

Cisco CRM Communications Connector Client Authentication Issue

Document ID: 65063

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Introduction

This document describes one reason why the authentication dialog box appears repeatedly on the Cisco Customer Relationship Management (CRM) Communications Connector Client workstation for every pop-up window, even after you check the **Remember my password** check box. This document also provides a solution.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CallManager Express
- Microsoft CRM
- Cisco CRM Communications Connector

Components Used

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

- Cisco CallManager version 3.3 or later
- Cisco CallManager Express
- Microsoft CRM version 1.2
- Cisco CRM Communications Connector version 2.0 and later

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

The CRM Communications Connector Client requests login credentials for every pop-up window (see Figure 1). The problem is different for Microsoft Windows 2000 and Windows XP, although both workstations belong to the same Active Directory domain as the Microsoft CRM server.

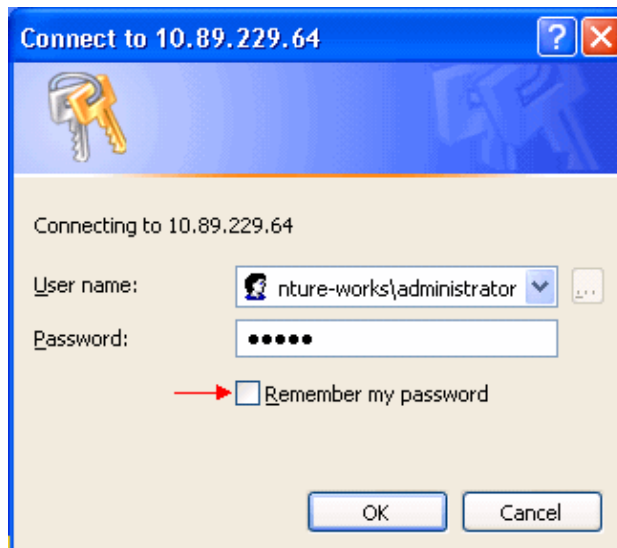
Microsoft Windows 2000

If you use Microsoft Windows 2000, the CRM Communications Connector Client remembers your password when you check the **Remember my password** check box (see the arrow in Figure 1). However, you are still prompted to click **OK** for each pop-up window.

Microsoft Windows XP

If you use Microsoft Windows XP, the CRM Communications Connector Client does not remember the password even after you check the **Remember my password** check box. You are prompted to enter the password and click **OK** for every pop-up window.

Figure 1 Cisco CRM Connector Client Login Screen



Solution

This problem occurs due to a configuration issue with Microsoft Internet Explorer.

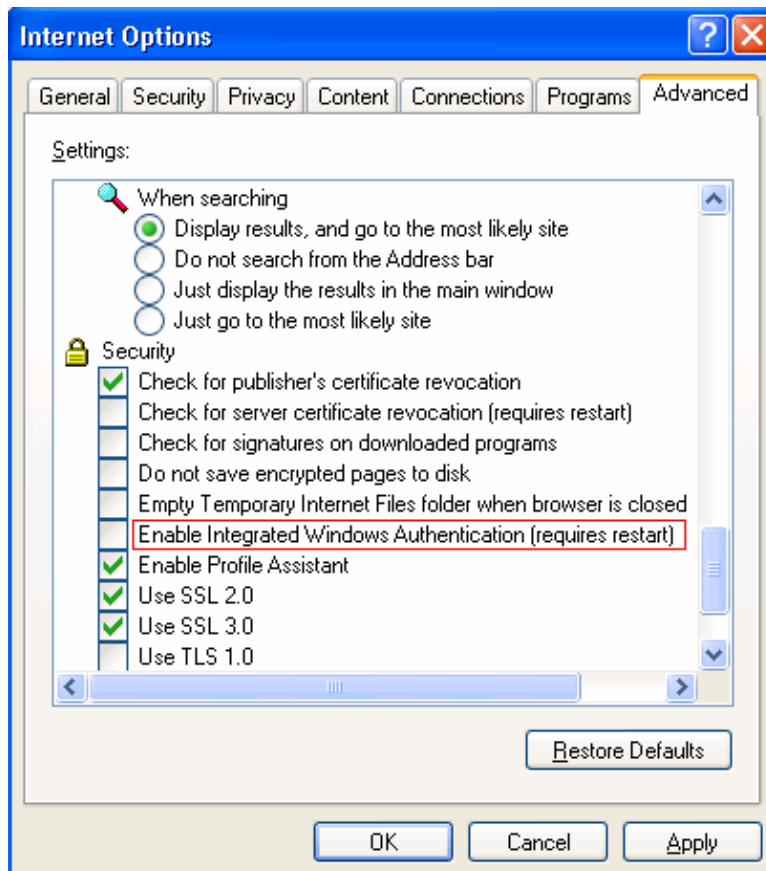
Complete these steps to solve the problem:

1. Open an Internet Explorer browser window.
2. Select **Tools > Internet Options** from the menu bar.

The Internet Options dialog box appears (see Figure 2).

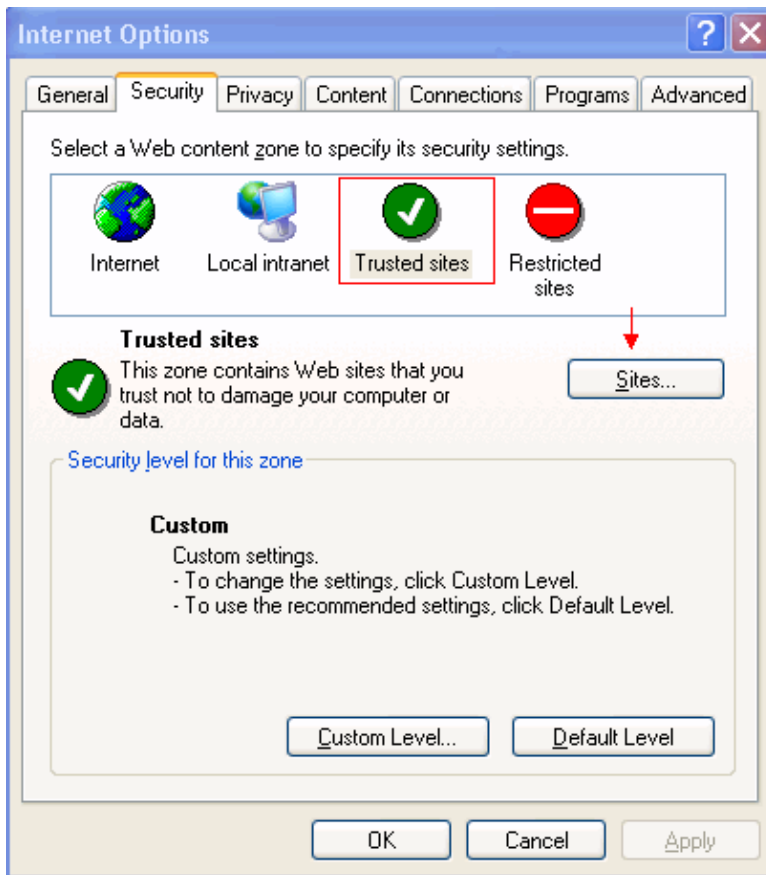
3. Click the Advanced tab.

Figure 2 Internet Options: Advanced Tab



4. Ensure that the **Enable Integrated Windows Authentication (required restart)** check box is *not* checked.
5. Click the Security tab.

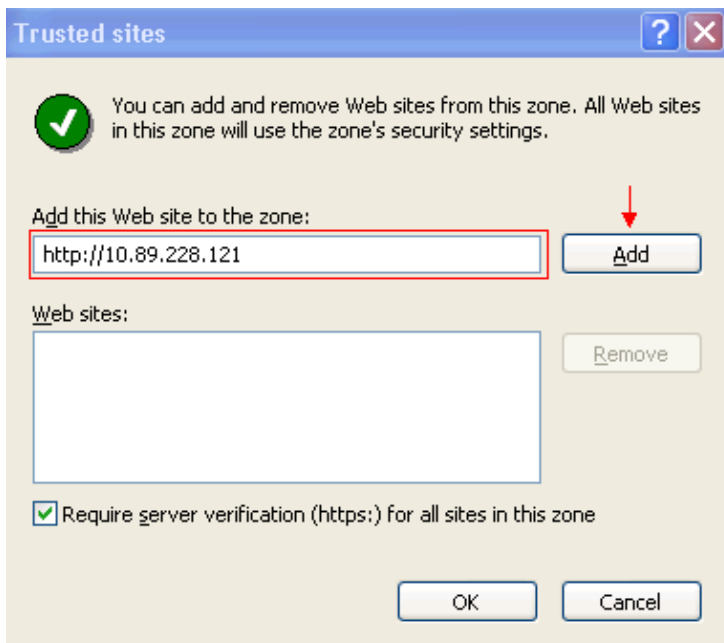
Figure 3 Internet Options: Security



6. Select **Trusted sites**.
7. Click **Sites**.

The Trusted sites dialog box appears:

Figure 4 Trusted Sites



8. Select the top-level URL for the CRM server.
9. Click **Add**.
10. Click **OK** twice.

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Related Information

- **Technical Support & Documentation – Cisco Systems**
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Updated: Feb 03, 2006

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