

CallManager User Receives the kCtiProviderOpenFailure – CTI application failed to open provider Error Message

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Introduction

This document describes why the Cisco CallManager user receives the error message `Error: kCtiProviderOpenFailure - CTI application failed to open provider` after the Active Directory (AD) integration plug-in is installed on the Cisco CallManager server. This document also provides a resolution for this issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CallManager Attendant Console

Components Used

The information in this document is based on Cisco CallManager 3.3 and later.

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 AD integration plug-in is installed on the Cisco CallManager server, this error message appears in the event viewer:

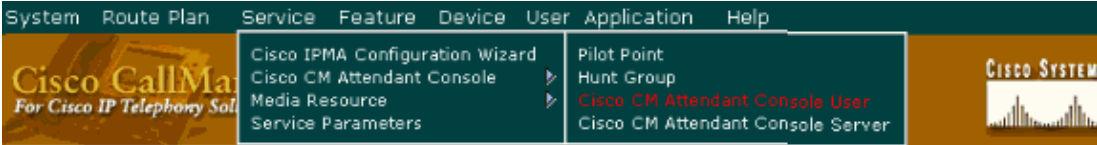
```
Error: kCtiProviderOpenFailure - CTI application failed to open provider
  CTIconnectionId: 1
  Login User Id: ac
  UNKNOWN_PARAMNAME:ReasonCode: 2362179680
  IPAddress: 10.20.2.1
  App ID: Cisco CTIManager
  Cluster ID: ZLDNCM01-Cluster
  Node ID: 10.20.2.1
  Explanation: Application is unable to open provider.
  Recommended Action: Check the reason code and correct the problem. Restart CTIManager
  if problem persists..
```

This error message occurs if you have a Computer Telephony Integration (CTI) application and **ac** user created, and it cannot authenticate or connect to the CTI. This indicates that the Telephony Call Dispatcher (TCD) service is not able to connect to the CTI because of a login failure. Either the user ID or password provided by TCD does not match the credentials in the directory.

Solution 1

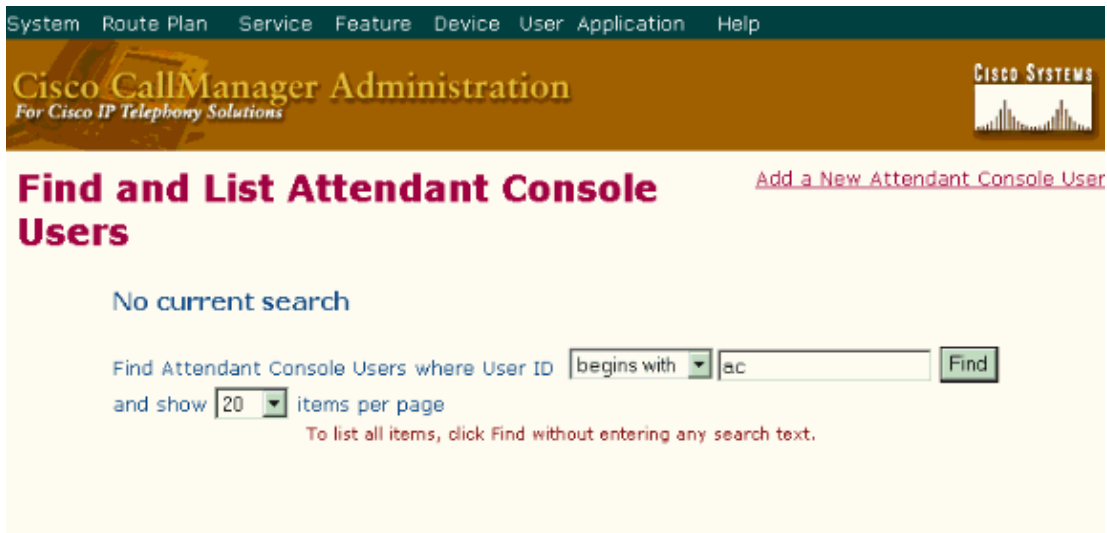
Complete these steps to resolve the issue:

1. Choose **Service > Cisco CM Attendant Console > Cisco CM Attendant Console User** in the Cisco CallManager Administration Window to check your AD to see if there is one user named **ac**.



The screenshot shows the Cisco CallManager Administration interface. The top navigation bar includes 'System', 'Route Plan', 'Service', 'Feature', 'Device', 'User', 'Application', and 'Help'. The 'Service' menu is expanded, showing 'Cisco IPMA Configuration Wizard', 'Cisco CM Attendant Console', 'Media Resource', and 'Service Parameters'. The 'Cisco CM Attendant Console' menu item is further expanded, showing 'Pilot Point', 'Hunt Group', 'Cisco CM Attendant Console User', and 'Cisco CM Attendant Console Server'. The 'Cisco CM Attendant Console User' option is highlighted in red. Below the navigation bar, there is a 'Cisco CallManager 4.1 Administration' section with a 'Details' button and a copyright notice: 'Copyright © 1999 - 2004 Cisco Systems, Inc. All rights reserved.'

2. Click **Find** after you specify the appropriate search text (if applicable) from the drop-down list.



3. If you find the user named ac, make sure that the password for this ac user is **12345**. If not, use the **aconfig.Bat** utility to reset the password.
4. Restart the CTI Manager and TCD services.

Refer to Activating the Cisco Telephony Call Dispatcher Service and Activating the CTI Manager Service for more information.

If you do not find the user named ac, create a user called **ac** with these values in the Global Directory:

- First Name **Attendant**
- Last Name **Console**
- User ID **ac**
- Password **12345**
- Pin **12345**
- **Enable CTI Application Use** Make sure that this is checked.
- **Call Park Retrieval Allowed** Make sure that this is checked.

Solution 2

Another common cause in this scenario is that the ac user or CTI Framework (CTIFW) is not configured with a valid password in the directory. Cisco WebAttendant utilizes a special user that is not visible from the Cisco CallManager Administration (cn=CTI Framework and mail=ctifw (Netscape) or SAMAccountName=ctifw (AD)) to authenticate with the Cisco CallManager. If you specify a user search attribute other than the default when you configure the plug-in, make sure that you set the value for the attribute for the CTIFW user to **ctifw**. If you specify **uid** as your user search attribute, edit the CTIFW user entry in your directory by setting it to **uid=ctifw**. If you use WebAttendant, refer to Integrating Cisco WebAttendant with the Corporate Directory Service.

Solution 3

If you receive the same error message with the reason code -1932787616, complete these steps in order to resolve the issue:

1. Reset the CCMSysUser password with CCMPWDChanger. In order to do this, refer to the procedure in Enabling Cisco IP Services After Directory Integration on the Publisher Database Server.
2. Restart the Cisco Call Back, Cisco IPMA, Cisco TFTP, Cisco TomCAT, Cisco CTI Manager, and Cisco CallManager Extension Mobility services on the server on which you installed the plugin, so the password change takes effect. In order to restart a service, choose **Start > Programs >**

Administrative Tools > Services. Choose a service in the list, right-click the service, and choose **Restart**.

3. Make sure that the CCMSysUser account is not locked out in Active Directory. If it is locked out, unlock the account in order to resolve the issue.


If the reason code for the error `kCtiProviderOpenFailure` is `-1932787613`, it is recommended that you check the replication with DBLHelper. Also check if servers still exist in the CallManager database even if they are removed from the cluster. If any entry of a removed server exists, you need to remove the entry to resolve the issue.

Solution 4

Perform these steps:

1. Login into a Cisco CallManager Server and bring up a Command Window; go to **Start > Run** and enter **cmd**.
2. In the command window, CD to `C:\Program Files\Cisco\CallManagerAttendant`.
3. Execute the command **notepad etc\ACServer.properties**.
4. Locate the `JTAPI_PASSWORD=` line.
5. Execute **bin\acenc.exe <new password>**. This generates an encrypted copy of `<new password>`.
6. Copy the output and place it after `JTAPI_PASSWORD=`.
7. Save it and exit from the notepad.
8. Restart the Cisco Telephony Call Dispatcher service.

Related Information

- [System Error Messages for Cisco Unified CallManager 4.1](#)
- [Cisco CallManager Attendant Console Configuration](#)
- [Cisco CallManager Attendant Console](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
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