Cisco CRS管理:HTTP 401.1未授權登入失敗

目錄

<u>簡介</u> <u>必要求</u>用例題因決關 國因大資 到調

<u>簡介</u>

本文說明在Cisco IP Contact Center(IPCC)Express環境中,當您嘗試連線到Cisco Customer Response Solutions(CRS)應用管理頁面時,出現「HTTP 401.1 Unauthorized Logon Failed」錯誤消 息的原因之一:

<u>必要條件</u>

<u>需求</u>

本文檔的讀者應瞭解以下主題:

- Cisco CallManager
- Cisco CRS

<u>採用元件</u>

本文中的資訊係根據以下軟體和硬體版本:

- Cisco CallManager版本3.x
- Cisco CRS版本3.x

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路正在作用,請確保您已瞭解任何指令可能造成的影響。

<u>慣例</u>

如需文件慣例的詳細資訊,請參閱<u>思科技術提示慣例。</u>



當您嘗試連線到Cisco CRS Application Administration頁面時,系統不會顯示<u>圖1中所示的</u>Customer Response Applications Administration頁面。

圖1 - 「Customer Response Applications Administration(客戶響應應用程式管理)」頁面

Customer I For Cisco IP Telephon	CISCO SYSTEMS	
	Authentication	
	User Identification*	
	Log On Cancel	
	 indicates required item Note: please bookmark this page only after successfully logging in. 	
相反,系統顯示	「 _{HTTP} 401.1 - Unauthorized:敗」錯誤資訊(<u>請參見圖</u> 2)。	

圖2-「HTTP 401.1 - Unauthorized:「」錯誤消息

🛃 You are not authorized to view this page - Microsoft Internet Explorer			_ 🗆 ×
Ele Edit View Favorites Tools Help			100
↔ Back • → - 🙆 🗿 🚰 🔞 Search 💽 Favorites 🛞 Media 🍕 🗟	- 4 d E		
Address 👜 http://10.89.228.118/appadmin/		Links » 🛱 Snag	R 🖆 👘 •
You are not authorized to view this page			<u>*</u>
credentials you supplied.			_
Please try the following:			
 Click the <u>Refresh</u> button to try again with different credentials. 			
 If you believe you should be able to view this directory or page, please contact the Web site administrator by using the e-mail address or phone number listed on the <u>10.89.228.118</u> home page. 			
HTTP 401.1 - Unauthorized: Logon Failed Internet Information Services			

<u>原因</u>

此問題與兩個Microsoft Internet Information Services(IIS)帳戶(即IUSR_Guest和IWAM_Guest)的身份驗 證失敗有關。前者是用於匿名訪問IIS的內建帳戶。後者是IIS啟動進程外應用程式的內建帳戶。

<u>解決方案</u>

要修改IIS帳戶的身份驗證設定,請完成以下步驟:

- 1. 在案頭上,按一下右鍵**我的電腦**,然後從快捷選單中選擇**管理**。出現「Computer Management(電腦管理)」視窗<u>(請參見</u>圖3)。
- 2. 在左窗格中展開Local Users and Groups。
- 3. 按一下「Users」。
- 4. 按一下右鍵IUSR_Guest,然後從快捷選單中選擇Properties。圖3 在「Computer Management(電腦管理)」視窗中選擇IUSR_Guest Properties



出現「Properties(屬性)」對話方塊(<u>請參見圖</u>4)。

5. 按一下General頁籤。圖4-「Properties(屬性)」對話方塊,其中選擇了「General(常規

Remote control Terminal Services Profile Dial-in General Member Of Profile Environment Sessions IUSR_Guest IUSR_Guest Euliname: Internet Guest Account Description: Built-in account for anonymous access to Internet In I User must change password at next logon User gannot change password Password never expires Account is disabled Account is locked out Eucled out	JSR_Guest Prope	rties ?
IUSR_Guest Eull name: Internet Guest Account Description: Built-in account for anonymous access to Internet In Image: User must change password at next logon Image: User gennot change password Image: Password never expires Image: Account is disabled Image: Account is locked out	Remote control General Me	I Terminal Services Profile Dial-in ember Of Profile Environment Sessions
Eull name: Internet Guest Account Description: Built-in account for anonymous access to Internet In Image: User must change password at next logon Image: User gannot change password at next logon Image: Password never expires Image: Account is disabled Image: Account is locked out		àuest
Description: Built-in account for anonymous access to Internet In User must change password at next logon User gannot change password Password never expires Account is disabled Account is locked out	<u>F</u> ull name:	Internet Guest Account
 User must change password at next logon User gannot change password Password never expires Account is disabled Account is locked out 	Description:	Built-in account for anonymous access to Internet In
 User cannot change password Password never expires Account is disabled Account is locked out 	☑ User <u>m</u> ust cha	inge password at next logon
Password never expires Account is disabled Account is locked out	🗖 User <u>c</u> annot c	hange password
Account is disabled Account is locked out	Eassword nev	er expires
Account is locked out	C Account is dis	abled
	C Account is loc	ked out
		OK Cancel Apply

401.1 – **User must change password at** next logon(**使用者下次登入時必須更改密碼)選項,則** 會出現「Logon Failed」(登入失敗)。

- 6. 取消選中User must change password at next logon復選框。
- 7. 選中User cannot change password覈取方塊和Password never expires覈取方塊。圖5 選

IUSR_Guest Propertie	25		? ×					
Remote control General Memb	Terminal Servi per Of Profile	ices Profile Environment	Dial-in Sessions					
IUSR_Guest								
<u>F</u> ull name:	Internet Guest Accou	int						
Description:	Built-in account for a	nonymous access	to Internet In					
 User must change password at next logon User cannot change password Password never expires 								
C Account is disa <u>b</u> led								
C Account is locked out								
	OK	Cancel	Apply					

- 擇所需的選項
- 8. 按一下「Apply」。
- 9. 按一下「**OK**」(確定)。
- 10. 對IWAM_Guest重複步驟4至9。

相關資訊

• 技術支援與文件 - Cisco Systems