

Active Directory Patch for CallManager with Exchange 2000 Already Installed

Document ID: 44142

Contents

Introduction

Prerequisites

- Requirements
- Components Used
- Related Products
- Conventions

Main Task

- Step-by-Step Instructions

Verify

Troubleshoot

Related Information

Introduction

There is a known issue when integrating Cisco CallManager with Microsoft Windows 2000 Active Directory (AD) when Microsoft Exchange 2000 is already installed. This issue may occur when a **labeledURI** schema object with an IDAPDisplayName of **labeledURI** already exists in the AD.

Prerequisites

Requirements

Before attempting this configuration, ensure that you meet these requirements:

- Read XADM: Running Exchange 2000 Setup with /Forestprep Switch Produces Error 0XC1037AE6 [↗](#).
- Download the Windows 2000 InetOrgPerson Kit [↗](#) patch.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager
- Microsoft Windows 2000 AD
- Microsoft Exchange 2000

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.

Related Products

This configuration can also be used with these hardware and software versions:

- Cisco Unity with Exchange 2000

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

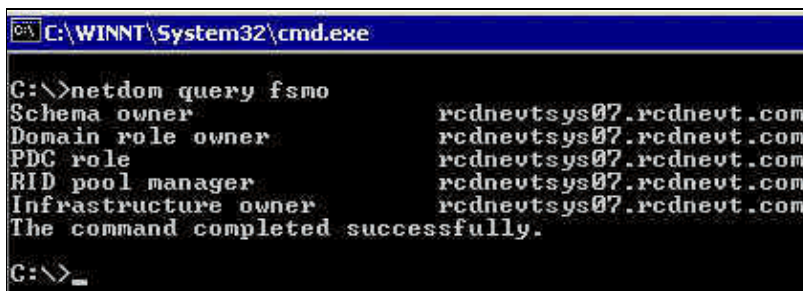
Main Task

Step-by-Step Instructions

Follow these steps to perform the configuration:

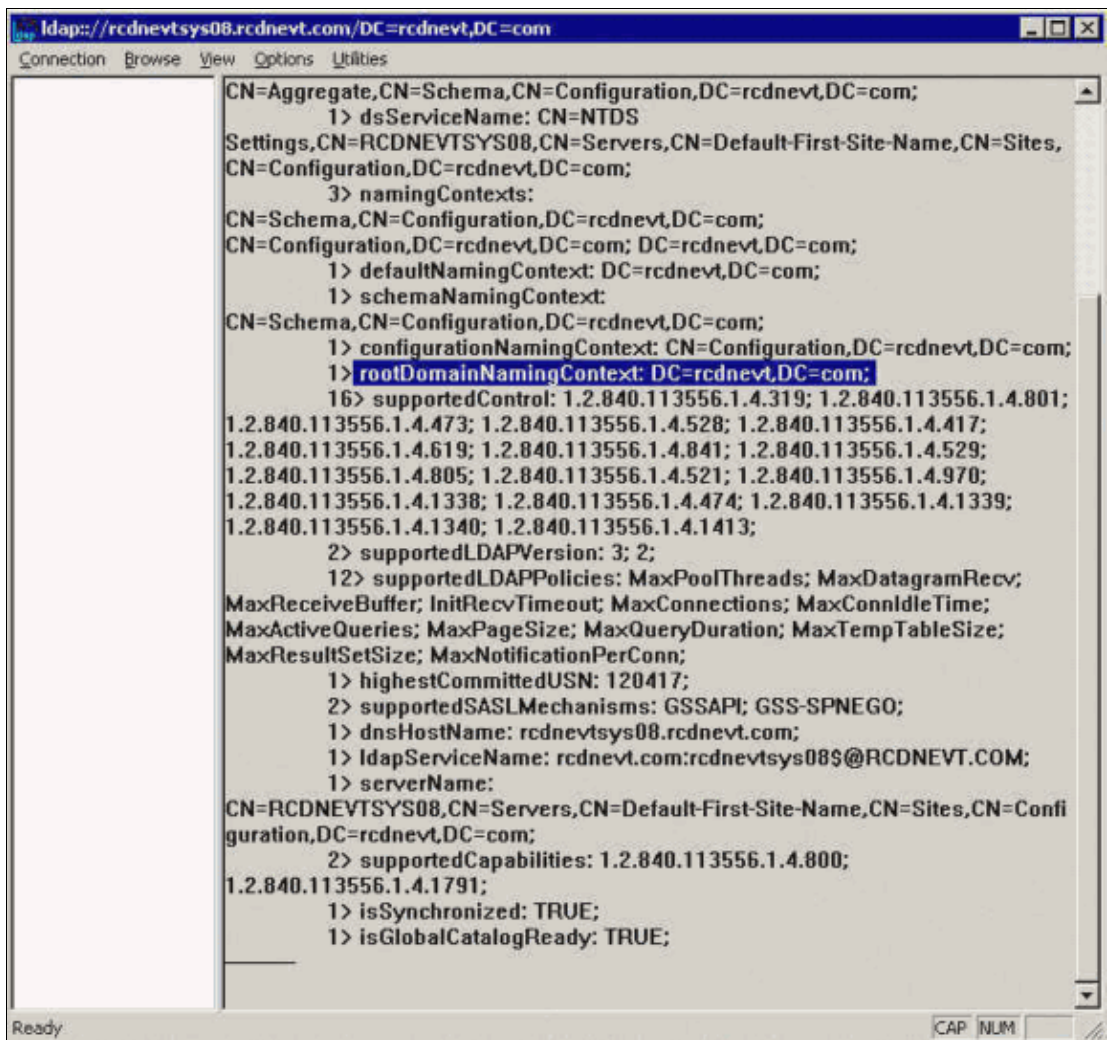
Note: These steps also apply to an environment where Cisco CallManager exists before Exchange 2000 is installed in AD, and the Exchange 2000 installation fails.

1. Determine the Windows 2000 Domain Controller holding the schema master by issuing the **netdom query fsmo** command. Note the value that is returned for **Schema owner**, and then close the command prompt. Perform the tasks described below on the schema owner.

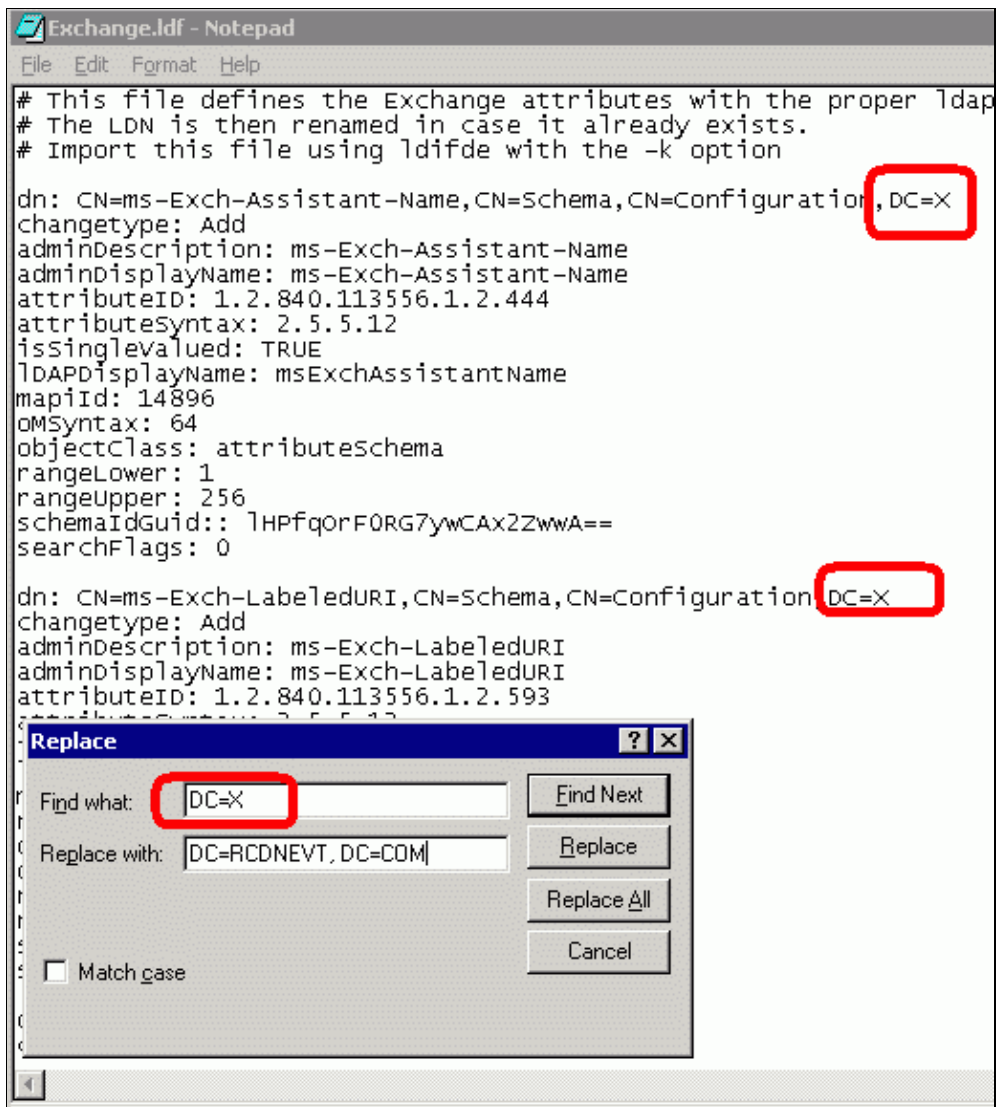


```
C:\WINNT\System32\cmd.exe
C:\>netdom query fsmo
Schema owner                rcdnevtsys07.rcdnevt.com
Domain role owner           rcdnevtsys07.rcdnevt.com
PDC role                    rcdnevtsys07.rcdnevt.com
RID pool manager            rcdnevtsys07.rcdnevt.com
Infrastructure owner        rcdnevtsys07.rcdnevt.com
The command completed successfully.
C:\>_
```

2. Expand the W2k_iop_kit.exe file, and then extract the files to C:\Inetorg. You may have to create the C:\Inetorg folder.
3. On a Windows 2000 Server-based computer that is running as a domain controller, choose **Start > Run**, then type **ldp** and press **Enter**.
4. In LDP, click **Connection**, and then click **Connect**. In the new Connect window, enter the **server name** or **IP address**, and leave port as 389. Leave **connectionless** unchecked.
5. Determine the **rootDomainNamingContext** value.



6. Open C:\InetOrg\Exchange.ldf in Notepad. On every line that has DC=X, replace X with the information above. In this example it would be DC=rcdnevt,DC=com.
7. Save the document.



- Copy the modified Exchange.ldf file to the `drive:\Winnt\System32` folder on the domain controller that is running as the schema owner, where `drive` is the drive on which Windows is installed. On the Cisco ICS 7700 Series Integrated Communication Systems, the folder is `c:\w2ks\system32`.
- Go to the command prompt and issue the `ldifde -i -f c:\winnt\system32\exchange.ldf` command.

This is an example output:

```

C:\WINNT\System32\cmd.exe
C:\>ldifde -i -f C:\winnt\system32\exchange.ldf -v
Connecting to "rcdnevt.sys07.rcdnevt.com"
Logging in as current user using SSPI
Importing directory from file "C:\winnt\system32\exchange.ldf"
Loading entries
1: CN=ms-Exch-Assistant-Name,CN=Schema,CN=Configuration,DC=rcdnevt,DC=com
Add error on line 5: Already Exists
The server side error is "An attempt was made to add an object to the directory with a name that is already in use."
0 entries modified successfully.
An error has occurred in the program
C:\>

```

```

Exchange.Ldf - Notepad
File Edit Format Help
# This file defines the Exchange attributes with the proper ldapDisplayName (LDN).
# The LDN is then renamed in case it already exists.
# Import this file using ldifde with the -k option
dn: CN=ms-Exch-Assistant-Name,CN=Schema,CN=Configuration,DC=rcdnevt,DC=com
changetype: Add
adminDescription: ms-Exch-Assistant-Name
adminDisplayName: ms-Exch-Assistant-Name
attributeID: 1.2.840.113556.1.2.444
attributesyntax: 2.5.5.12
isSinglevalued: TRUE
ldapDisplayName: msExchAssistantName
mapId: 14896
oMSyntax: 64
objectClass: attributeSchema
rangeLower: 1
rangeUpper: 256
schemaIdGuid:: 1HPPqoRFURG7ywcAXz2wA==
searchFlags: 0
dn: CN=ms-Exch-LabeledURI,CN=Schema,CN=Configuration,DC=rcdnevt,DC=com
changetype: Add
adminDescription: ms-Exch-LabeledURI
adminDisplayName: ms-Exch-LabeledURI

```

10. Each AD schema is configured differently. In the example above, CN=ms-Exch-Assistant-Name, CN=Schema, CN=Configuration, DC=rcdnevt, DC=com already exists, and line 5 of the exchange.ldf cannot be imported. As a result, the section that begins on line 5 has been deleted. Note that each section begins with **dn:**.
11. The output below shows the command **ldifde -i -f c:\winnt\system32\exchange.ldf -v** being issued again, with similar output. Because the error is on line 6, delete the section starting at line 6, as shown here:

```

C:\WINNT\System32\cmd.exe
C:\>ldifde -i -f C:\winnt\system32\exchange.ldf -v
Connecting to "rcdnevt.sys07.rcdnevt.com"
Logging in as current user using SSPI
Importing directory from file "C:\winnt\system32\exchange.ldf"
Loading entries
1: CN=ms-Exch-LabeledURI,CN=Schema,CN=Configuration,DC=rcdnevt,DC=com
Add error on line 6: Already Exists
The server side error is "An attempt was made to add an object to the directory with a name that is already in use."
0 entries modified successfully.
An error has occurred in the program
C:\>

```

```

Exchange.Ldf - Notepad
File Edit Format Help
# 1 This file defines the Exchange attributes with the proper ldapDisplayName (LDN).
# 2 The LDN is then renamed in case it already exists.
# 3 Import this file using ldifde with the -k option
# 4
# 5
dn: CN=ms-Exch-LabeledURI,CN=Schema,CN=Configuration,DC=rcdnevt,DC=com
changetype: Add
adminDescription: ms-Exch-LabeledURI
adminDisplayName: ms-Exch-LabeledURI
attributeID: 1.2.840.113556.1.2.593
attributesyntax: 2.5.5.12
isSinglevalued: FALSE
ldapDisplayName: msExchLabeledURI
mapId: 35921
name: ms-Exch-LabeledURI
oMSyntax: 64
objectClass: attributeSchema
rangeLower: 1
rangeUpper: 1024
schemaIdGuid:: 1Fh3FVNHOrgpwAA+ANrWQ==
searchFlags: 0
dn:
changetype: Modify

```

12. Repeat Steps 9 and 10 as needed.
13. The output of a successful import is shown here:

```

C:\>ldifde -i -f C:\winnt\system32\exchange.ldf -v
Connecting to "rcdnevt.sys07.rcdnevt.com"
Logging in as current user using SSPI
Importing directory from file "C:\winnt\system32\exchange.ldf"
Loading entries
1: <null>
Entry modified successfully.

2: CN=ms-Exch-Assistant-Name,CN=Schema,CN=Configuration,DC=rcdnevt,DC=com
Entry modified successfully.

3: CN=ms-Exch-LabeledURI,CN=Schema,CN=Configuration,DC=rcdnevt,DC=com
Entry modified successfully.

4: <null>
Entry modified successfully.

4 entries modified successfully.
The command has completed successfully

```

14. You can now integrate Cisco CallManager with AD.

Verify

If the plug-in installation failed, check these two files and their respective error messages:

1. c:\DCDSrvr\log\at_schema_reject.txt

```

# Error: DSA is unwilling to perform
dn: cn=labeledURI,cn=Schema,cn=Configuration,dc=rcdnevt,dc=com
changetype: add
adminDisplayName: labeledURI
attributeID: 1.2.840.113548.3.1.4.113
attributeSyntax: 2.5.5.4
cn: labeledURI
isSingleValued: FALSE
LDAPDisplayName: labeledURI
distinguishedName: cn=labeledURI,cn=Schema,cn=Configuration,dc=rcdnevt,dc=com
objectCategory: cn=Attribute-Schema,cn=Schema,cn=Configuration,dc=rcdnevt,dc=com
objectClass: top
objectClass: attributeSchema
oMSyntax: 20
name: labeledURI

```

2. c:\DCDSrvr\log\ad_cfg_error.log

```


ldap_add: DSA is unwilling to perform
ldap_add: additional info: 000020BE: SvcErr: DSID-0326027D, problem 5003 (WILL_NOT_L
data 8382

```

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- [Active Directory 2000 Plugin Installation for Cisco CallManager](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support – Cisco Systems](#)

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2013 – 2014 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Mar 30, 2005

Document ID: 44142
