

Problem When the Cisco Unity Server is Added to the Cisco Unified Provisioning Manager

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Introduction

Cisco Unified Provisioning Manager (Provisioning Manager) is part of the Cisco Unified Communications Management Suite and provides a secure, reliable, and scalable web-based solution to manage the next-generation communication services of a company. The Cisco Unified Provisioning Manager manages IP communication services in an integrated IP telephony, voice mail, and unified messaging environment that includes Cisco Unified CallManager, Cisco Unified CallManager Express, Cisco Unity, Cisco Unity Express, and Cisco Unity Connection systems.

This document explains the workaround for overcoming the problems users can face when they add a Cisco Unity server to the Provisioning Manager.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Provisioning Manager

Components Used

This document is not restricted to specific software and hardware versions.

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

When you attempt to connect to any Cisco Unity servers with Provisioning Manager, an error message similar to this one can appear.

```
Name: d7patsvm06
IP Address: 172.24.252.91
Port: 1433
User Name:      unity\unityadmin
Password: *****
Infrastructure last synchronized:
Started: 15-May-2007 15:04:42 -0500
Completed:
Message: Access Denied. Please check      username/password.
```

Solution

Complete these steps in order to resolve this issue:

1. Make sure that the entire SQL server is configured for both Windows and SQL server Authentication. Complete these steps:
 - a. Expand **Enterprise Manager**.
 - b. Find your server name in the tree on the left.
 - c. Right-click on the server name and choose **Properties**.
 - d. Choose the **Security** folder. Make sure that **SQL Server and Windows** is checked for the Authentication.
2. Create a new database user.
 - a. On the Cisco Unity or Cisco Unity Connection system, choose **Start > SQL Server > Enterprise Manager**. The Enterprise Manager window appears.
 - b. In the navigation tree, choose **Microsoft SQL Servers > SQL ServerGroup >(local) (Windows NT)**.
 - c. Right-click **(local) (Windows NT)** and choose **Properties**. The SQL Server Properties (Configure) window appears.
 - d. Click the **Security** tab.
 - e. Under Authentication, choose **SQL Server and Windows**.
 - f. In the navigation tree under (local) (Windows NT), choose **Security > Logins**.
 - g. Create a new login. Complete these steps:
 - a. Right-click **Logins**. The SQL Server Login Properties – New Login window appears
 - b. Enter a name for the login.
 - c. Choose **SQL Server Authentication**.
 - d. Choose **UnityDb** for the default database
 - e. Click the **Server Roles** tab.
 - f. Choose the check box for each role.
 - g. Click the **Database Access** tab.
 - h. Choose both the **UnityDb** and the master database.
 - i. For both databases, choose all the database roles in order to give access to all the roles.
3. Restart the SQL Server.
4. Verify the TCP/IP Port that is used by Cisco Unity.
 - a. On the Cisco Unity system, choose **Start > SQL Server > EnterpriseManager**. The Enterprise Manager appears.

- b. From the menu, choose **Action**. Then choose **Properties**. The SQL Server Properties (Configure) dialog box appears.
 - c. In the General tab, choose **Network Configuration**. The SQL Server Network Utility window appears.
 - d. Choose **TCP/IP**, then click **Properties**.
 - e. In the window that appears, the default TCP/IP port is displayed. Make sure this port number is the one provided in Provisioning Manger.
5. Make sure the newly added username and password get updated on the Provisioning Manger.

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Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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