

Active Directory Authorization - Unable to log into any applications

PROBLEM

After installing MiCC and configuring it to use Windows Authentication (AD Auth), you are unable to log into any of the MiCC applications.

SYMPTOMS

The application login screen indicates: *Configuration manager Service Unavailable. Please verify your server address.*

Below the login prompt you see the checkbox for *Remember my credentials*, which is normally not visible when using AD Auth.

CAUSE

In some cases Proxies have caused errors with communication due to differing versions of HTML code being used.

RESOLUTION

First, try adding a compatibility configuration setting into the MiCC Config service.

1. Go to **[InstallDir]MiContact Center\Services\ConfigService**.
2. Open the **ConfigService.exe.config** file in an editor such as Notepad.
3. At the bottom of the file, insert the following just above `</configuration>`:

```
<system.net>  
  <settings>  
    <servicePointManager expect100Continue="false" />  
  </settings>  
</system.net>
```

4. Save the file.
5. Restart the **MiContact Center Configuration Manager** service.

If this does not resolve the issue, you may need to reconfigure such that the MiCC server does not send data through the proxy.

APPLIES TO

MiCC Version 8.0 and newer

Keywords: AD auth windows authentication log in login application applications error

Last Modified By: AndrewM, Friday, December 11, 2015
<http://micc.mitel.com/kb/KnowledgebaseArticle52394.aspx>

Tuesday, August 09, 2022