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When you sign into Cisco Unified Personal Communicator, and select Desk Phone from the Phone Mode menu, Cisco Unified Personal Communicator is able to authenticates CTIManager with the end users' credentials but the CTIManager authentication fails. The Server Health window in Cisco Unified Personal Communicator (select CUPC > Help > Show Server Health) confirms that the Desk Phone is 'Not Connected - Stopped'.

## What Caused it?

Typically, this failure happens if one or more of these conditions is true:

1. the end user is not in the "Standard CTI Enabled" group

The Cisco Unified Personal Communicator log confirms this:

```
Directory login failed - User not present in Standard CTI Users group
```

2. LDAP authentication fails

The Cisco Unified Personal Communicator log confirms this:

```
Directory login failed - timeout
```

## What Can You Do?

1. **The end user is not in the "Standard CTI Enabled" group**

Go to Cisco Unified Communications Manager Administration and select User Management > End User. Add the user to the Standard CTI Enabled group.

2. **LDAP authentication fails**

- Go to Cisco Unified Communications Manager Administration and select LDAP > LDAP Authentication
- Make sure that the configured server is the Global Catalog server.
- Make sure that the configured port is the Global Catalog port. The default port is 3268.
- Restart CTIManager service on Cisco Unified Communications Manager