Unified Communications Manager 7.x
Troubleshoot Unmapped Exception Error

Document ID: 111159

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Introduction

This document describes the following unmapped exception error and provides the steps necessary to troubleshoot it:

Unmapped Exception Invalid input length for decryption. Should be a multiple of the block size − 16

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager administration.

Components Used

The information in this document is based on Cisco Unified Communications Manager 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

After you upgrade to Cisco Unified Communications Manager 7.1, the users are unable to update the database on some endpoint devices like MGCP gateways and some Cisco IP phones.

When you try to update a Cisco 7961 IP phone, this error message appears at the top of the device page (see image below):
Unmapped Exception Invalid input length for decryption. Should be a multiple of the block size - 16

Note: This error condition happens rarely during an upgrade to Cisco Unified Communications Manager 7.x and could be caused by a corrupt database table.

Solution

This error message does not allow you to make configuration changes to the Cisco IP phone or any endpoint devices.

Complete these steps in order to resolve the issue:

Note: This solution is based on a Cisco IP phone. The same procedure is applicable for any endpoint device that is registered to the CUCM.

1. Delete the Cisco IP phone for which the error message appears.
2. Auto−register the IP phone back to the CUCM.
3. Complete these steps in order to change the Secure Shell Information in the phone profile:

   a. In Cisco Unified Communications Manager Administration, go to Device > Phone, and select the IP phone that was re−registered.
   b. In the Secure Shell Information section, enter these values:

      ◊ Enter test for the Secure Shell User user ID.
      ◊ Enter test for the password.

Note: You can enter any value in the user ID and password fields. As long as the values are not NULL, the error message does not appear. If the phone you are configuring does not
support secure shell access, these fields do not display.
c. Save the phone configuration.

Related Information

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