

Configure LDAP (Active Directory) for user authentication

Problem Summary	Domain user cannot log in through LDAP server
Error Message	Invalid username or password. Please try again.
Possible Cause	The LDAP parameters are incorrect or incomplete
Recommended Action	<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: <password for user administrator> 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>Action Plan-1: Verify following in CUIC setup</p> <ol style="list-style-type: none"> 1. Verify the users credentials are correct in Active Directory 2. Verify the user is logging in with the correct Domain pre-pended to their Active 3. Verify that the Active Directory server configured in OAMP is the same one used b <p>Action Plan-2: If Domain user is not able to login to CUIC yet, do the following:</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>If AD user is still not able to login</p> <ol style="list-style-type: none"> 1.Login to Active directory using 'Active Directory Explorer by Microsoft' or Soften 2.Navigate to the AD account name 3.Look for attribute distinguishedName, it would be something like "CN=UserName,DC=U 4.Copy every thing from distinguishedName except CN=UserName to 'User Search Base' e 5.Make 'User ID Attribute' to userPrincipleName and from LDAP browser findout the us 6.If user is not able to login to CUIC, then problem might be with Active directory <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>
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