

Failure to Synchronize Directory Services in Cisco Desktop Administrator – Reset Password

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Introduction

This document describes one reason why the Synchronizing Directory Services fails to run in the Cisco Desktop Administrator and provides a solution in the Cisco Unified Contact Center Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Cisco Response Solutions (CRS)
- Cisco CallManager
- Microsoft Registry Editor (**regedit32**)

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 3.x
- Cisco CRS version 3.1(3) SR2

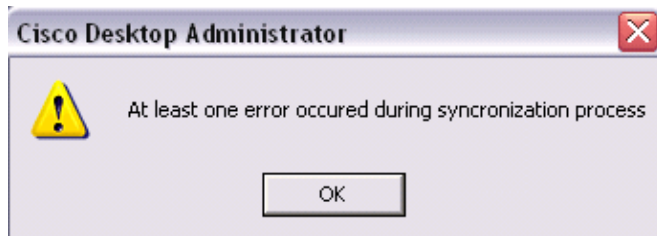
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

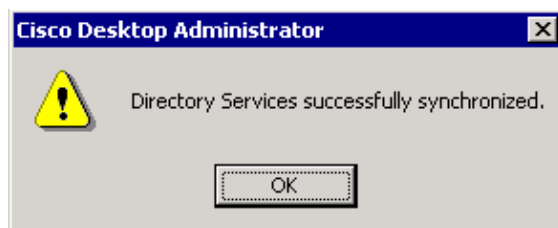
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When you run the Synchronize Directory Services on Cisco Desktop Administrator, the At least one error occurred during synchronization process. error message appears as shown in this image:



If Synchronize Directory Services runs successfully, the Directory Services successfully synchronized. error message should appear as shown in this image:



In the related *DirAccessSynSvrXXXX.log* file (where XXXX ranges between 0001 through 9999) located in the *C:\Program Files\Cisco\Desktop\Directory Services\log* directory, these messages are found:

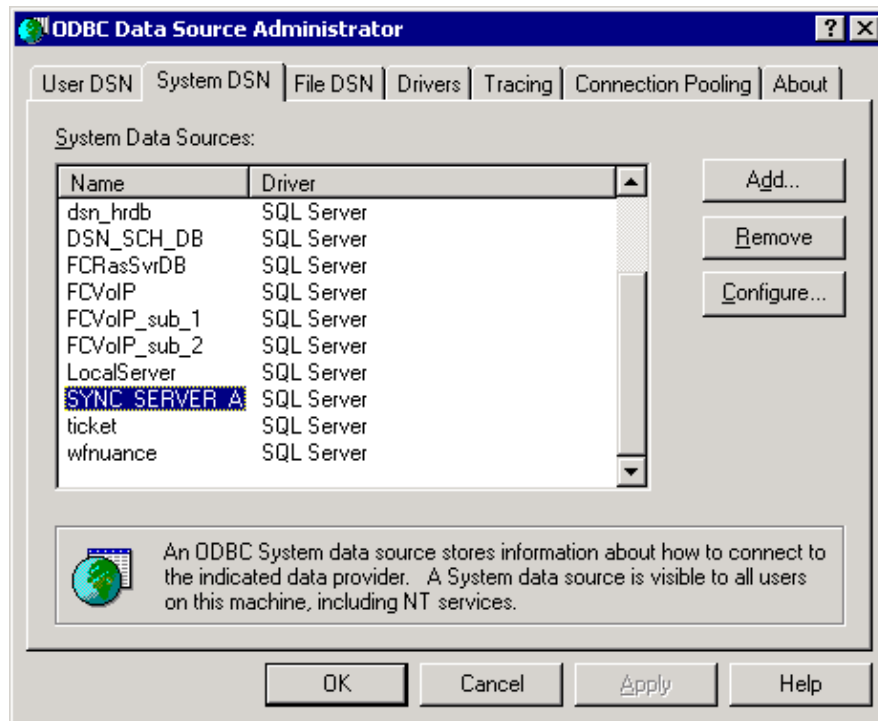
```
14:27:31 09/20/2004 INFO    DA0008  The program failed to connect to the ODBC client on the
PC - -1
14:27:59 09/20/2004 INFO    DA0008  The program failed to connect to the ODBC client on the
PC - -1
14:27:59 09/20/2004 MAJOR   DA0008  Could not connect, second try
14:27:59 09/20/2004 MAJOR   DA4533  Reset log failed
```

Troubleshoot

Complete these steps in order to troubleshoot this problem:

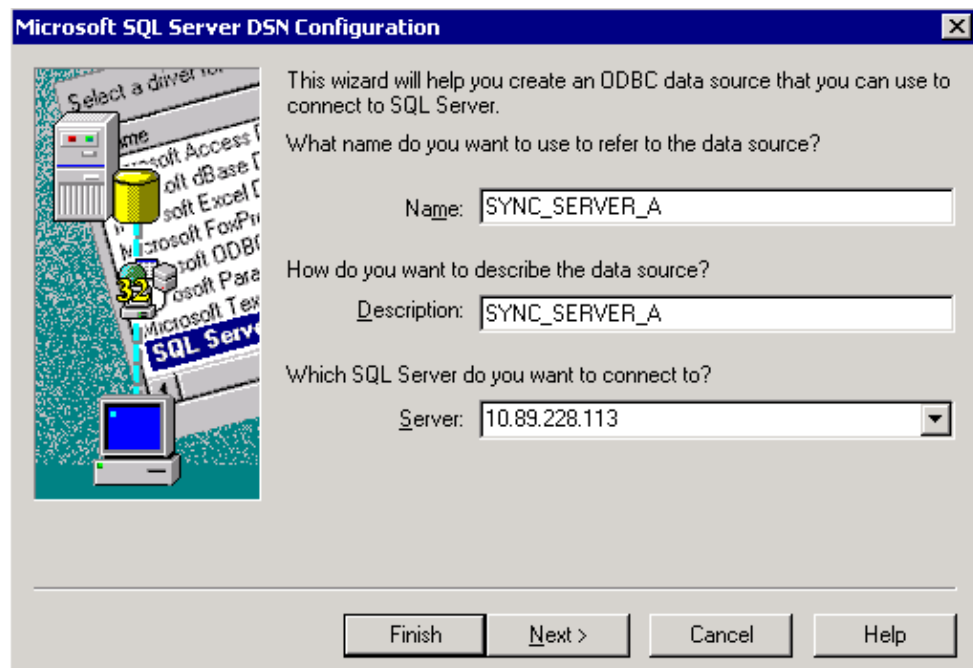
1. Verify the connection.
 - a. Choose **Start > Programs > Data Sources (ODBC)**.

The ODBC Data Source Administrator dialog box appears.



- b. Click the **System DSN** tab.
- c. Choose **SYNC_SERVER_A** in the System Data Sources list
- d. Click **Configure**.

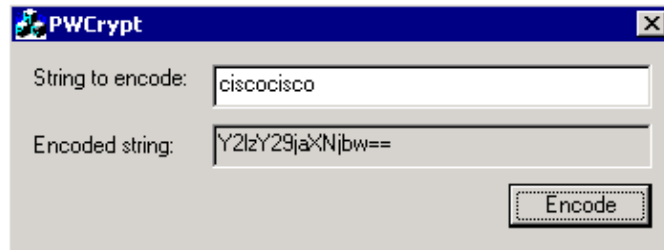
The Microsoft SQL Server DSN Configuration dialog box appears.



- e. Verify that the IP address for the SQL Server in the Server field is correct.
2. Complete these steps in order to use **pwcrpt.exe** (a password encryption tool) located in the *C:\Program Files\Desktop_Config\Util* directory:

- a. Double-click **pwcrpt.exe**.

The PWCrypt dialog box appears.

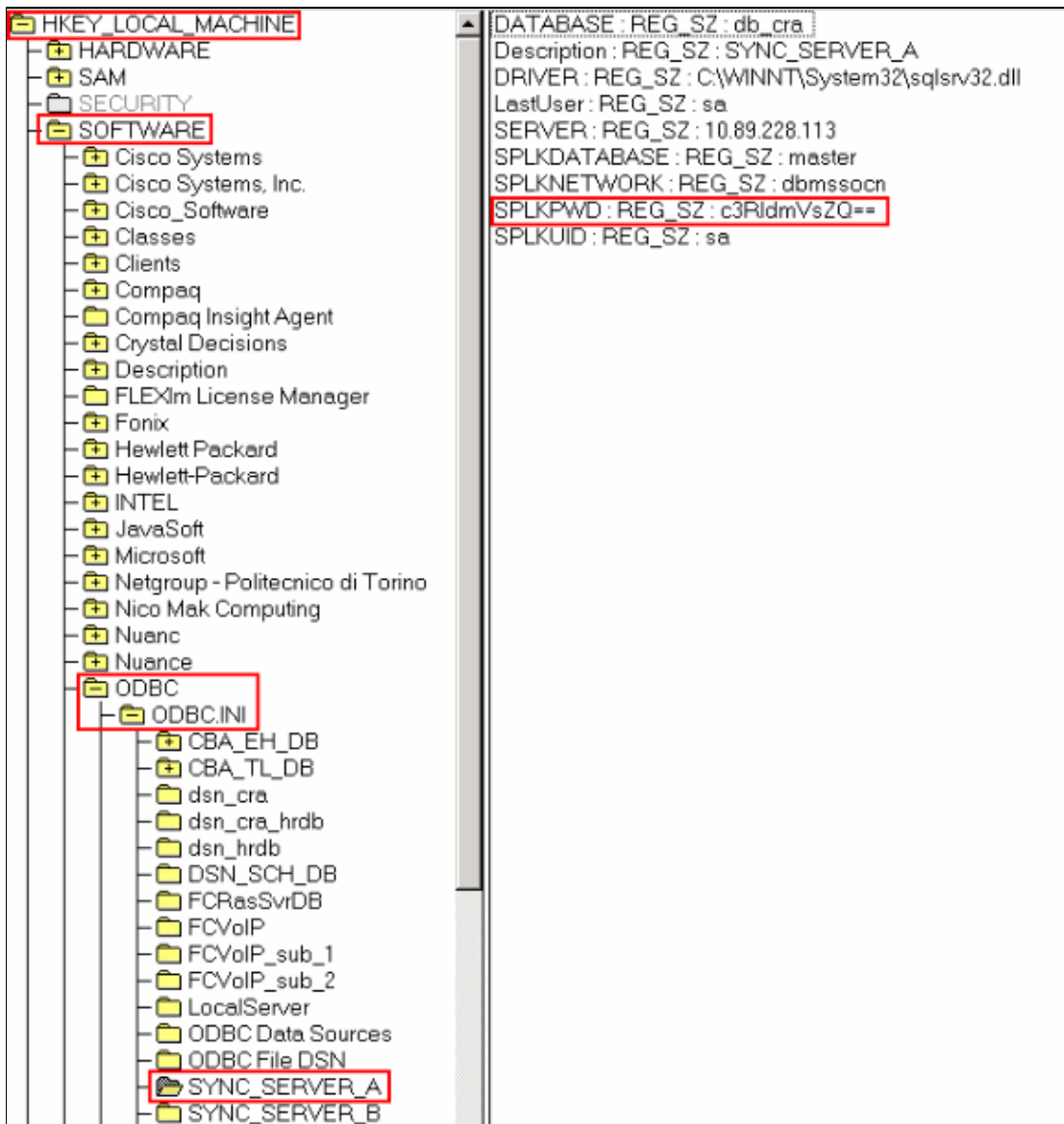


- b. Enter the password in the String to encode field.
- c. Click **Encode**.

An encoded string appears in the **encoded string** field.

3. Verify the encoded password in this registry key:

HKLM\SOFTWARE\ODBC\ODBC.INI\SYNC_SERVER_A\SPLKPWD



4. If the results from step 2 and 3 do not match, reset the password with these steps in order to resolve the issue:

- a. Reset the system administrator (sa) password for SQL Server.
- b. Run *PWCrypt.exe* with the new sa password.
- c. Replace the *SPLKPWD* registry value with the encoded string obtained in step 2.

This issue can also occur if the CCMService Password Phrase does not match between the Cisco CallManager server and the Cisco Unified Contact Center Express Server.

Note: When you install or upgrade Customer Response Solutions, you are prompted to enter an Account Password Phrase. Customer Response Solutions uses the string that you enter to create a unique, encrypted password for the Customer Response Solutions Administrator account and for the services that run under this account (CCMService). This password phrase must be the same on all Customer Response Solutions servers in the cluster. In order to change this password phrase after installation, use the Customer Response Solutions AdminUtility.

In order to synchronize the CCMService password phrase on both the servers, you need to use the *AdminUtility* on the Cisco CallManager server and the *Customer Response Solutions AdminUtility* on the Cisco Unified Contact Center Express server.

If the problem is still not resolved, restart the *Cisco Desktop Sync Server* service.

Note: If the CRS server has two NICs installed, the NIC for normal CRS traffic must be on the top of the TCP/IP bind order. The Directory Services Synchronization issue can also be due to an incorrect NIC binding order. In order to change the NIC binding order, refer to the *Background Information* section of CRA Engine Not Starting with Second NIC Installed.

Cisco Desktop Administrator Out of Synchronization

Problem

Desktop synchronization service fails with this error: `At least one error occurred during the sync process.` Cisco Agent Desktop Administrator is out of synchronization and is unable to create or add new agents.

You receive this error message when you try to manually synchronize the directory service from within Cisco Desktop Administrator:

```
CDAUI2082 At least one error has occurred during the manual
synchronization of directory services. Contact technical support
```

Solution

If a user ID is changed in either CUCM or Active Directory while still logged into Cisco Agent Desktop, the CRS engine must be restarted in order to clear any previous user ID out of memory. When you try to complete a manual directory sync, an error 2082 is thrown. The correct procedure is to update the user ID after the agent has logged out of Cisco Agent Desktop.

Complete these steps in order to resolve this issue:

1. Restart the Cisco Desktop Sync Service on each node if applicable. (This service affects only synchronization.) .

Notes:

- ◆ The Cisco Desktop Sync Service must be restart on UCCX Server on the Administration Page; for example: `http://uccxip/appadmin/`
 - ◆ Navigagate to **System > Control Center > Select the UCCX > Cisco Desktop Sync Service.**
2. Wait for about 15 minutes and try again to manually synchronize in Cisco Desktop Administrator.

- Once you restart the Sync Service on the UCCX and try to synchronize within Cisco Desktop Administrator, go to step 3 if the error persists .
- Restart the Engine service.

In order to restart the engine service, navigate to **System > Control Center > Select the UCCX > Cisco Unified CCX Engine**. (Cisco recommends the you restart the service after normal business hours.)

Note: This issue is documented in the Cisco Bug ID.

Problem

A newly added agent in the config manager does not shown up in Cisco Desktop Administrator, and the user cannot log in.

Solution

Complete these steps in order to resolve the issue:

- Cisco Sync service pulls agent information from Admin Workstation (AW) and populates it in Cisco Agent Desktop Lightweight Directory Access Protocol (LDAP). Ensure that the service, which the account pulls data from the AW, is running.
- Run the postinstall, and check the settings.

Note: Cisco recommends that you use SQL or NT authentication. Basically, the user needs access to the AW database.

- Turn on tracing on the Cisco Agent Desktop server:

```
LDAP Monitor Service :  
  
CAD 7.x and 8.x  
  
Configuration File LDAPMonSvr.cfg  
Default Location C:\Program Files\Cisco\Desktop\config  
General Issues Threshold=DEBUG  
  
Output Files LDAPMonSvr.log, LDAPMonSvr.dbg  
Default Location C:\Program Files\Cisco\Desktop\log  
  
LRM Server :  
Configuration File : LRMServer.cfg  
Output Files : LRMServer.log, LRMServer.dbg  
  
CAD 7.0(X) - 7.2(X)  
  
General Issues Threshold=DEBUG  
  
Sync Service :  
CAD 7.x and 8.x  
  
Configuration File DirAccessSynSvr.cfg  
Default Location C:\Program Files\Cisco\Desktop\config  
General Issues Threshold=DEBUG  
Output Files DirAccessSynSvr.log, DirAccessSynSvr.dbg  
  
Default Location C:\Program Files\Cisco\Desktop\log
```

On Cisco Desktop Administrator, navigate to *C:\Program Files\Cisco\Desktop\config*, edit the *administrator.cfg* file, and set **Threshold=DEBUG**. Launch the Cisco Desktop Administrator, do a

manual sync, and collect the above logs along with the *Administrator000X.dbg/log* file on Cisco Desktop Administrator machine

Note: On reviewing the logs, it was found that Desktop Sync service on both Cisco Agent Desktop servers that the side A was running using a domain account and side B was running using a local account.

In order to resolve the issue, change side B to use domain account and restart the desktop sync service on both the servers. After that sync, service should fine.

Related Information

- **Technical Support & Documentation – Cisco Systems**
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