

# Check Password Synchronization with the Admin Utility in the Cisco CallManager Cluster

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## Introduction

This document describes how to run the Admin Utility in order to check password synchronization for SQLSvc, CCMSERVICE, CCMSERVICE, CCMCDR and CCMUSER in the Cisco CallManager cluster.

### Symptoms

You can potentially encounter these symptoms when you run the Admin Utility (adminutility.exe):

- You see failure audits for SQLSvc in the Publisher. Phones registered to a Subscriber cannot perform Call Forward All (CFA). You are also unable to make changes to the database from the Subscriber CCMAdmin page.
- The AdminUtility does not stop and start services after the passwords of the NT service account are changed.
- There are account authentication failures on the Publisher related to the SQLSvc and CCMSERVICE account.

You can resolve all these symptoms when you reboot all servers in the cluster. This is related to Cisco bug ID CSCsb08117 ( registered customers only) in which the AdminUtility does not stop services. This defect is fixed in Cisco CallManager 4.1(3)sr2.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Microsoft SQL

### Components Used

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

- Cisco CallManager 3.3(x) and CallManager 4.x

Cisco – Check Password Synchronization with the Admin Utility in the Cisco CallManager Cluster

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.

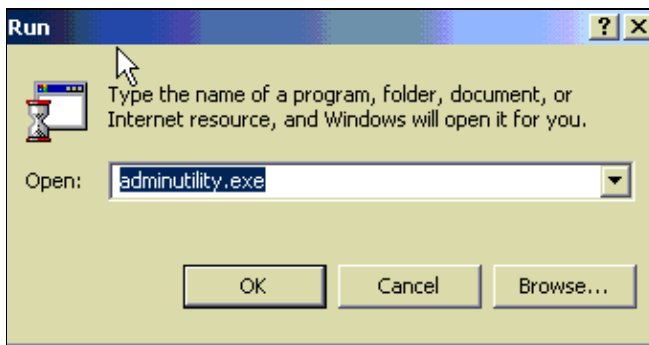
## Check Password Synchronization

This procedure invokes AdminUtility.exe which is located in the C:\Program Files\Cisco\Bin directory. Use the local administrator account on the publisher server to run it. The Admin Utility cannot be successfully executed on subscriber servers.

Complete these steps to check the password synchronization for SQLSvc, CCMSERVICE, CCMSERVICE, CCMCDR and CCMUser in the Cisco CallManager cluster:

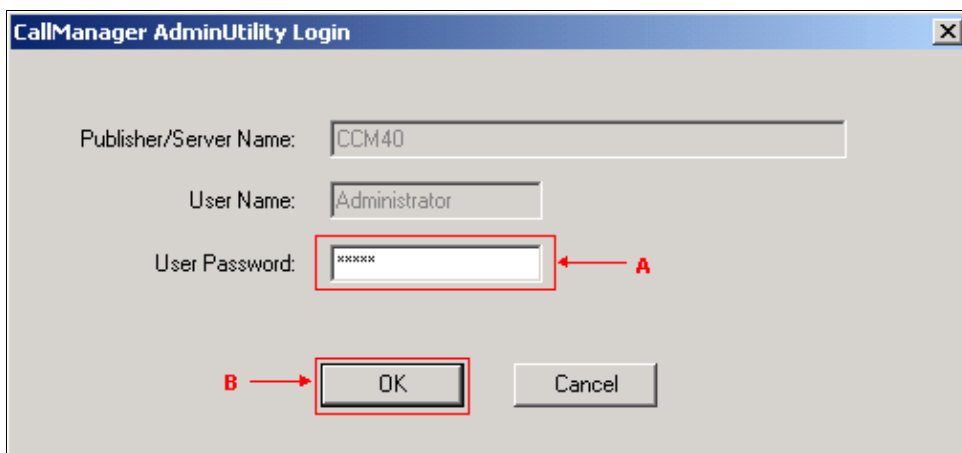
1. Select **Start > Run**.
2. Enter **adminutility** in the Open prompt from the Run window (see Figure 1).

**Figure 1 Run AdminUtility**



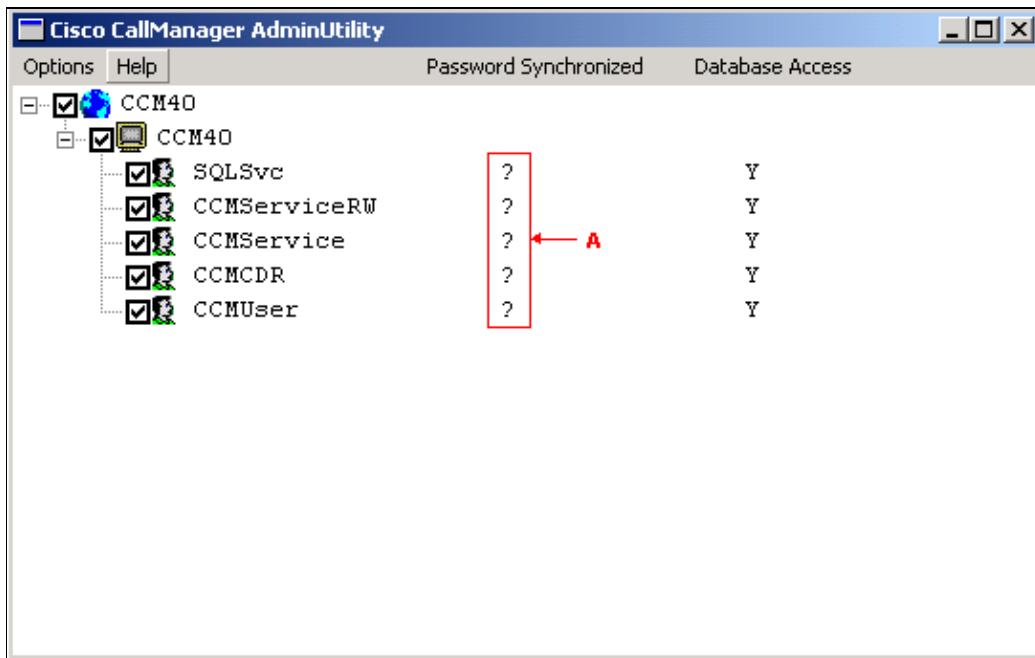
3. Click **OK** to display the CallManager AdminUtility Login window (see Figure 2).

**Figure 2 Cisco CallManager**



4. Enter **User Password** (see arrow A in Figure 2).
5. Click **OK** (see arrow B in Figure 2). Figure 3 is displayed.

**Figure 3 Cisco CallManager AdminUtility – Before Check Password Synchronization**

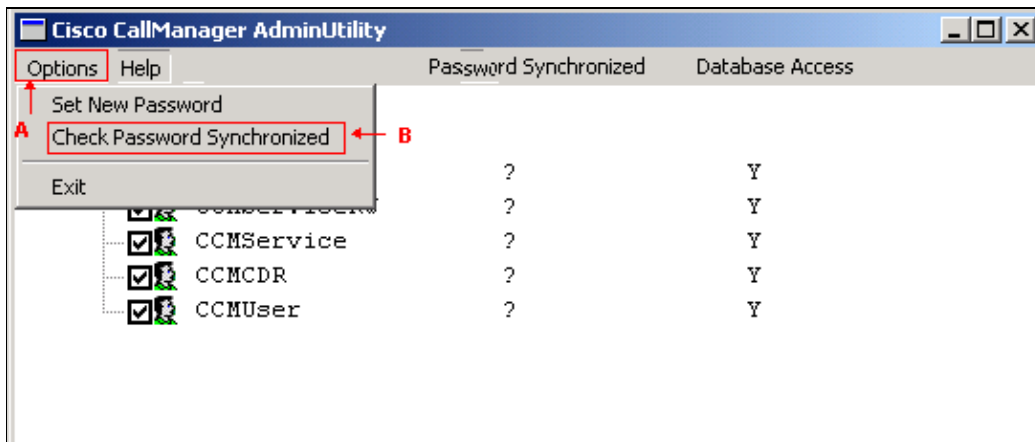


6. Check the users whose passwords you would like to synchronize.

In this case, since none of the user passwords are synchronized (see the question marks pointed by arrow A in Figure 3), check all the users (see Figure 3). They are SQLSvc, CCMServiceRW, CCMService, CCMCDR and CCMUser.

7. Click the **Options** menu (see arrow A in Figure 4).

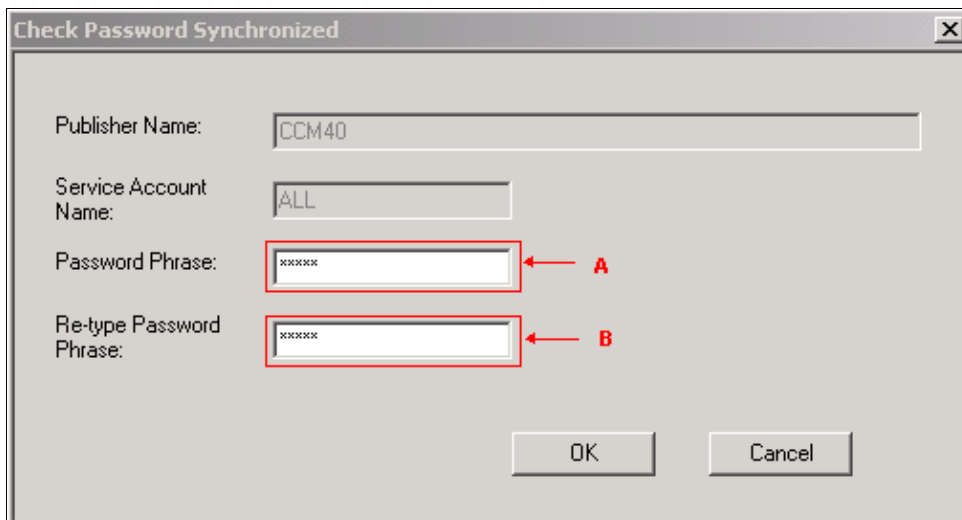
**Figure 4 Cisco CallManager AdminUtility – Check Password Synchronized**



8. Select **Check Password Synchronized** from the drop-down list (see arrow B in Figure 4).

The Check Password Synchronized window is displayed (see Figure 5).

**Figure 5 Check Password Synchronized**

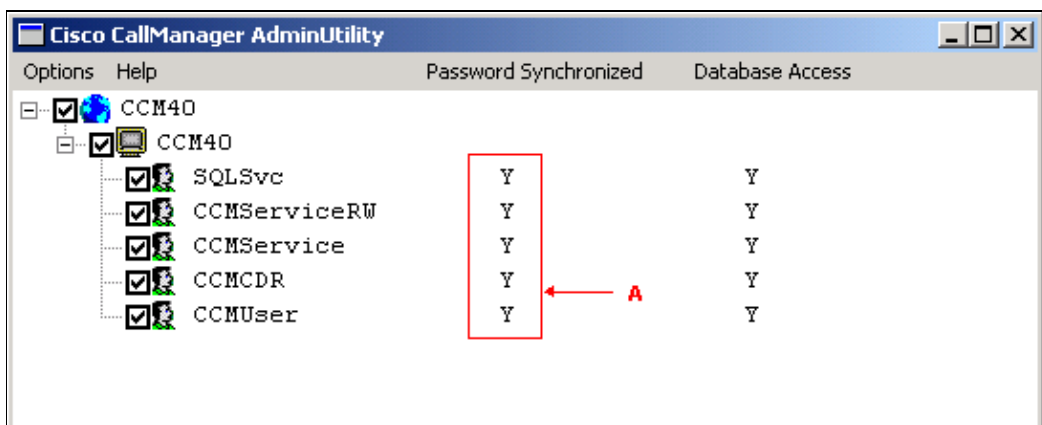


9. Enter **Password Phrase** (see arrow A in Figure 5) and **Re-type Password Phrase** (see arrow B in Figure 5).

**Note:** The Password Phrase is different than that for SQLSvc, CCMSvcRW, CCMSvc, CCMCDR and CCMUser accounts.

10. Click **OK** to display the result of checking password synchronization (see Figure 6).

**Figure 6 Cisco CallManager AdminUtility – After Password Synchronization Check**



When you compare the Password Synchronized column between arrow A in Figure 3 and arrow A in Figure 6, you see that the respective passwords for SQLSvc, CCMSvcRW, CCMSvcRW, CCMSvc, CCMCDR and CCMUser are all synchronized in the Cisco CallManager cluster. The '?' symbol represents unknown and 'Y' represents a synchronized password.

**Note:** The CCMPWDChanger tool is used to change the passwords for Directory Manager, CCMSysUser, CCMSAdministrator, and IPMASysUser. Sometimes it is required that a user changes the password before they use the AdminUtility to synchronize the password. In order to run CCMPWDChanger from the Cisco CallManager, choose **Start > Run**, type **CCMPWDChanger** and press **Enter**.

**Note:** If IPMASysUser gets failure audits in the application log, reset the password with CCMPWDChanger and check the registry key for IPMASysUser. Reset the CTIManagers on all the CallManager servers in the cluster.

# NetPro Discussion Forums – Featured Conversations

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Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

- [How to Change the DC Directory Password](#)
- [Change Passwords in Cisco CallManager and Cisco Unity Configuration Example](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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