



Troubleshooting UC App Configuration

- [Cannot Push Users to Cisco Unified Communications Manager, page 1](#)
- [Unable to Configure UC Apps 10.5\(2\), page 1](#)
- [Cannot Change the UC Application Version in Unified CDM 10.6\(1\), page 2](#)
- [LDAP User Synchronized from Cisco Unified CDM to Cisco Unity Connection Appears as a Local User, page 2](#)

Cannot Push Users to Cisco Unified Communications Manager

Symptom

A managed user in Cisco Unified Communications Domain Manager cannot be pushed to the Cisco Unified Communications Manager.

Resolution

If the Cisco Unified Communications Manager “LDAP Directory Name” is configured on the LDAP server, configure that LDAP on the Cisco Unified Communications Manager (with the DirSync service off) in order for the user from this LDAP server to be able to be pushed to Cisco Unified Communications Manager.

- 1 Configure the “CUCM LDAP Directory Name” field on the Cisco Unified Communications Domain Manager at **LDAP Management > Ldap Server**.
- 2 Configure the LDAP on Cisco Unified Communications Manager. For more information, refer to the LDAP System Configuration procedures in your *Cisco Unified Communications Manager Administration Guide*.

Unable to Configure UC Apps 10.5(2)

Symptom:

When trying to configure a 10.5(2) UC App in Cisco Unified Communications Domain Manager 10.6(1), 10.5 is not available as the UC App Version.

Resolution:

Make sure that HCM-F has been upgraded to 10.6(1) and that the HCM-F device on Cisco Unified Communications Domain Manager 10.6(1) has the version set to v10_6.

Cannot Change the UC Application Version in Unified CDM 10.6(1)

Problem: You have upgraded a UC application from version 10.0 to 10.5 and you have upgraded Cisco Unified Communications Domain Manager (Unified CDM) to version 10.6(1). You try to change the UC application version to 10.5 in Unified CDM, but are unable to save the change.

Explanation: The **Server Type** field on the Base tab, which is new for Unified CDM 10.6(1), is not enabled and the **Version** field on the Publisher tab is not visible.

Resolution: Take the following steps:

- 1 In the Unified CDM command-line interface, run the following command: **app start voss-deviceapi**.

**Note**

The command stops and restarts Unified CDM, and enables the **Server Type** field.

- 2 Log in to Unified CDM as a provider administrator.
- 3 Navigate to **Device Management > {CUCM, CUC, CUP, CER} > Servers**.
- 4 Select the server on which the UC application was upgraded.
- 5 On the **Base** tab, complete the **Server Type** field.
- 6 On the **Publisher** tab, update the **Version** field.
- 7 Click **Save**.

LDAP User Synchronized from Cisco Unified CDM to Cisco Unity Connection Appears as a Local User

Problem: An LDAP user that is synchronized from Cisco Unified Communications Domain Manager (Unified CDM) appears in Cisco Unity Connection as a local user.

Explanation: The **Ldap Type** field in the default CUC User Template in Quick Add Subscriber is blank or the field is not available in Advanced Subscriber Management.

Resolution option 1: Set the **Ldap Type** field in the template and apply the template to the Quick Add Subscriber group that contains the LDAP customer.

- 1 Log in to Unified CDM as a provider administrator.
- 2 Select the hierarchy for the LDAP user.
- 3 Navigate to **Role Management > Configuration Template**.

- 4 In the list of templates, click **Default CUC User Template**. The template opens.
- 5 Click **Action > Clone**.
- 6 Rename the cloned template if necessary.
- 7 Enter 3 in the **Ldap Type** field, and then click **Save**.
- 8 Navigate to **Subscriber Management > Quick Add Subscriber Groups**.
- 9 In the list of groups, click the group that contains the LDAP user.
- 10 In the **Default CUC User Template** field, select the template you created in step 7.

Resolution option 2: Set the **Ldap Type** field through Advanced Subscriber Management.

- 1 Log in to Unified CDM as a provider administrator.
- 2 Select the hierarchy for the subscriber.
- 3 Navigate to **Role Management > Field Display Policies**.
- 4 In the list of policies, click **SubscriberAdvancedDefault**.
- 5 In the Voicemail section, move **CUCUser.LdapType** from the Available list to the Selected list.
- 6 Click **Save**. The **Ldap Type** field is now available to configure for subscribers.
- 7 Repeat steps 4 through 6 for the **SubscriberAdvanced-SiteFDP** policy.
- 8 Navigate to **Subscriber Management > Subscribers**.
- 9 Click the subscriber that you want to push to Cisco Unity Connection.
- 10 Click the **Voicemail** tab.
- 11 Enter 3 in the **Ldap Type** field, and then click **Save**.

