IP Phones: Directories and Services Buttons Prompt for Username and Password

Document ID: 100268

Contents

Introduction

After the administrator passwords are changed in a Cisco CallManager cluster, the **directories** and **services** buttons on the IP phones prompt for username and password. This document provides information on how to troubleshoot this issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is based on Cisco 7900 series IP phones.

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.

Problem

After the administrator passwords are changed in a Cisco CallManager cluster, when the **directories** and **services** buttons are pressed on the IP phones, the phones prompt for username and password. Before the passwords are changed, when the **directories** and **services** buttons are pressed, the menu appears without a prompt for any login credentials. This problem can occur when the passwords in the Cisco CallManager cluster are out of synchronization, or if you have any account policy installed in the Cisco CallManager server.

Solution

In order to resolve this issue, complete these steps:

1. In the Cisco CallManager server, choose **Start** > **Programs** > **Administrative tools** > **Internet Services Manager**.
2. Choose **Internet information Services** > **Default Web Site** > **CCMCIP** in the left pane.
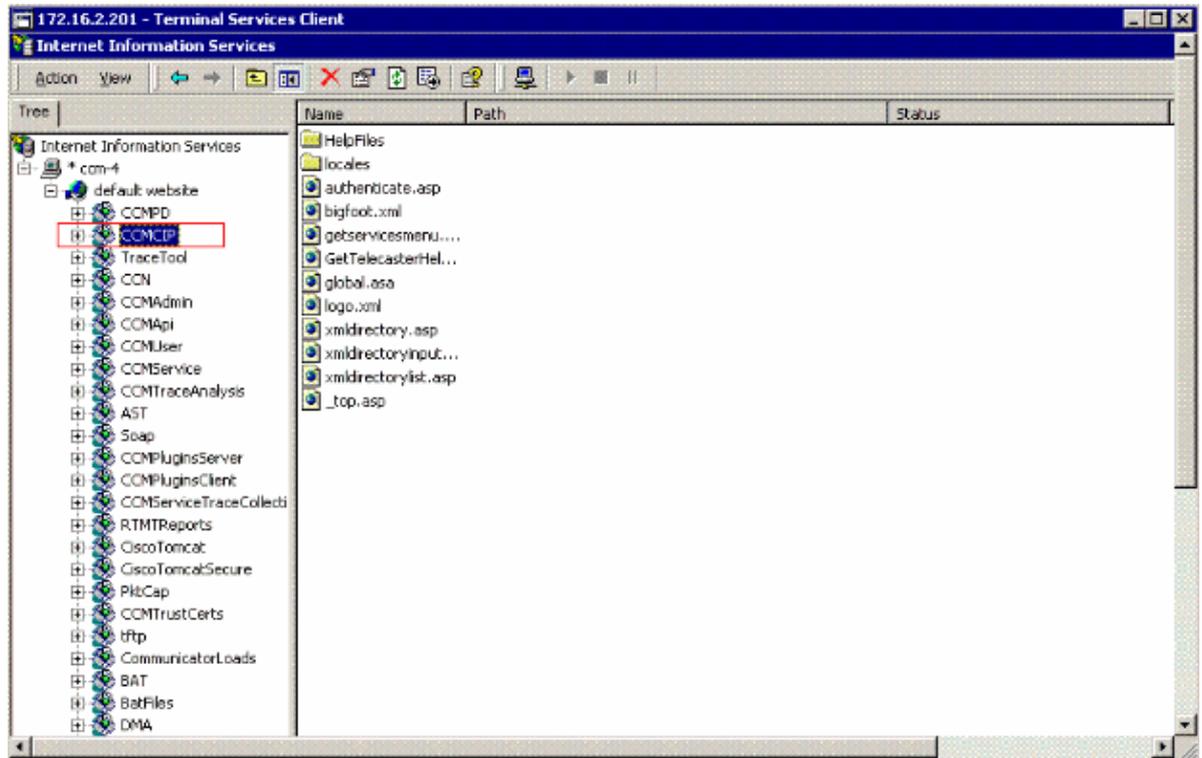
3. Right–click the **CCMCIP** virtual directory and choose **Properties**.
4. In the **CCMCIP Properties** window, click the **Directory Security** tab. Click **Edit** in the **Anonymous access and authentication control** area.
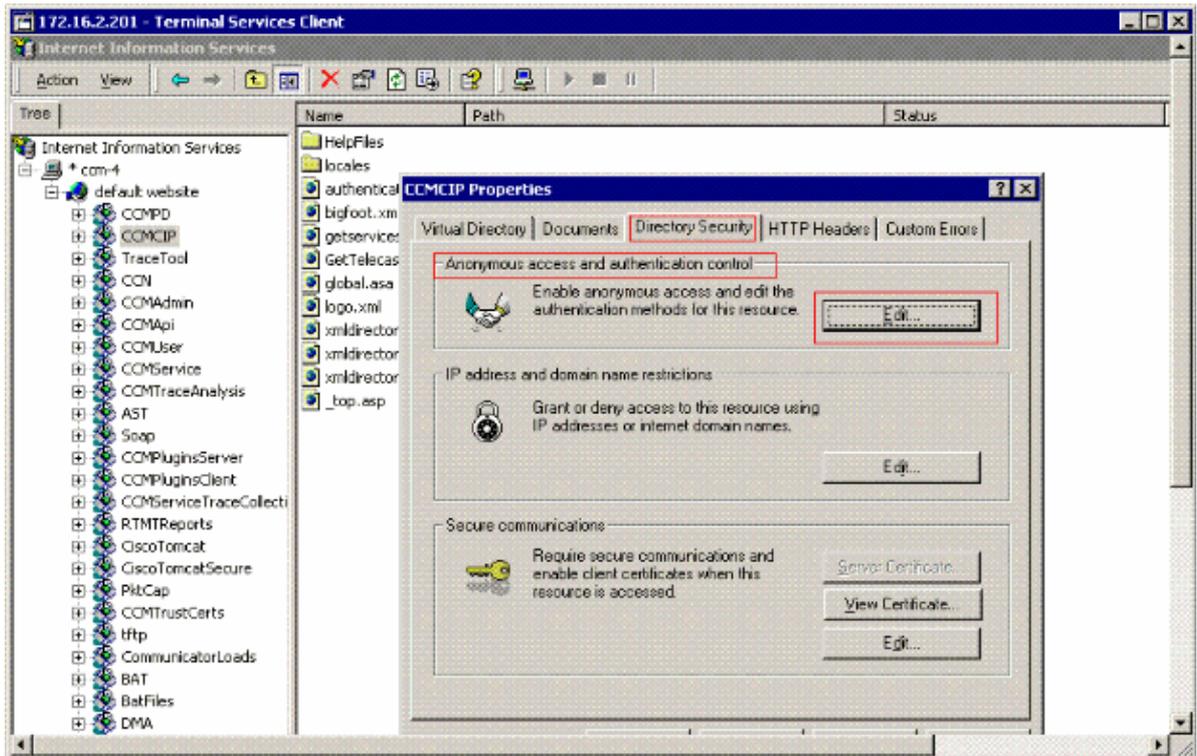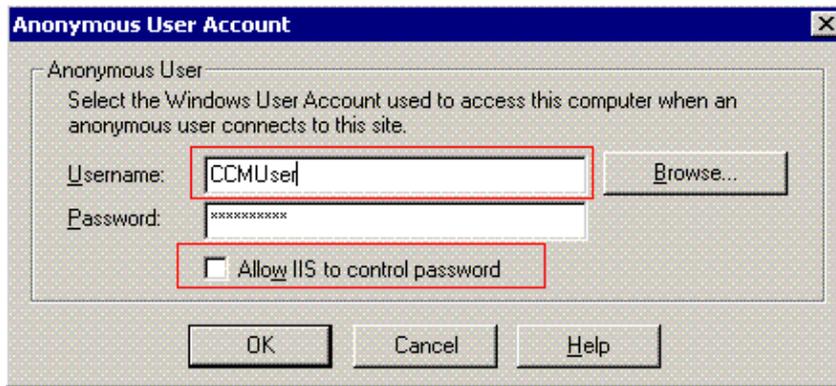
5. In the **Authentication Methods** window, make sure that **Anonymous access** is checked. Click **Edit** for **Account used for anonymous access**.
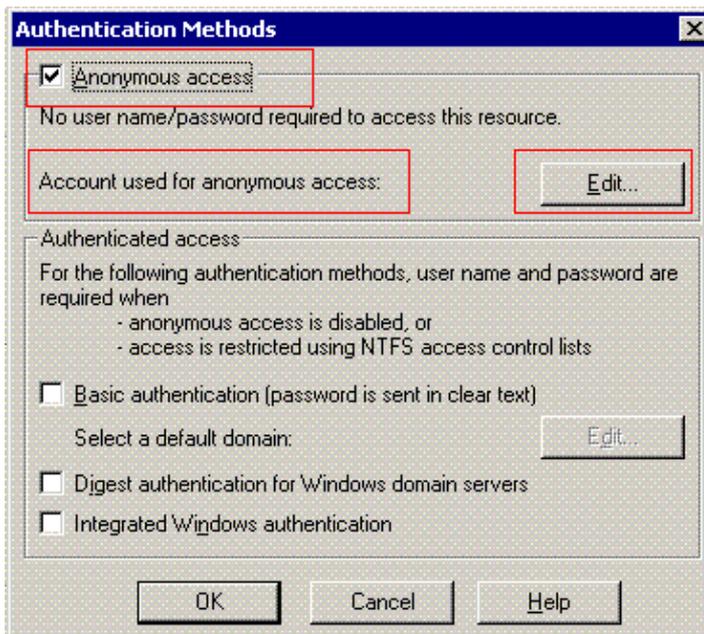
6. In the **Anonymous User Account** window, make sure that these options are set:

   ◆ The username is **CCMUser**.
   ◆ The **Allow IIS to control password** check box is **not** checked.

7. Run the **Admin utility** after–hours, and refresh the passwords of the cluster. The Admin utility is located at **c:\Program Files\cisco\bin**.
8. Restart the **IIS service** in the cluster from **Start** > **Programs** > **Administrative Tools** > **Services**, or run the **iisreset** command.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

Updated: Jan 04, 2008   Document ID: 100268