

Unable to Create the RM JTAPI Provider from the Cisco Response Solutions (CRS) Appadmin Page

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Introduction

When an attempt is made to create a Resource Manager (RM) Java Telephony Application Programming Interface (JTAPI) provider from the Cisco Customer Response Solutions (CRS) Appadmin page, the attempt fails with either one of these error messages:

- `Error updating the RMJTAPI users in LDAP`
- `error while updating Jtapi provider`

This issue occurs when you integrate Cisco CRS with Active Directory (AD).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS
- Active Directory

Components Used

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

- Cisco CRS 4.x
- Cisco CallManager 3.3 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 issue of being unable to add the RM JTAPI provider when you use Active Directory integration can occur in these scenarios:

- When you create the RM JTAPI provider on a CRS 4.x server
- When you configure the RM JTAPI provider on a CRS 4.x fresh install system
- While you perform the LDAP Migration step during the restore process, when you migrate from a CRS 3.x system to a CRS 4.0 system

If the Cisco CallManager AD plug-in is installed with security constraints that prevent the AD admin user from having write privileges to the user Organizational Unit (OU), CRS is not able to create JTAPI/RM JTAPI users in AD. This causes the configuration of these subsystems to fail. Also, when you upgrade from CRS 3.x to CRS 4.0, the migration wizard is not able to create these users in AD. This causes the Restore operation from the Backup and Restore System (BARS) to fail.

Solution

If you integrate CRS with AD, then you need to perform this procedure in all Cisco CallManager servers that are configured as JTAPI providers in order to resolve this issue:

1. Browse to **C:\dcdsrvr\config** and open the **UMDirectoryConfiguration.ini** file in Notepad.

Note: You must open the file in Notepad. If you open the file in another text editor, the application might corrupt the file.

2. In the UMDirectoryConfiguration.ini file, locate the **UserDirAccess** key and change the value to **True**.
3. From Notepad, choose **File > Save** in order to save the file and close the UMDirectoryConfiguration.ini file.
4. Choose **Start > Run**.
5. Enter **regedit** and click **OK**.
6. Browse to **<file://\HKEY_LOCAL_MACHINE\Software\Cisco> \\HKEY_LOCAL_MACHINE\Software\Cisco Systems, Inc.\Directory Configuration** within the registry.
7. In the right pane, double-click the **DirAccess** registry key. Delete the **false** registry entry and enter **true** as the new registry entry.
8. Complete these steps in order to restart the IIS Admin Service and its dependent services:
 - a. Choose **Start > Programs > Administrative Tools > Services**.
 - b. Right-click **IIS Admin Service** and then choose **Restart**.

A dialog box prompts you to restart dependent services. These services can differ based on your configuration.

- c. Click **Yes** and restart the dependent services.

Related Information

- **Installing and Configuring the Cisco Customer Directory Configuration Plugin**
 - **Voice and Unified Communications Support Resources**
 - **Technical Support & Documentation – Cisco Systems**
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