Unified Communications Manager: Delete Inactive Users

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Introduction

This document describes the procedure to delete the inactive users from Cisco Unified Communications Manager.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager 6.x/7.x.

Components Used

The information in this document is based on Cisco Unified Communications Manager 6.x/7.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

A user is deleted from Active Directory but still appears in Cisco Unified Communications Manager as inactive and stays there in a delete pending state. This issue occurs in a Cisco Unified Communications Manager cluster synchronized with the Active Directory.

Solution

Complete these steps in order to resolve this issue.

1. Choose Cisco Unified Serviceability > Tools > Control Centre – Feature Services
2. Choose the IP Address of the publisher.
3. Restart the Cisco DirSync service.

If this procedure does not resolve the issue, complete these steps:

1. Garbage Collection can cause this issue, so check the logs to determine if it is invoked.
2. Make sure that the Dirsync service is active.
3. Check the DirectoryPluginConfig table in the Cisco Unified Communications Manager database to see if there is an entry with pkid 54c43f99–a561–4f3a–868d–26a5547445d9.

   Note: The output of the run sql select * from DirectoryPluginConfig command confirms whether the Garbage Collector pkid is present in the DirectoryPluginConfig table when the DirSync service starts.
4. If the pkid is not present, open a case with the TAC Service Request Tool (registered customers only) and provide a remote support account so that TAC can update the DirectoryPluginConfig table to fix the Garbage Collection row.
5. Restart the DirSync service.

Related Information

- Voice Technology Support
- Voice and Unified Communications Product Support
- Technical Support & Documentation – Cisco Systems