available after an initial installation, Cisco CallManager automatically integrates back with the DC Directory.



Note: If you open `C:\dcdsrvr\DirectoryConfiguration`, you can see that the `DirType` is shown as `Default`, where the Default Directory Type is DC Directory.

The DC Directory integration does not function if you go to the Add/Remove Programs control panel and remove the plugin in an attempt to uninstall the plugin. Complete these steps in order to recover from that situation:

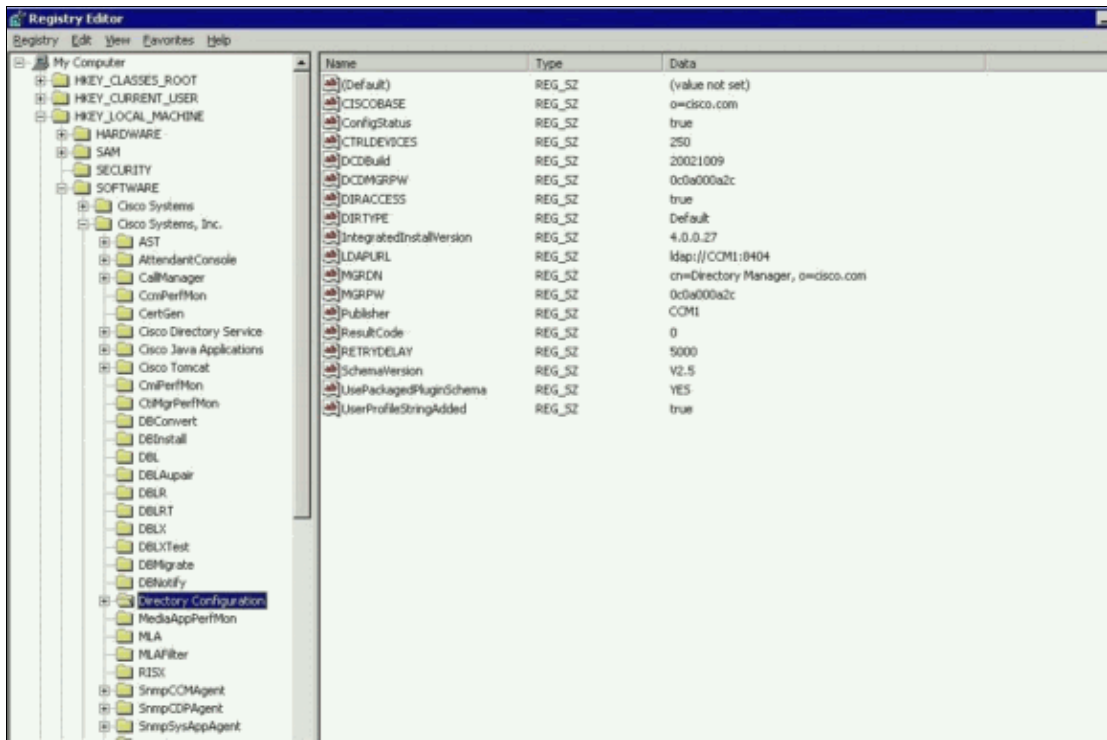
1. Select **Start > Run**. Type **regedit**, then click **OK**.



Caution: If you change the wrong registry key or enter an incorrect value, it can cause the

server to malfunction. Before you edit the registry, ensure that you know how to restore it if a problem occurs. Refer to the Restoring the Registry Help topic in Regedit.exe or the Restoring a Registry Key Help topic in Regedt32.exe for additional information. Contact Cisco Technical Support if you have any questions about how to change this registry key setting.

2. Navigate to **HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Directory Configuration**.
3. When you select Directory Configuration, you see this information in the right-hand pane with keys and their actual values.



This table lists the values that you need to change in order to get back to DC Directory:

<Name>	<Data>
CISCOCBASE	o=cisco.com
DIRACCESS	True
DIRTYPE	Default
LDAPURL	ldap://<cm's ip add>:8404
MGRDN	cn=Directory Manager, o=cisco.com
MGRPW	<Encrypted Form of the Password, see the instructions for generating encrypted password>

Complete these steps in order to generate the encrypted form of the password:

- a. Run passwordutils.exe from the C://dcdsrbv/bin/.
- b. Enter the DC Directory password (ciscocisco is default) and it generates the encrypted form of that password.

Note: Refer to How to Change the DC Directory Password for more information on how to change the default DC Directory password.

4. Select **Start > Programs > Administrative Tools > Services** to open the Services applet. Right-click **IIS Admin**, choose **restart**, and click **Yes** if prompted.
5. Select **User > Add a New User** and submit it to confirm that the DC Directory integration is functional. Also perform a user search.

Related Information

- [Active Directory and Cisco CallManager Integration Troubleshooting Guide](#)
 - [Active Directory 2000 Plugin Installation for Cisco CallManager](#)
 - [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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