Verifying Username and Password Specification for Cisco IP SoftPhone Client Configuration

Document ID: 6175

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Introduction

One of the more common symptoms mentioned with Cisco IP SoftPhone installation problems is "no lines appearing". This problem is normally attributable to a username/password mismatch. This document will clarify what username and password need to be used when configuring Cisco IP SoftPhone on a client PC.

When configuring the client Cisco IP SoftPhone, you are asked to specify a username and password. The required username is that which has been previously configured in Cisco CallManager for the particular Cisco IP SoftPhone user. If the username on the IP Cisco SoftPhone client does not correspond to a SoftPhone userid in Cisco CallManager, the client will not get any line appearances.

Note: The username and password applied to the Cisco IP SoftPhone installation on the client systems are not required to be the administrator account and password for the Cisco CallManager System.

Prerequisites

Requirements

Readers of this document should be knowledgeable of the following:

- Cisco CallManager Administration
- Windows 2000 Terminal Services

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco CallManager version 3.0, 3.1 and 3.2
- Cisco CallManager 3.1 requires Cisco IP SoftPhone Version 1.2 or later
- Windows 95, Windows 98, Windows NT 4.0 (SP4 or greater), or Windows 2000

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.
Specifying Username and Password for SoftPhone 1.2

Perform these instructions:

1. From the Windows Control Panel (Start > Settings > Control Panel), open the Telephony applet (Windows 95/98/NT) or Phone and Modem Options applet (Windows 2000).

2. Click the Telephony Drivers tab (Windows 95/98/NT) or Advanced tab (Windows 2000). Select Cisco IP PBX Service Provider, then click Configure.
3. In the Security box there is a User Name field. This field needs to be the specific Cisco CallManager userid and password. Verify the username and reset the password if required.

**Note:** If you reset the password you will have to reset it in CallManager for this user as well.

Click **Ok**.
Specifying Username and Password for SoftPhone 1.3

Perform these instructions:

1. From the Windows Control Panel (Start > Settings > Control Panel), open the Telephony applet (Windows 95/98/NT) or Phone and Modem Options applet (Windows 2000).

2. Click the Telephony Drivers tab (Windows 95/98/NT) or Advanced tab (Windows 2000) and click OK. Select CiscoTSP00X.tsp in the selection box and click Configure.
3. In the User tab there is a User Name field. This field needs to be the specific Cisco CallManager userid and password. Verify the username and reset the password if required.

**Note:** If you reset the password you will have to reset it in CallManager for this user as well.

Click **OK.**
Verifying the User Name and Password in CallManager

To verify what the userid and password are for a specific user, try logging in on the Cisco CallManager with the account information at http://<insert server's IP address here>/ccmuser/. If that works, go to Cisco IP SoftPhone Troubleshooting. Otherwise, there might be a problem with the account information. Log onto the Cisco CallManager Administration page. Go to http://<insert server's IP address here>/ccmadmin/.


That should bring up the following window. If the error 'Cannot Create User Object' appears instead, the user database is very likely corrupt. To help fix the DC directory, refer to Fixing Problems with DC Directory.
2. Search for the user that will be using the Cisco IP SoftPhone, by entering his or her userid, then click Search.

Note: The userID is the third field on the Update User Information page. The password is the fourth and fifth field. This user will have the cti port associated with it for Cisco IP SoftPhone.

3. Verify that this is the same user ID that was used in the PCs IP SoftPhone TSP configuration. If the user ID is not exactly the same, it is easier to change the name used in the PCs IP SoftPhone TSP configuration to the name used in CallManager because you cannot change the user name in CallManager. In CallManager you have to delete the user account and recreate it.

Note: If the username on the Cisco IP SoftPhone client is not correct, you will not get any line appearances when you run Cisco IP SoftPhone.

Reset the password if required. Click Update.

If you have synchronized the user ID and password in CallManager and the PCs IP SoftPhone TSP configuration the user should be able to see line appearances when he or she starts SoftPhone on the PC.

Related Information

- Cisco IP Phone 7960G and 7940G Series Documentation
- Voice Technology Support
- Voice and IP Communications Product Support
- Troubleshooting Cisco IP Telephony
- Technical Support & Documentation – Cisco Systems