



Directory Issues

This chapter covers the solutions for the most common issues related to a Cisco CallManager DC Directory (DCD), which uses a Lightweight Directory Access Protocol (LDAP) directory, and the Microsoft Active Directory (AD).

This chapter covers the following directory issues:

- [DC Directory Stability](#)
- [Resolving Replication Problems Between DC Directory Servers in a Cisco CallManager Cluster](#)
- [Application Profiles Are Not Shown for User Configuration with the DC Directory](#)
- [Users List Is Not Visible from the Cisco CallManager Administration or Basic User Search Returns Nothing](#)
- [Add a New User Does Not Work and You Cannot Access the DC Directory Administrator](#)

If the following procedures do not solve your directory issues, contact TAC for a more detailed investigation.



Caution

Using Katakana, Cyrillic, or other double-byte character sets with DC Directory, Netscape Directory, or Active Directory can cause directory database errors. This release of Cisco CallManager does not support using any double-byte character set with any directory.

For IP phone directory issues, refer to the following URL for detailed information:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

DC Directory Stability

Symptom

The following issues relate to the instability of the DCD:

- You cannot to add a user or view the Global Directory.
- The DCD service stops.
- The DCD services on the publisher server and the subscriber server may not be synchronized.

Probable Cause

The DCD server stops and does not restart.

Corrective Action

Use the following procedure to stabilize the DCD.



Note

You must perform the following steps for each server.



Note

Cisco recommends that you schedule a downtime to run these procedures.

Procedure

- Step 1** Choose **Start > Settings > Control Panel**.
- Step 2** Choose **Administrative Tools**.
- Step 3** Click the **Services** icon.

- Step 4** Click **DC Directory Service**.
 - Step 5** In the General Tab, ensure the Service type is set to **Automatic**.
 - Step 6** In the Recovery tab, ensure that all three failure responses are set to **Restart the Service**.
 - Step 7** Click **OK** to close the DCD Server Properties window.
 - Step 8** If the DCD is stopped, right-click the **DCD Service** and click **Start**.
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After you complete the previous procedure, use the following procedure on the Cisco CallManager publisher server.

Procedure

- Step 1** Choose **Start > Run**.
- Step 2** At the prompt, enter **cmd**.
- Step 3** Change the directory to **C:\dcdsrvr\bin**.
- Step 4** Enter **avvid_save** to save the data on the publisher server.
- Step 5** Stop the DCD Services by right-clicking **DC Directory Server** and click **Stop**.
- Step 6** At the prompt, enter **cleandsa** to clean the DCD server.
- Step 7** Right-click **DC Directory Server** and click **Start**.
- Step 8** At the prompt, enter **avvid_cfg publisher | current database in use** to reconfigure the DCD server on only the publisher server.

Replace *publisher* for your publisher name and *current database in use* for the name of your current database.



Note

To find your current database, choose **Start > Programs > SQL Server > Enterprise Manager**. Click the tree to your publisher. Click the database folder. The last listed number specifies the current database in use by your Cisco CallManager.

- Step 9** At the prompt, enter **avid_restore** to restore the DCD server data
- Step 10** Close the Command Prompt and Services Manager Windows.
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After you complete the previous procedures, continue with the following procedure on all Cisco CallManager subscriber servers.



Note Ensure that you can ping between your Cisco CallManager publisher server and all Cisco CallManager subscriber servers because network connectivity is crucial for the following procedure.



Note Do not perform this procedure from a Terminal Services Window.



Note Using the following procedure, you must issue the commands on each subscriber server.

Procedure

- Step 1** Choose **Start > Run**.
- Step 2** At the prompt, enter **cmd**.
- Step 3** Change the directory to **C:\dcdsrvr\bin**.
- Step 4** Stop the DCD Services by right-clicking **DC Directory Server** and click **Stop**.
- Step 5** At the prompt, enter **cleandsa** to clean the DCD server.
- Step 6** Right-click **DC Directory Server** and click **Start**.
- Step 7** At the prompt, enter **avid_scfg publisher | subscriber** to reconfigure the DCD server on all subscriber servers where *publisher* is the name of your publisher server and *subscriber* is the name of your subscriber server.
- Step 8** At the prompt, enter **avid_restore** to restore the DCD server data.
- Step 9** Close the Command Prompt and Services Manager Windows.
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Verification

Use the following procedure to verify that the DCD is stable and efficiently running.

Procedure

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- Step 1** From Cisco CallManager Administration, choose **User > Global Directory**.
- Step 2** Search for users.
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Resolving Replication Problems Between DC Directory Servers in a Cisco CallManager Cluster

The following procedures explain how to resolve directory replication problems between DC Directory Server services running on Cisco CallManager servers involved in a cluster.

- [Backing Up Your Existing Data on the Publisher](#)
- [Reconfiguring DC Directory on the Publisher Server](#)
- [Re-initializing the LDAP Replication Partnership on the Subscriber Servers](#)

Symptom

The publisher Cisco CallManager server has correct user data, and one or more subscriber Cisco CallManager servers either do not have user data or the user data is out of synchronization.

Probable Cause

Incorrect configuration probably causes the problem.

Corrective Action

Perform the following procedures from the console of the MCS (Media Convergence Server), connected through a Keyboard/Video/Mouse (KVM) switch, or connected via Telnet to the servers.

Do not perform these specific tasks while connected through a Terminal Services Client connection.

Backing Up Your Existing Data on the Publisher

Backing up your existing data on the publisher ensures that your user data in DC Directory on the publisher Cisco CallManager server is backed up in case of a failure during the following procedures.

Procedure

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- Step 1** On the publisher server, while logged in as the Administrator, open a command prompt by choosing **Start > Run**.
 - Step 2** Enter **cmd**.
 - Step 3** Enter the command **avvid_save**.
 - Step 4** When prompted, press any key.



Note If IP Auto Attendant or IP IVR data is not installed, errors display after "Saving Apps20 Information." This is expected.

- Step 5** Continue to the [Reconfiguring DC Directory on the Publisher Server](#) procedure.
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Reconfiguring DC Directory on the Publisher Server

Perform the following procedure from the command prompt on the publisher server while logged in as the Administrator.

Procedure

- Step 1** On the publisher server, while logged in as the Administrator, open a command prompt by choosing **Start > Run**.
- Step 2** Enter **cmd**.
- Step 3** Enter the command: **net stop dcdirectory** to stop the DC Directory on the subscriber Cisco CallManager servers.
- Step 4** Enter the command **cleandsa**.
- Step 5** When prompted, press any key.
- Step 6** Enter the command **avvid_cfg**.
- Step 7** Enter the command **avvid_restore**.
- Step 8** When prompted, press any key.
- The publisher's DC Directory is reconfigured and has all the data that it did at the time the **avvid_save** command was run.
- Step 9** Continue to the [Re-initializing the LDAP Replication Partnership on the Subscriber Servers](#) procedure.
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Re-initializing the LDAP Replication Partnership on the Subscriber Servers

If you followed the previous steps, the DC Directory Server service should already be stopped on the subscriber servers. Use the following procedure to re-initialize the LDAP replication partnership on the subscriber servers.

Procedure

- Step 1** From a command prompt on the subscriber server, logged in as the Administrator, enter the command **cleandsa**.
- Step 2** When prompted, press any key.
- Step 3** Enter the command **avvid_scfg publisher | subscriber** where *publisher* is the Windows computer name of the publisher server and *subscriber* is the Windows computer name of the subscriber server where the command is being executed.



Note The publisher should be able to ping the subscriber by the name specified with this command, and the subscriber should be able to ping the publisher by the name specified in this command. If pings by these names are failing, Cisco recommends that you either point the servers to a valid WINS server if one exists in the network or manually configure LMHOSTS files on each.

Step 4 Repeat all steps on each subscriber server.

Verification

Use the following procedure to verify that each subscriber server has the same DC Directory data as the publisher server.

Procedure

- Step 1** From Cisco CallManager Administration, choose **User > Global Directory**.
- Step 2** To test replication agreements, make a change on one server and check another server to make sure that the change has been replicated.
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Application Profiles Are Not Shown for User Configuration with the DC Directory

Symptom

When you are adding a user to the directory, the Application Profiles (such as AutoAttendant, Softphone, and Extension Mobility) do not display, and a user cannot be linked to those profiles.

Probable Cause

The Application Profiles were configured incorrectly.

Corrective Action

Use the following procedure to configure the application profile, so you can add or view users in the DC Directory.

Procedure

- Step 1** Connect to the **DC Directory Administrator**.
- Step 2** Choose **Directory > cisco.com > CCN**.
- Step 3** Click **systemProfile**.
- Step 4** Right-click **systemProfile** and choose **Properties**.
- Step 5** Click the **Application Install Status** tab.
- Step 6** Check the values for the applications. If the values for “AA Installed,” “Softphone Installed,” “ASR Installed,” and “Hotelling Installed” are blank, go to [Step 7](#). Otherwise, proceed to [Step 11](#).
- Step 7** Choose **Modify**.
- Step 8** Change the values from true to **false** and those that are false to **true**.
- Step 9** Click **Apply**.
- Step 10** Click **OK**.
- Step 11** Repeat [Step 4](#) and [Step 5](#).
- Step 12** Click **Modify**.
All values should be visible.
- Step 13** Change the value of the installed applications to **true**.
- Step 14** Click **Apply**.
- Step 15** Click **OK**.
- Step 16** Click **Services**.
- Step 17** In the right panel, choose **World Wide Web Publishing Service**.

- Step 18** Click the **Restart Service** icon.
- Step 19** Repeat all steps for all servers in the cluster in which you experienced the problem.
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Verification

The Application Profiles display in the DC Directory.

Users List Is Not Visible from the Cisco CallManager Administration or Basic User Search Returns Nothing

Symptom

You cannot add a user or search for a user from Cisco CallManager Administration.

Adding a new user returns the following error.

Error Message Sorry your session object has timed out. Click here to Begin a New search.

Searching for a new user results in the page refreshing and waiting for input.

Probable Cause

Your Cisco CallManager host name contains an invalid DNS character.

Corrective Action

Do one of the following steps:

- Do not use non-DNS characters in the server name.

- If the server name contains non-DNS characters, use the IPAddress to browse the system.
- Use a Netscape or Internet Explorer browser that does not have the Q313675 patch.

Add a New User Does Not Work and You Cannot Access the DC Directory Administrator

Symptom

You cannot add a user from Cisco CallManager Administration. Also, cannot log in to the DC Directory Administrator.

Probable Cause

The Directory Manager user password contains special characters, such as “^”.

Corrective Action

Use the following procedure to change the DC Directory password to one that does not contain special characters.

**Note**

You must have superuser account privileges before you can change the DC Directory Manager password.

**Note**

When you have a publisher server and one or more subscriber servers in a cluster, you must perform the steps in the following procedures on all Cisco CallManagers within the cluster.

Procedure

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- Step 1** From Cisco CallManager Administration, choose **Start > Programs > DC Directory Administrator**.

- Step 2** Click **Next**.
- Step 3** In the Password field, enter the default password, `cisco`, and click **Finish**.
The DC Directory Administrator window displays.
- Step 4** From the Tools menu, choose **Change Password**.
The Change User Password window appears.
- Step 5** In the Old Value field, enter `cisco`.
- Step 6** In the New Value field, enter a new *password*, without special characters.
- Step 7** In the Confirm New Value field, reenter your new *password*.
- Step 8** Click **OK**.
The DC Directory password is changed.
- Step 9** Continue with [Configuring the Windows Registry](#).
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Cisco CallManager Administration also uses the Directory Manager account to perform add, remove, or update operations on the DC Directory LDAP server.

Configuring the Windows Registry

Use the following procedure to update the information that is stored in the registry to ensure that the registry is pointing to the correct directory.

Procedure

- Step 1** Open a command line and enter `c:\dcdsrvr\bin`.
- Step 2** Enter the passwordutils.exe password.
`passwordutils.exe password`
- Step 3** Press **Enter**.
You need the Encrypted Password value information for the registry.
- Step 4** Choose **Start > Run**.
- Step 5** In the Open field, enter `regedit`.
The Registry Editor window displays.

- Step 6** Go to My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Directory Configuration.
LDAPURL must point to the correct directory.
`ldap://host:port`
- Step 7** Double-click **DCDMGRPW**.
The Edit String window appears.
- Step 8** In the Value Data field, enter the Encrypted Password value that you obtained in [Step 3](#).
- Step 9** Click **OK**.
- Step 10** From the Registry Editor window, double-click **MGRPW**.
The Edit String window appears.
- Step 11** In the Value Data field, enter the Encrypted Password value that you obtained in [Step 3](#).
- Step 12** Click **OK**.
You have successfully changed the password in the registry.

**Note**

After changing the registry entries, you must restart the WWW and IIS services on the Cisco CallManager node to pick up the latest settings from the registry.

- Step 13** Choose **Control Panel > Administrative Tools**.
- Step 14** Double-click **Services**.
The Services window displays.
- Step 15** Choose **Worldwide Web Publishing Service**.
- Step 16** Click **Stop**.
- Step 17** Click **Start**.
- Step 18** Choose **DC Directory Server**.
- Step 19** Click **Stop**.
- Step 20** Click **Start**.

If you use CRA 2.x that connects to the DC Directory, you must update the password in the Application Administration pages. Continue with [Reconfiguring the Directory Manager Password for CRA and E-services](#).

Reconfiguring the Directory Manager Password for CRA and E-services

If you use CRA 2.x that connects to the DC Directory, use the following procedure to update the password in the Application Administration pages.

Procedure

- Step 1** Enter **http://servername/AppAdmin** where *servername* is the DNS name or IP address of your application server.
 - Step 2** When prompted, enter the *network user name* and *password*.
 - Step 3** Choose **Directory Configuration**.
The Directory Configuration window appears.
 - Step 4** In the Directory Password field, enter your new *password*.
 - Step 5** Click **OK**.
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Verification

To verify that you successfully changed the Cisco CallManager DC Directory Manager password, use the following procedure.

Procedure

- Step 1** From Cisco CallManager Administration, choose **User > Global Directory**.
The User Information window appears.

Step 2 Click **Search**.

Step 3 If you can view the users that are configured in the system, the configuration was successful.

If you cannot view the users that are configured in the system, verify the following information:

- The new password is effective: Log in to the DC Directory with the new password.
- The encrypted password was entered correctly into the registry.
- The directory is pointing to the correct directory and not another directory (such as AD or an old directory which could be empty).
- The Worldwide Web Publishing and DC Directory services are restarted and running after the restart.

Related Information

For directory installation and configuration information, go to the following URL:
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install

