

CCM Error: The following error occurred while trying to load the requested page. Error No: -32

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Introduction

This document explains the workaround for these error messages:

The following error occurred while trying to load the requested page.
Error No: -32

Or

The following error occurred while trying to load the requested page.
Error No: -50

One of these error messages appears when user information (changing or adding device associations) is updated in Cisco Unified Communications Manager (CallManager).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unified Communications Manager (CallManager) 4.x.

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

When user information (changing or adding device associations) is updated in Cisco Unified Communications Manager (CallManager), one of these error messages appears:

```
The following error occurred while trying to load the requested page.  
Could not update user. 1  
Error No: -32
```

Or

```
The following error occurred while trying to load the requested page.  
Could not update user. 1  
Error No: -50
```

Solution

Usually, these error messages are related to the permissions on the account used for the AD integration. This user account needs full permissions to the Cisco container since that is where it stores the updates that you make from within the ccmadmin page. Verify the rights of the account used to run the AD Plugin (for **ciscoatUserProfile**, **ciscoatuserProfileString**, **ciscoatGUID**, and **CiscoOU**).

In order to resolve this issue, use ADSIEdit (which is usually installed on the DomainController):


1. On the AD server, open a command prompt.
2. Type **mmc**, and press **Enter**.
3. In MMC, choose **Console > Add/Remove Snapin**, and choose **Add**.
4. Scroll down, and choose **ADSI Edit**.
5. Click **ADD**, and then click **Close**.
6. Click **OK**.
7. Right-click **ADSI Edit**, and choose **Connect**.
8. Click **OK**.

Complete these steps in order to correct profiles that cannot be updated:

1. Find the user account that cannot be updated.
2. Right-click the user, and choose **Properties**.
3. Choose **Property View**, and scroll down to **ciscoUserProfile** and **ciscoUserProfileString**.
4. Remove any value for each view in order to disassociate the user from any Cisco profile.
5. Click **OK**.
6. Find the user in the Global Directory, and associate the user with a device.

Complete this procedure for each user that you are unable to update. You should now be able to associate again the users with the devices.

Related Information

- **Active Directory and Cisco CallManager Integration Troubleshooting Guide**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Troubleshooting Cisco IP Telephony** 
 - **Technical Support & Documentation – Cisco Systems**
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