

CallManager Cannot Open the DC Directory

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Introduction

This document describes an issue where Cisco CallManager cannot open the Global Directory. The issue occurs when the Data Connection (DC) Directory Administration password is not the same across all the Cisco CallManager servers in a cluster.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified CallManager Administration.

Components Used

The information in this document is based on Cisco Unified CallManager release 4.1(3).

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.

Error: Active Server Pages error 'ASP 0115'

Cisco CallManager cannot open the Global Directory and returns this error:

```
Active Server Pages error 'ASP 0115' Unexpected error
/CCMAdmin/userprefsbasiclist.asp. A trappable error (E06D7363)
occurred in an external object. The script cannot continue running
```

The issue occurs when the DC Directory Administration password is not the same across all the Cisco CallManager servers in a cluster.

Solutions

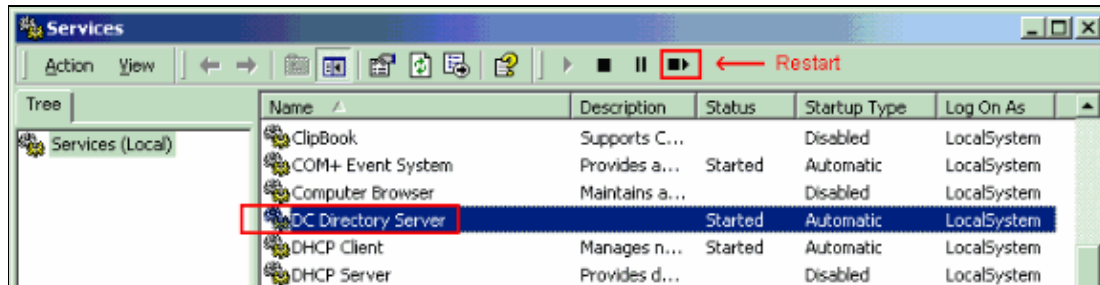
This error message displays when the DC Directory administrative passwords are not the same across the CallManager servers. Complete the steps in the Restart Services section of this document in order to resolve this issue. If the issue persists, proceed to the Reset Passwords in the Registry section of this document.

Restart Services

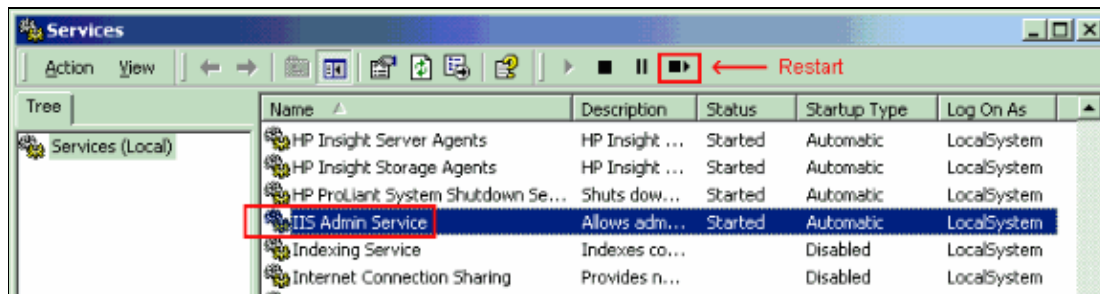
Restart the DC Directory service and then the Microsoft Internet Information Server (IIS) service.

Choose **Start > Programs > Administrative Tools > Services**.

DC Directory Server



IIS Admin Service



Reset Passwords in the Registry

Complete these steps first on the Cisco CallManager publisher server and then on the Cisco CallManager subscriber servers.

1. Identify the new DC Directory administrator password. Consider this as **<password>**.
2. Open a command prompt and issue the **PasswordUtils <password>** command.

This action generates an encrypted password. Make this password as **<ENCpassword>**.

3. Choose **Start > Run**, type **regedit** in the text field, and press **Enter** to open the Registry Editor.
4. Go to **HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\Directory Configuration** and set the DCDMGRPW and MGRPW values in the registry to **<ENCpassword>**.
5. Open **C:\dcdsdrv\directoryconfiguration.ini** and set the passwd value to **<ENCpassword>**.
6. Open another command prompt, and issue the **UMEncryptText <password>** command.

This command generates **out.txt** in the same folder from which it ran.

7. Open **out.txt** and copy the contents after `Text=`.

This long hex value is the encrypted password. Make it **<LongENCpassword>**.

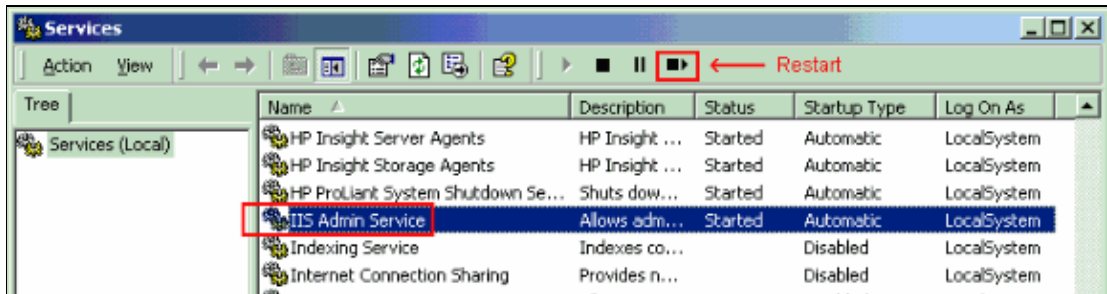
8. Open **C:\dcdsrvr\config\UMDirectoryConfiguration.ini** with Notepad.

Note: Do not use any other text editor.

9. Set the `CiscoLdapPwd` and `UserLdapPwd` values to **<LongENCpassword>**.

10. Save the **C:\dcdsrvr\config\UMDirectoryConfiguration.ini** file and exit.

11. Restart the IIS Admin Service, and try to access the Cisco CallManager Administration pages:



12. Also, verify these password settings:

- ◆ The Cisco CallManager **password never expire** setting must be enabled in the main Cisco CallManager login.
- ◆ The passwords must be synchronized on the cluster.

Refer to Check Password Synchronization with the Admin Utility in the Cisco CallManager Cluster for more information on how to synchronize the password with the Admin utility.

Error: Cannot continue with log-on because Profile 'Default Profile' has no Admin Node DN configured

The DC Directory Administrator cannot be accessed, and this error appears:

```
DCD09000000 Cannot continue with log-on because Profile "Default Profile" has no Admin Node
```

Solution

In order to resolve this issue, complete these steps:

1. Choose **Start > Programs > DC Directory Administrator**.
2. The first screen shows **Default Profile**. Click the **Change** button, and choose **Default Profile Properties**.
3. Fill out the information EXACTLY as shown here:

```
Profile Name: Default Profile,Admin Node DN: /O=cisco.com,Current
User DN: /O=cisco.com/CN=Directory Manager,Primary Login Server: <
your Publisher server hostname>.
```

4. After you fill out these fields, click **Apply**, then **Ok** and **Close**.
5. Now, you can log into DC Directory Administrator with the user name `Directory Manager` and your DCD Password.

Additional Issues

User Search on the Global Directory Fails

Problem

When you try to do a search on the global directory from with Cisco CallManager Administration page, the search freezes and this error appears:

```
Error in processing: DBLX.UserLocaleBrowserLangMapListX
```

Solution

In order to resolve this issue, restart the **IIS Admin service** on the Cisco CallManager publisher and subscriber servers.

Related Information

- [Fixing Problems with DC Directory](#)
- [How to Change the DC Directory Password](#)
- [DC Directory Error Message DCD08800011 Received when Logging into the Administrator](#)
- [Application Profiles Not Shown for User Configuration with DC Directory](#)
- [How to Change Active or Netscape Directory Integration Back to DC Directory in CallManager](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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