

**Configure LDAP (Active Directory) for user authentication**

<b>Problem Summary</b>	Domain user cannot log in through LDAP server
<b>Error Message</b>	Invalid username or password. Please try again.
<b>Possible Cause</b>	The LDAP parameters are incorrect or incomplete
<b>Recommended Action</b>	<p>Sample parameters:</p> <p>Host Address for Active Directory Server: 192.168.1.2 port: 389 "Use SSL" is not checked Host Address for Redundant Active Directory Server: Manager Distinguished Name: CN=Administrator, CN=Users, DC=myCompany, DC=com Manager Password: &lt;password for user administrator&gt; User Search Base: CN=Users, DC=myCompany, DC=com Attribute for User ID: sAMAccountName</p> <p>Sample value 2 for Manager Distinguished Name: CN=user1,OU=icm8,OU=UCCE80,OU=Cisco_L Sample value 3 for Manager Distinguished Name: CN=testuser,OU=Employees,OU=Cisco Use</p> <p>Tip 1: The values of OU could be case sensitive. Tip 2: The max number of characters for Manager Distinguished Name field cannot exce</p> <p><b>Action Plan-1: Verify following in CUIC setup</b></p> <ol style="list-style-type: none"> <li>1. Verify the users credentials are correct in Active Directory</li> <li>2. Verify the user is logging in with the correct Domain pre-pended to their Active</li> <li>3. Verify that the Active Directory server configured in OAMP is the same one used b</li> </ol> <p><b>Action Plan-2: If Domain user is not able to login to CUIC yet, do the following:</b></p> <p>Step-1: In OAMP Active Directory configuration page, check if User Search Base has ' Step-2: If Step-1 doesn?t work, If user is not able to login still, modify to 'CN=Do Step-3: If Step-2 doesn?t work, change following Attribute for User ID = userPrincipalName User Search Base search base, modify to = CN=Domain Users And then try to login to CUIC with user id as testuser@bioscripinc.net (for this to</p> <p><b>If AD user is still not able to login</b></p> <ol style="list-style-type: none"> <li>1.Login to Active directory using 'Active Directory Explorer by Microsoft' or Soften</li> <li>2.Navigate to the AD account name</li> <li>3.Look for attribute distinguishedName, it would be something like "CN=UserName,DC=U</li> <li>4.Copy every thing from distinguishedName except CN=UserName to 'User Search Base' e</li> <li>5.Make 'User ID Attribute' to userPrincipleName and from LDAP browser findout the us</li> <li>6.If user is not able to login to CUIC, then problem might be with Active directory</li> </ol> <p>Make 'User ID Attribute' to samAccountName and from LDAP browser find out the samAcc Use the same thing to login to CUIC, login name would be like 'company\testuser'</p>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS#/ Similar SRs</b>	614786193,615387559,614830251, cdets-defectid:CSCth62535