

Verifying Username and Password Specification for Cisco IP SoftPhone Client Configuration

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Introduction

One of the more common symptoms mentioned with Cisco IP SoftPhone installation problems is "no lines appearing". This problem is normally attributable to a username/password mismatch. This document will clarify what username and password need to be used when configuring Cisco IP SoftPhone on a client PC.

When configuring the client Cisco IP SoftPhone, you are asked to specify a username and password. The required username is that which has been previously configured in Cisco CallManager for the particular Cisco IP SoftPhone user. If the username on the IP Cisco SoftPhone client does not correspond to a SoftPhone userid in Cisco CallManager, the client will not get any line appearances.

Note: The username and password applied to the Cisco IP SoftPhone installation on the client systems are not required to be the administrator account and password for the Cisco CallManager System.

Prerequisites

Requirements

Readers of this document should be knowledgeable of the following:

- Cisco CallManager Administration
- Windows 2000 Terminal Services

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco CallManager version 3.0, 3.1 and 3.2
- Cisco CallManager 3.1 requires Cisco IP SoftPhone Version 1.2 or later
- Windows 95, Windows 98, Windows NT 4.0 (SP4 or greater), or Windows 2000

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live

network, ensure that you understand the potential impact of any command before using it.

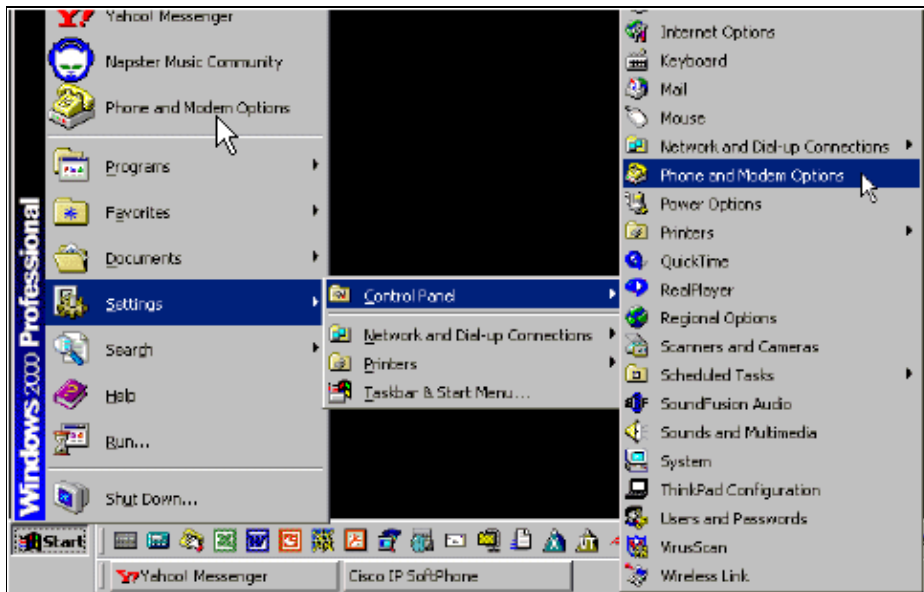
Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

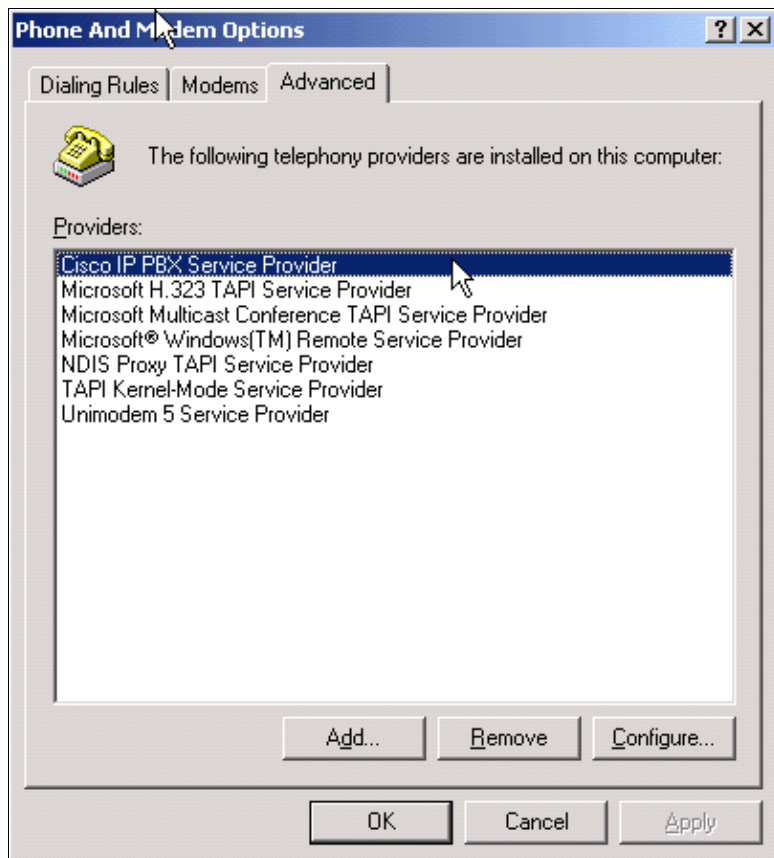
Specifiying Username and Password for SoftPhone 1.2

Perform these instructions:

1. From the Windows Control Panel (**Start > Settings > Control Panel**), open the **Telephony** applet (Windows 95/98/NT) or **Phone and Modem Options** applet (Windows 2000).



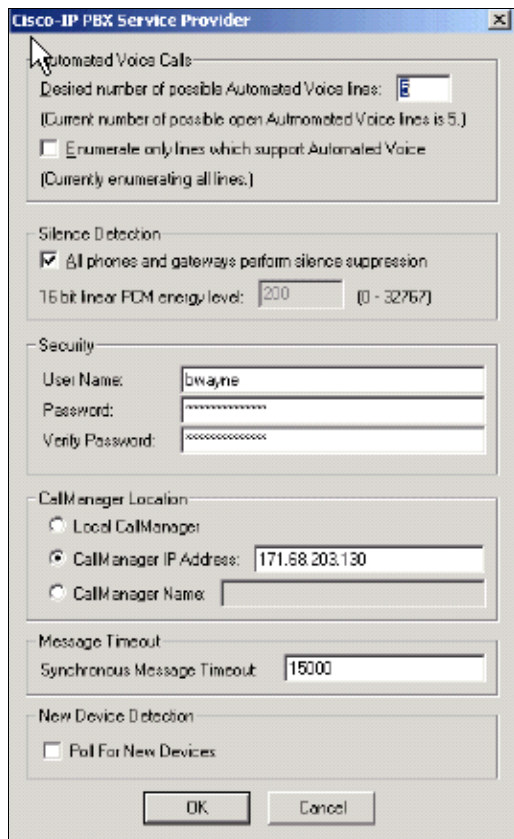
2. Click the **Telephony Drivers** tab (Windows 95/98/NT) or **Advanced** tab (Windows 2000). Select **Cisco IP PBX Service Provider**, then click **Configure**.



3. In the Security box there is a User Name field. This field needs to be the specific Cisco CallManager userid and password. Verify the username and reset the password if required.

Note: If you reset the password you will have to reset it in CallManager for this user as well.

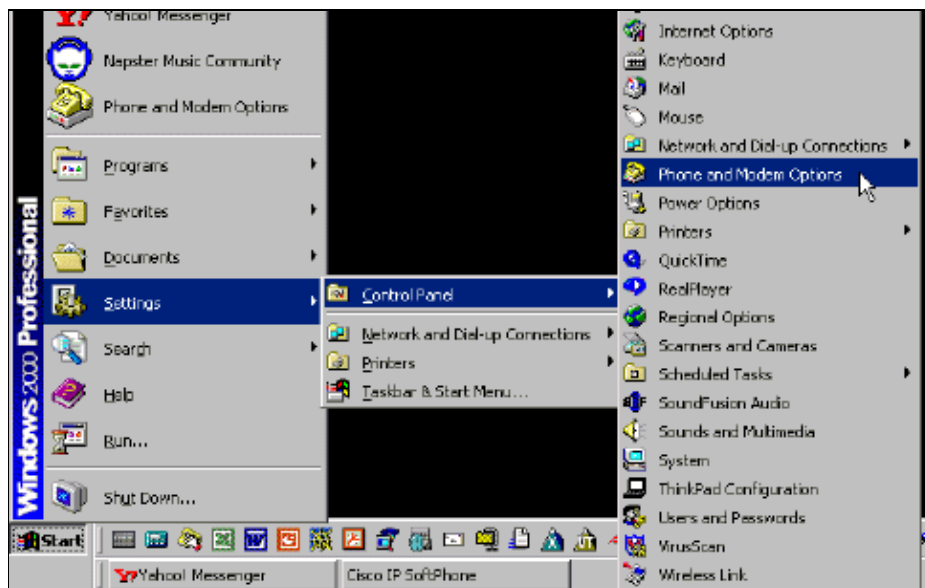
Click **Ok**.



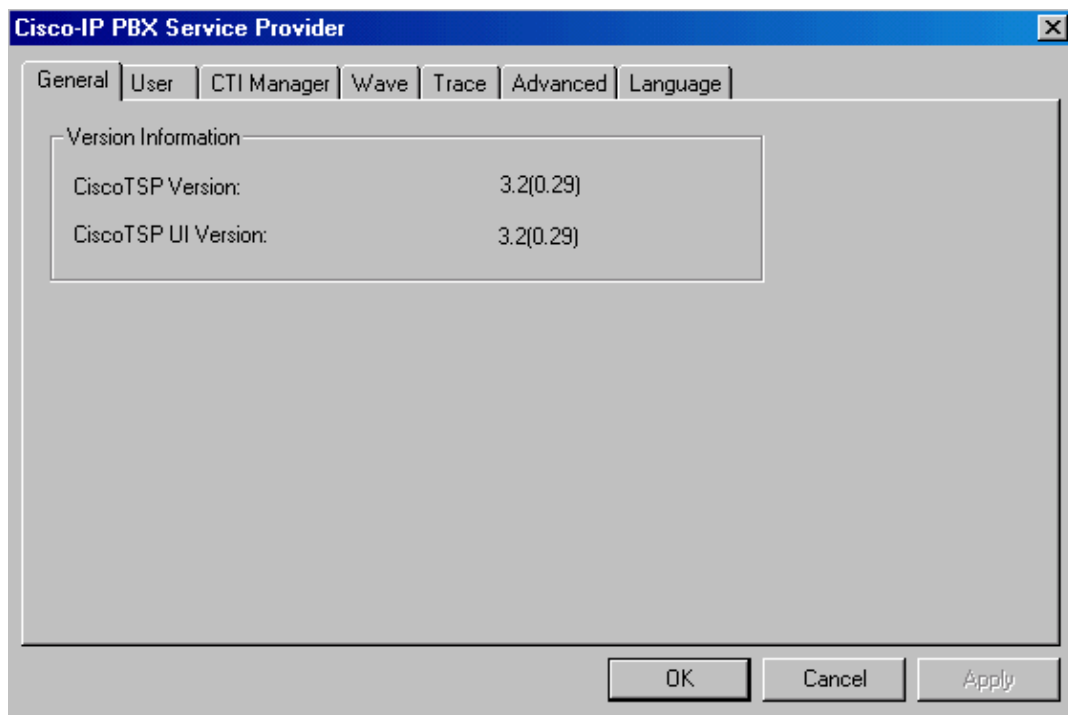
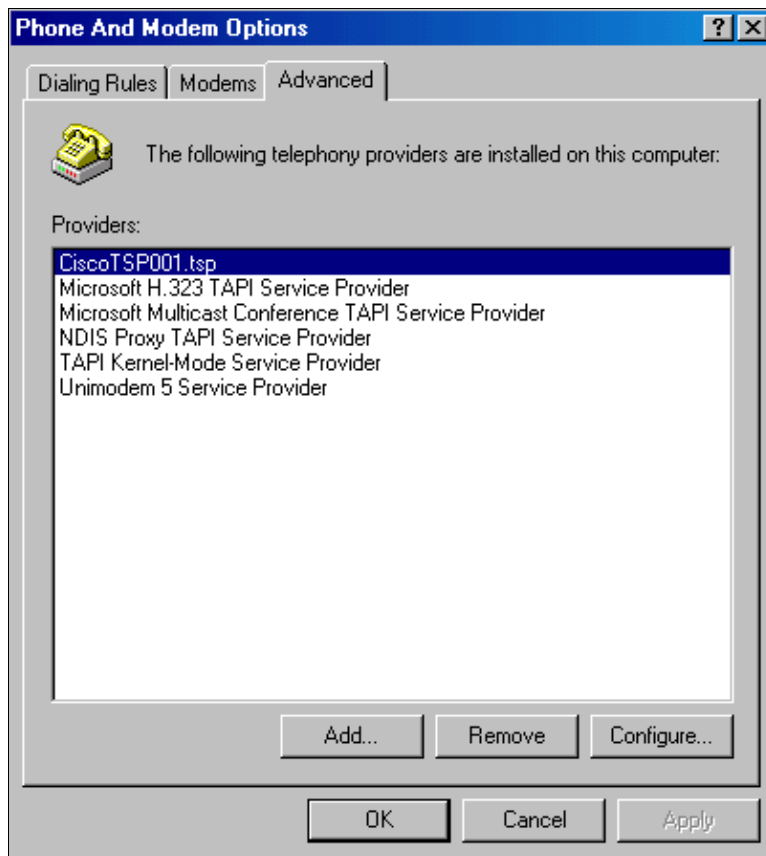
Specifying Username and Password for SoftPhone 1.3

Perform these instructions:

1. From the Windows Control Panel (**Start > Settings > Control Panel**), open the **Telephony** applet (Windows 95/98/NT) or **Phone and Modem Options** applet (Windows 2000).



2. Click the **Telephony Drivers** tab (Windows 95/98/NT) or **Advanced** tab (Windows 2000) and click **OK**. Select **CiscoTSP00X.tsp** in the selection box and click **Configure**.



3. In the User tab there is a User Name field. This field needs to be the specific Cisco CallManager userid and password. Verify the username and reset the password if required.

Note: If you reset the password you will have to reset it in CallManager for this user as well.

Click **OK**.

The image shows a window titled "Cisco-IP PBX Service Provider". It has several tabs: "General", "User", "CTI Manager", "Wave", "Trace", "Advanced", and "Language". The "User" tab is selected. Inside the "User" tab, there is a "Security" section with three input fields: "User Name:" containing "rwright", "Password:" containing "xxxxxxxxxx", and "Verify Password:" containing "xxxxxxxxxx". At the bottom of the window are three buttons: "OK", "Cancel", and "Apply".

Verifying the User Name and Password in CallManager

To verify what the userid and password are for a specific user, try logging in on the Cisco CallManager with the account information at <http://<insert server's IP address here>/ccmuser/>. If that works, go to Cisco IP SoftPhone Troubleshooting. Otherwise, there might be a problem with the account information. Log onto the Cisco CallManager Administration page. Go to <http://<insert server's IP address here>/ccmadmin/>.

1. Go to **User > Global Directory**.



That should bring up the following window. If the error 'Cannot Create User Object' appears instead, the user database is very likely corrupt. To help fix the DC directory, refer to Fixing Problems with DC Directory.

The screenshot shows the Cisco CallManager Administration web interface. At the top is a navigation bar with links: System, Route Plan, Service, Feature, Device, User, Application, and Help. Below this is a header banner with the text "Cisco CallManager Administration" and "For Cisco IP Telephony Solutions", along with the Cisco Systems logo. The main content area is titled "User Search" in large red font. Below the title, it says "Status: Beginning a new search". There are two links: "Add a New User" and "Advanced Search". A search box is labeled "User Search" and contains a text input field. To the right of the input field are "Search" and "Clear" buttons. A mouse cursor is pointing at the input field.

2. Search for the user that will be using the Cisco IP SoftPhone, by entering his or her userid, then click **Search**.

This screenshot shows the same "User Search" page as the previous one, but with the text "bwayne" entered into the search input field. The "Search" and "Clear" buttons remain visible to the right of the input field.

Note: The userID is the third field on the Update User Information page. The password is the fourth and fifth field. This user will have the cti port associated with it for Cisco IP SoftPhone.

3. Verify that this is the same user ID that was used in the PC's IP SoftPhone TSP configuration. If the user ID is not exactly the same, it is easier to change the name used in the PC's IP SoftPhone TSP configuration to the name used in CallManager because you cannot change the user name in CallManager. In CallManager you have to delete the user account and recreate it.

Note: If the username on the Cisco IP SoftPhone client is not correct, you will not get any line appearances when you run Cisco IP SoftPhone.

Reset the password if required. Click **Update**.

If you have synchronized the user ID and password in CallManager and the PC's IP SoftPhone TSP configuration the user should be able to see line appearances when he or she starts SoftPhone on the PC.

Related Information

- **Cisco IP Phone 7960G and 7940G Series Documentation**
- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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