

CAR Login Fails with "[LDAP Access Error. Contact System Administrator.]"

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Introduction

This document describes the error message **[LDAP Access Error. Contact System Administrator.]** that appears when users try to log into the CDR Analysis and Reporting (CAR) tool.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CallManager)

Components Used

The information in this document is based on :

- Cisco Unified Communications Manager (CallManager)
- CDR Analysis and Reporting (CAR) 3.x

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 Cisco Unified Communications Manager (CallManager) is integrated with the Active Directory (AD). Users are unable to log into CAR, and the error message **[LDAP Access Error. Contact System Administrator.]** displays.

Solution

This error message is likely to appear when you use CAR 3.x or earlier versions. This error message indicates that the **c:\CiscoWeb\art\art.ini** entry still points to the old Lightweight Directory Access Protocol (LDAP) configuration information.

In order to overcome this error message, delete the ART database and reinstall the CAR plugin.

You can also try this method as an alternative:

On the publisher, choose the **C:\DCDSrvr** directory path. There is a file named **DirectoryConfiguration.ini**. This file contains the LDAP information. Because the Active Directory (AD) is used instead of the Data Connection (DC) Directory, the file contents can be empty or not updated with the correct directory access information. Try to populate the DirectoryConfiguration.ini file if the file is empty.

In an Active Directory integration environment, the file contents must appear as shown in this output:

```
[ldap]

ldapURL=ldap://10.30.1.30:389

dn=cn=Administrator, cn=Users, dc=unitydomain3,dc=cisco,dc=com

passwd=1c021e082d071d08

ciscoBase=ou=Cisco, dc=unitydomain3,dc=cisco,dc=com

dirType=ADS

dirAccess=false

useSSL=false
```

Make any necessary modifications if the file contents do not appear as shown above.

Open **C:\dcdsivr\Config\UMDirectoryConfiguration.ini**, and verify the `UseSSL=false`.

Restart IIS, WWW Publishing, Cisco Tomcat, and Cisco CAR services from Windows services.

This issue can also occur when the CallManager hard drive is full. If this is the case, a hard-disk cleanup takes care of the LDAP issue.

If these workarounds do not fix the problem, reinstall the AD plugin.

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Related Information

- **Active Directory 2000 Plugin Installation for Cisco CallManager**
- **Voice Technology Support**
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