Troubleshoot CAR Login Failures

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Contents

Introduction

This document describes how to resolve various error messages that appears when users try to log into the CDR Analysis and Reporting (CAR) tool.

Prerequisites

Requirements

Cisco recommends that you have knowledge of this topic:

- Cisco Unified Communications Manager (CallManager) 4.x

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.

Error: [LDAP Access Error. Contact System Administrator.]

The Cisco Unified Communications Manager (CallManager) is integrated with the Active Directory (AD). Users are unable to log into CAR, and the error message **[LDAP Access Error. Contact System Administrator.]** displays.

Solution

This error message is likely to appear when you use CAR 3.x or earlier versions. This error message indicates that the **c:\CiscoWeb\art\art.ini** entry still points to the old Lightweight Directory Access Protocol (LDAP) configuration information.

In order to overcome this error message, delete the ART database and reinstall the CAR plugin.

You can also try this method as an alternative:

On the publisher, choose the **C:\DCDSrvr** directory path. There is a file named **DirectoryConfiguration.ini**. This file contains the LDAP information. Because the Active Directory (AD) is used instead of the Data Connection (DC) Directory, the file contents can be empty or not updated with the correct directory access information. Try to populate the **DirectoryConfiguration.ini** file if the file is empty.

In an Active Directory integration environment, the file contents must appear as shown in this output:

```
[ldap]

ldapURL=ldap://10.30.1.30:389

dn=cn=Administrator, cn=Users, dc=unitydomain3,dc=cisco,dc=com

passwd=1c021e082d071d08

ciscoBase=ou=Cisco, dc=unitydomain3,dc=cisco,dc=com

dirType=ADS

dirAccess=false

useSSL=false
```

Make any necessary modifications if the file contents do not appear as shown.

Open **C:\dcdsrvr\Config\UMDirectoryConfiguration.ini**, and verify the `UseSSL=false`.

Restart IIS, WWW Publishing, Cisco Tomcat, and Cisco CAR services from Windows services.

This issue can also occur when the CallManager hard drive is full. If this is the case, a hard−disk cleanup takes care of the LDAP issue.

If these workarounds do not fix the problem, reinstall the AD plugin.

Error: DCD090000000: Cannot continue with log−on because Profile "Default Profile" has no Admin Node DN configured

Users are unable to log into CAR, and this error message appears:

```
DCD090000000:
Cannot continue with log-on because Profile "Default Profile" has no Admin Node DN
configured.
```

Solution

Perform these steps to resolve the issue:

1. Go to **Start** > **Programs** > **DC Directory Administrator**.
2. The first screen shows **Default Profile**. Click the **Change** button, and go to **Default Profile Properties**.
3. Fill out the information EXACTLY as follows:

```
Profile Name: Default Profile
Admin Node DN: /O=cisco.com
Current User DN: /O=cisco.com/CN=Directory Manager
Primary Login Server:
```
4. Click **Apply** > **Ok** > **Close**. Now, you can log into the DC Directory Administrator with user name "Directory Manager" and your DCD Password.

Error: The requested resource (/art/Logon.jsp) is not available

When you select **CDR Analysis and Reporting** from the Tools menu in Cisco CallManager, this error message appears:

```
HTTP Status 404 - /art/Logon.jsp
type Status report
message /art/Logon.jsp
description The requested resource (/art/Logon.jsp) is not available.
```

Solution

Perform these steps to resolve the issue:

1. Add **CCMServiceRW** to the administrative group and then check the security settings under **c:\dcdsvr\log**. If this user has only **Read** access, you need to assign **Write** capabilities to the user in order to resolve the issue.
2. Restart the Tomcat, IIS, and DC Directory services.

Error: The requested resource (/car/j_security_check) is not available

When you choose **CDR Analysis and Reporting** from the Tools menu in CUCM 7.x, this error message appears:

```
HTTP Status 404 - /car/j_security_check
type Status report
message /car/j_security_check
description The requested resource (/car/j_security_check) is not available.
```

Solution

In CUCM 7.x, perform these steps to log on to CAR:

1. Go to Cisco Unified Serviceability, and choose **Tools** > **CDR Analysis and Reporting**.
2. From the web browser, enter **https://x.x.x.x:8443/car**.
3. After the CAR logon window displays, enter **user ID** in the **User Name field**.
4. Enter your password in the **Password field**.
5. Click **Login**.

Related Information

- **Active Directory 2000 Plugin Installation for Cisco CallManager**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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