Troubleshooting UserID and Directory URI Errors

Received Duplicate UserID Error

Problem I received an alarm indicating that there are duplicate user IDs and I have to modify the contact information for those users.

Solution Perform the following steps.

1. Use the **utils users validate { all | userid | uri }** CLI command to generate a list of all users. For more information about using the CLI, see the *Command Line Interface Guide for Cisco Unified Communications Solutions*.

    The UserID is entered in the result set and is followed by the list of servers where the duplicate UserIDs are homed. The following sample CLI output shows UserID errors during output:

    ```
    Users with Duplicate User IDs
    --------------------------------------------
     User ID: user3
      Node Name
      cucm-imp-1
      cucm-imp-2
    ```

2. If the same user is assigned to two different clusters, then unassign the user from one of the clusters.

3. If different users on different clusters have the same User ID assigned to them, then rename the UserID value for one of the users to ensure there is no longer any duplication.

4. If the user information is invalid or empty, proceed to correct the user ID information for that user using the Cisco Unified Communications Manager Administration GUI.

5. You can modify the user records in Cisco Unified Communications Manager using the **End User Configuration** window, (**User Management** > **EndUser**) to ensure that all users have a valid user ID or Directory URI value as necessary. For more information, see the *Cisco Unified Communications Manager Administration Guide*.

Note   The user ID and directory URI fields in the user profile may be mapped to the LDAP Directory. In that case, apply the fix in the LDAP Directory server.

6. Run the CLI command to validate users again to ensure that there are no more duplicate user ID errors.

Received Duplicate or Invalid Directory URI Error

Problem I received an alarm indicating that there are duplicate or invalid user Directory URIs and I have to modify the contact information for those users.

Solution Perform the following steps.

1. Use the **utils users validate { all | userid | uri }** CLI command to generate a list of all users. For more information about using the CLI, see the *Command Line Interface Guide for Cisco Unified Communications Solutions*.

    The Directory URI value is entered in the result set and is followed by the list of servers where the duplicate or invalid Directory URIs are homed. The following sample CLI output shows Directory URI errors detected during a validation check:

    ```
    Users with No Directory URI Configured
    ----------------------------------------------------
     Node Name: cucm-imp-2
     User ID
     user4

    Users with Invalid Directory URI Configured
    ----------------------------------------------------
     Node Name: cucm-imp-2
     User ID   Directory URI
     user1     asdf@ASDF@asdf@ADSF@cisco

    Users with Duplicate Directory URIs
    ----------------------------------------------------
    Directory URI: user1@cisco.com
     Node Name   User ID
     cucm-imp-1  user4
     cucm-imp-2  user3
    ```

2. If the same user is assigned to two different clusters, then unassign the user from one of the clusters.

3. If different users on different clusters have the same Directory URI value assigned to them, then rename the Directory URI value for one of the users to ensure there is no longer any duplication.

4. If the user information is invalid or empty, proceed to correct the user's Directory URI information.

5. You can modify the user records in Cisco Unified Communications Manager using the **End User Configuration** window, (**User Management** > **EndUser**) to ensure that all users have a valid user ID or Directory URI value as necessary. For more information, see the *Cisco Unified Communications Manager Administration Guide*.

Note The user ID and directory URI fields in the user profile may be mapped to the LDAP Directory. In that case, apply the fix in the LDAP Directory server.

6. Run the CLI command to validate users again to ensure that there are no more duplicate or invalid Directory URI errors.