

Failure to Upload CRS Script to Repository – Disk Space Shortage on LDAP Server

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Introduction

This document describes one reason why uploading a Customer Response Solution (CRS) script to the repository fails in a Cisco Unified Contact Center Express environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco CallManager
- Cisco CRS

Components Used

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

- Cisco CallManager
- Cisco CRS

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

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

Problem

When a CRS script fails to upload to the repository, there are three symptoms:

- A specific script is successfully modified, saved, and validated, but loading this script to the

repository fails with this error message:

error while uploading the script

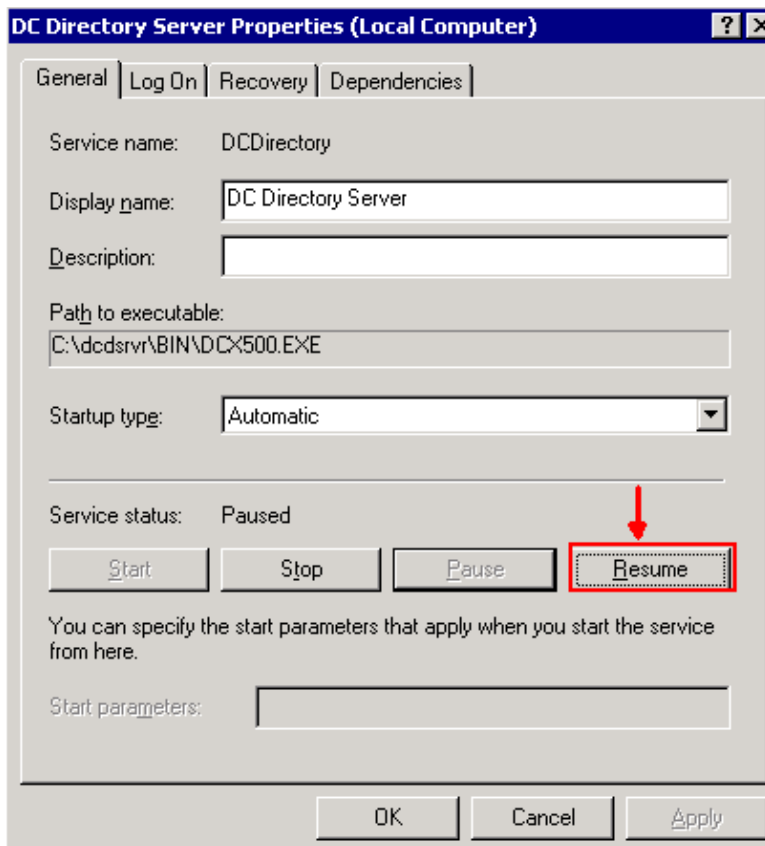
- This error message appears in the JVM log:

```
javax.naming.OperationNotSupportedException: [LDAP: error code  
53 - The LDAP server is unwilling to perform that operation]; remaining  
name 'cn=Cs.aef'
```

Note: The above error message is displayed over multiple lines due to space limitations.

- The DC Directory Server process is in pause mode and the process fails to start when the **Resume** button is selected, as shown in Figure 1.

Figure 1: DC Directory Server Properties



Solution

This problem is related to the Lightweight Directory Access Protocol (LDAP). The LDAP error 53 represents LDAP_UNWILLING_TO_PERFORM, which indicates the LDAP server cannot process the request because of server-defined restrictions. In general, this error is returned for these reasons:

- The add entry request violates the server's structure rules.
- The modify attribute request specifies attributes that users cannot modify.
- Password restrictions prevent the action.
- Connection restrictions prevent the action.
- There is a shortage of disk space on the CallManager.

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Related Information

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