Cisco Unified Communications Manager
5.x/6.x/7.x/8.x: Unable to Login to the Administration Page or User Page

Document ID: 108035

Contents

Introduction
Prerequisites
  Requirements
  Components Used
  Conventions
Error: Non defined IMS Exception
  Problem
  Solution
Error: This page is not yet implemented
  Problem
  Solution
Database Error
  Problem
  Solution
HTTP 500 Error
  Problem
  Solution
HTTP Status 404
  Problem
  Solution 1
  Solution 2
Error: Log on failed—Invalid user ID or password
  Problem
  Solution
Cannot Display the Webpage
  Problem
  Solution
Error: Access to the requested resource has been denied
  Problem
  Solution
Error: There is a problem with this website's security certificate
  Problem
  Solution
Unable to Log in with CCMadministrator ID
  Problem
  Solution
Error: Connection to the Server cannot be established (Unknown Error)
  Problem
  Solution
Error occurred during find. java.sql.SQLException: A subquery has returned not exactly one row
  Problem
  Solution
Introduction

The Cisco Unified Communications Manager Administration page is used to configure system parameters, route plans, devices, and much more. You access the Cisco Unified Communications Manager Administration program from a PC that is not the web server or has Cisco Unified Communications Manager installed. This document troubleshoots the issue of not being able to log in to the Cisco Unified Communications Manager Administration page or Cisco Unified Communications Manager User page.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager 5.x/6.x/7.x/8.x
- Microsoft Active Directory

Components Used

The information in this document is based on Cisco Unified Communications Manager 5.x/6.x/7.x/8.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.

Error: Non defined IMS Exception

Problem

While attempting to access the Cisco Unified Communications Manager Administration page or Cisco Unified Communications Manager User page, login fails with the Non defined IMS Exception error message. This issue occurs in the system that is integrated with Microsoft Active Directory via Lightweight Directory Access Protocol (LDAP). The login to the Cisco Unified OS Administration page works fine.
Solution

This error occurs due to the LDAP authentication misconfiguration issue. You can log in as the CCMAdministrator and perform these steps:

1. Go to System > LDAP > LDAP Authentication and check if you are using a valid account for LDAP authentication. Also, check the LDAP authentication configuration for the user account with which you are trying to log in. Refer to LDAP Authentication Configuration for more information.
2. Go to System > LDAP > LDAP Directory and make sure that the LDAP Directory configuration is correct for the user account with which you are trying to log in. Refer to LDAP Directory Configuration for more information.

If these steps do not solve the issue, run the `utils reset_ui_administrator_password` command from the CLI.

Error: This page is not yet implemented

Problem

When you try to access the Cisco Unified Communications Manager Administration page or Cisco Unified Communications Manager User page, this error message is received:

This page is not yet implemented.

Note: If you use LDAP sync with Cisco Unified Communications Manager and make any changes in account settings, such as user name or password for a user, you can receive this error.

Solution

- Make sure you are using the correct username, as this is case sensitive.
- If you make any changes in account settings, such as user name or password, and you use LDAP, you need to make the same change in the active directory also.
- Go to Start > Programs > Administrative Tools > Services, and restart the Cisco Tomcat service.

Note: If you use Cisco Unified Communications Manager 5.x or later, use this command in order to restart the Cisco Tomcat service through the CLI: `utils service start Cisco Tomcat`
- Make sure that you use the correct URL: `https://<CCMIPaddress_or_Servername>ccmuser/showHome.do`. If you enter `showhome`, instead of `showHome`, this error can occur.

Database Error

Problem

When you try to log in to the CUCM User page, a CUCM user database error is received.

Solution

In order to resolve this issue, perform these steps:

1. Make sure that the user is added to the End User Group.
2. Log in to Cisco Unified Communications Manager by using Secure Shell (SSH). Then, reset the username and password for your web Admin GUI using these commands:

```!
utils reset_ui_administrator_name

! This command changes your user ID.
```

```!
utils reset_ui_administrator_password

! This command changes your password.
```

**HTTP 500 Error**

**Problem**

When you try to access Cisco Unified Communication Manager web page, these error messages are received:

```
HTTP status 500 exception report
server encountered an internal error...
```

OR

```
[ServletException in:/WEB-INF/pages/phone/phone-content.jsp] null
```

**Solution**

Complete these steps in order to resolve the issue:

1. Choose **Start > Programs > Administrative Tools > Services** and restart these services:

   - Cisco Tomcat
   - Service Manager

2. If that does not solve the issue, use the **Utils system restart** command in CLI.

**HTTP Status 404**

**Problem**

When you try to log in to the CUCM 7.x User page, the device link fails with the **HTTP status 404** 
```
- /ccmuser/WEB-INF/pages/j_security_check
```

**Solution 1**

This can occur when you are using a different user ID/name other than what was inserted in the user database. Keep in mind that the user ID/name is a case sensitive entity in CUCM 7.X. As per the security policies on the CUCM User page, there is no way to change the case sensitive condition. The username that has to be typed on the CUCM User page should be exactly the same as what was inserted into the user database.

**Solution 2**

In the IE browser window, go to **Tools > Internet Options**, click the **Security** tab, and then turn the security level to **low** for Trusted sites and **medium** for Internet.
Error: Log on failed—Invalid user ID or password

Problem

When accessing the CUCM User options page, the Log on failed—Invalid user ID or password error is received.

Solution

In order to resolve this issue, you need to verify these points:

1. Verify that the user is added to the Standard CCM End Users group. Perform these steps in order to add the user to this user group:

   a. Go to the User Group page.
   b. Click Standard CCM End Users.
   c. Click the Add Users to Group button and check the check box next to the user ID youruserid.
   d. Click the Add selected button.
   e. Go to the End User page and click the link for <youruserid>.
   f. Scroll to the bottom and ensure that Standard CCM End Users appears in the permission section.
   g. Login to CCMUser with <youruserid> and the configured password. For more information on Roles and Permission, refer to CallManager 5.x/6.x: Roles and Permissions.
2. Verify that the Bind DN for LDAP Authentication value is written as a Fully Qualified Domain Name (FQDN), for example, "cn=administrator,cn=Users,dc=domain,dc=com".
3. Make sure that the LDAP Manager Distinguished Name in the LDAP Authentication page is the same as the LDAP Manager Distinguished Name in the LDAP Directory page.
4. Restart the Cisco Dir Sync service and perform a full synchronization on the LDAP directory.
5. Verify that the last name is present in Active Directory as it can prevent the import of the user into CUCM.

**Cannot Display the Webpage**

**Problem**

Unable to access the default web page of the CUCM Administrator web page with the http://<IP Address> URL. However, access to the CUCM Administrator web page with the https://<IP Address>:8443 URL works.

**Solution**

Issue the `utils firewall list` command in order to determine if the Cisco Firewall status is disabled. If it is disabled, issue the `utils firewall enable` command in order to enable the firewall, and then reboot the server.

**Error: Access to the requested resource has been denied**

**Problem**

Some users are unable to access the CCMUser page, and this error appears:

```
Access to the requested resource has been denied.
You must restart the browser to login again.
```

**Solution**

In order to resolve this issue, complete these steps:

1. Reset the password of the users who are not able access the page.
2. Clear the cache memory.
3. Try to login again.

**Error: There is a problem with this website's security certificate**

**Problem**

When an attempt is made to access the CUCM Administration GUI interface, this error message appears:
Solution

In order to resolve this issues, complete these steps:

1. Choose **Tools > Internet Options**.
2. Click the **Advanced** tab.
3. Uncheck the **Warn about invalid site certificates** check box.
Unable to Log in with CCMadministrator ID

Problem

You are unable to log in to Cisco CallManager 4.x with a CCMAdministrator ID.

Solution

Complete these steps in order to resolve the issue:

1. Choose Start > Run, type CCMPWDChanger, and press Enter. Refer to Change the Password for more information on the CCMPWDChanger tool.
2. Log in to the tool, and choose the CCMAdministrator user ID.
3. Change the password, and click OK.
4. Log in to CCMAdmin with the password you created.
6. Change Enable MultiLevelAdmin to False.
7. Click Update.
8. Close all browser windows and reopen the browser.

Error: Connection to the Server cannot be established (Unknown Error)

Problem

Users are unable to access the servers under the Control Center other than the server on which they are logged in. If a user tries to access any other server in the cluster from the Serviceability web page on the publisher under Tools > Control Center Features Services or Network Services shows the Connection to the Server cannot be established (Unknown Error) error message.

Solution

In order to resolve this issue, login with the username CCMAdministrator. Also make sure that the account password has not expired. If it has expired, change the CCMAdministrator password in order to resolve the issue.

Error occurred during find. java.sql.SQLException: A subquery has returned not exactly one row

Problem

When you try to search phones in Cisco Unified Communication Manager Admin by Device type, this error message is received:

Error occurred during find. java.sql.SQLException: A subquery has returned not exactly one row
Solution
This issue is documented in Cisco bug ID CSCsl80190 (registered customers only). The workaround is not to search with any strings. Leave it blank.

Cisco Unified Communications Manager User Page Shows 'Null'

Problem
Cisco Unified Communications Manager User page shows Null after Save is clicked. This occurs when the Cisco Unified Communications Manager User Clusterwide parameters are set to false.

- Change Phone Locale
- Change Web page Locale

This issue is documented in the Cisco bug ID CSCti45147 (registered customers only)

Solution
In order to resolve this issue, change the following CCMUser Clusterwide parameters to true:

- Change Phone Locale
- Change Web page Locale

Tomcat – java.lang.OutOfMemoryError

Problem
When an attempt is made to access the Cisco Unified Communications Manager webpage, the tomcat-java.lang.OutOfMemory error message appears.

Solution
In order to resolve this issue, restart Tomcat from the CLI with the utils service restart Cisco Tomcat command. Refer to Cisco bug ID CSCtj50884 (registered customers only) for more information.

HTTP Error 500 NullPointerException with Dialed Number Analysis Tool

Problem
When you use the Dialed Number Analysis tool, this error message appears:

HTTP Status 500 -
  type: Exception report
  description: The server encountered an internal error () that prevented it from fulfilling this request.

This error message is received when you complete these steps:
1. Go to https://<CUCM_HOST_NAME>:8443/dna
2. Navigate to Analysis > Analyzer, and enter anything for Dialed Digits.

**Solution**

Complete these steps in order to resolve the issue:

1. Deactivate the DNA services (Cisco Dialed Number Analyzer and Cisco Dialed Number Analyzer Server) on both the servers.
2. Activate Cisco Dialed Number Analyzer Server service first.
3. Next, activate the Cisco Dialed Number Analyzer service.

**Note:** This is documented in the Cisco Bug ID CSCtq05954 (registered customers only).

**Related Information**

- Cisco Unified Communications Manager Administration Guide
- Cisco CallManager Administration Web Page Can't Be Displayed
- Voice Technology Support
- Voice and Unified Communications Product Support
- Troubleshooting Cisco IP Telephony
- Technical Support & Documentation – Cisco Systems