Fixing Issues with Corporate Directory Lookup from the Cisco IP Phone

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Introduction

If you are unable to access the Corporate Directory from your Cisco IP phone, you could have problems with the Corporate Directory URL. The URL could have an incorrect Cisco CallManager name IP address and your IP phones cannot resolve it.

This document describes how to resolve most issues with Corporate Directory. Follow all the directions in this document in order. If you continue to have issues, contact Cisco Technical Support.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager versions 3.x and 4.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

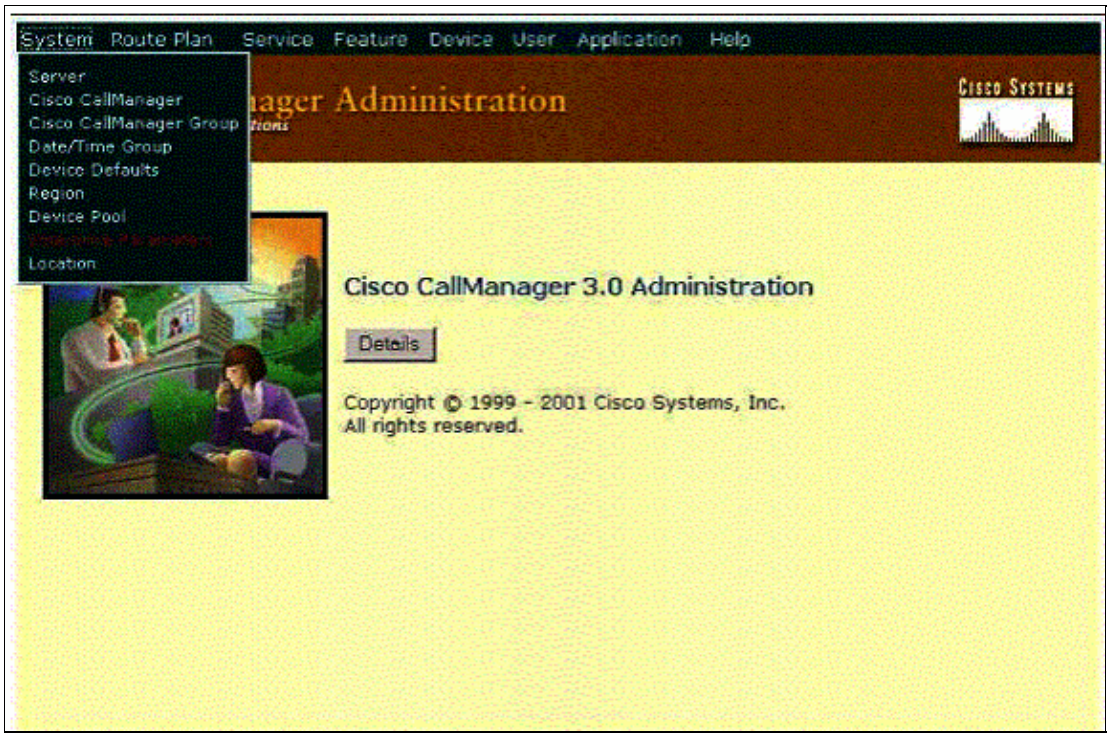
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Fix Corporate Directory Issues in Cisco CallManager 3.x

Change the URL Directory Value in Cisco CallManager 3.x

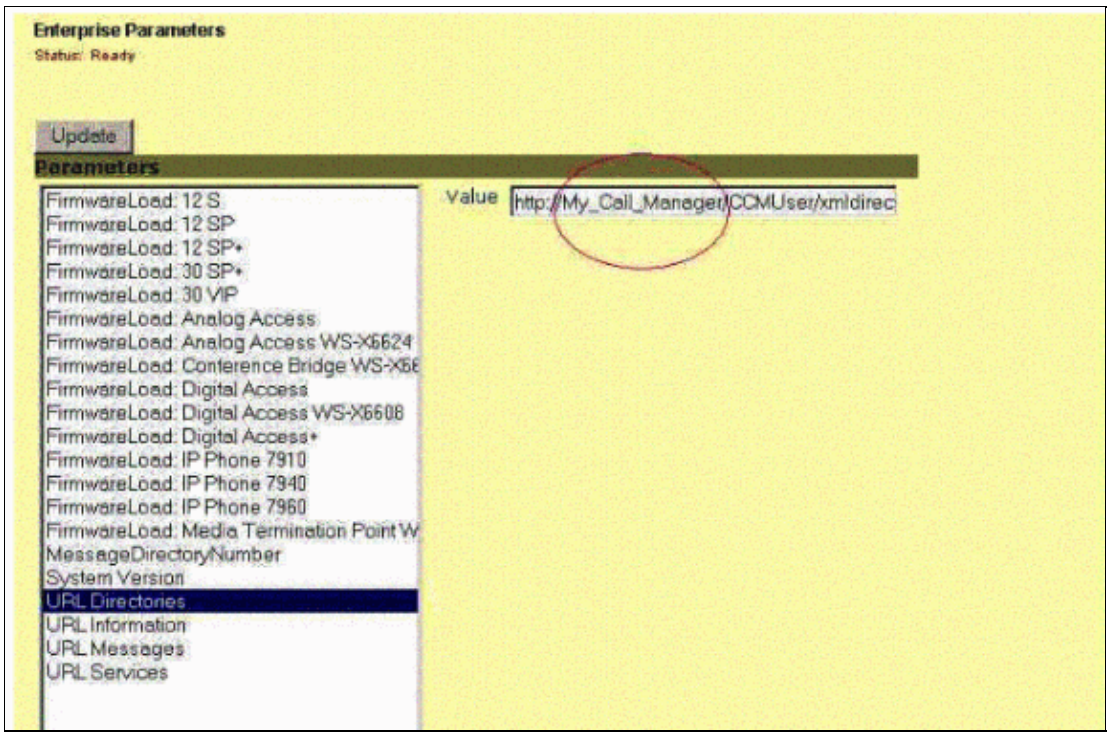
Complete these steps to change your Corporate Directory URL in Cisco CallManager 3.x. This URL is the same URL that your IP phones need to access the Corporate Directory.

1. Access your Cisco CallManager Administration Menu and select **System** > **Enterprise Parameters**.



2. Select **URL Directories** and check the **Value** field.

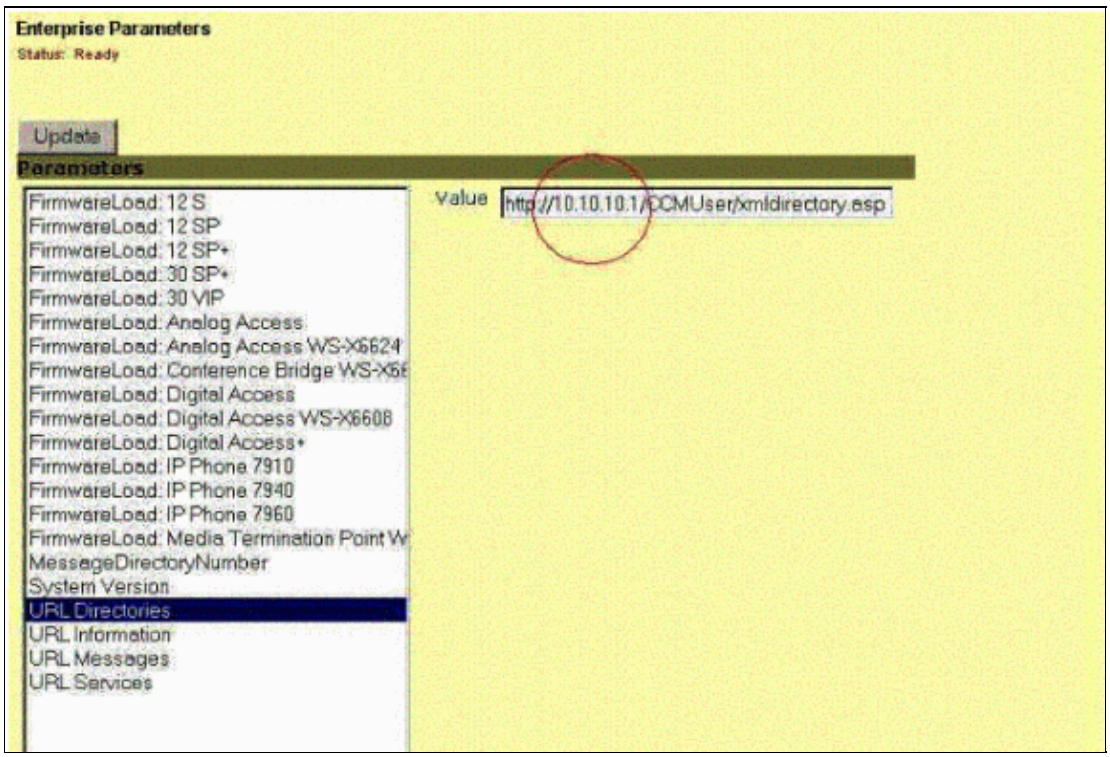
   If this field contains your Cisco CallManager name, change it to your Cisco CallManager IP address. If this field contains an IP address, make sure that it is the same as your Cisco CallManager IP address.



Note: Change *only* the name of your Cisco CallManager to your Cisco CallManager IP address. The path must be the same.

3. Click **Update** after you make these changes.

   The new URL value now has your Cisco CallManager IP address.



   In this example, the Cisco CallManager name *My_Call_Manager* is changed to its IP address of **10.10.10.1**.

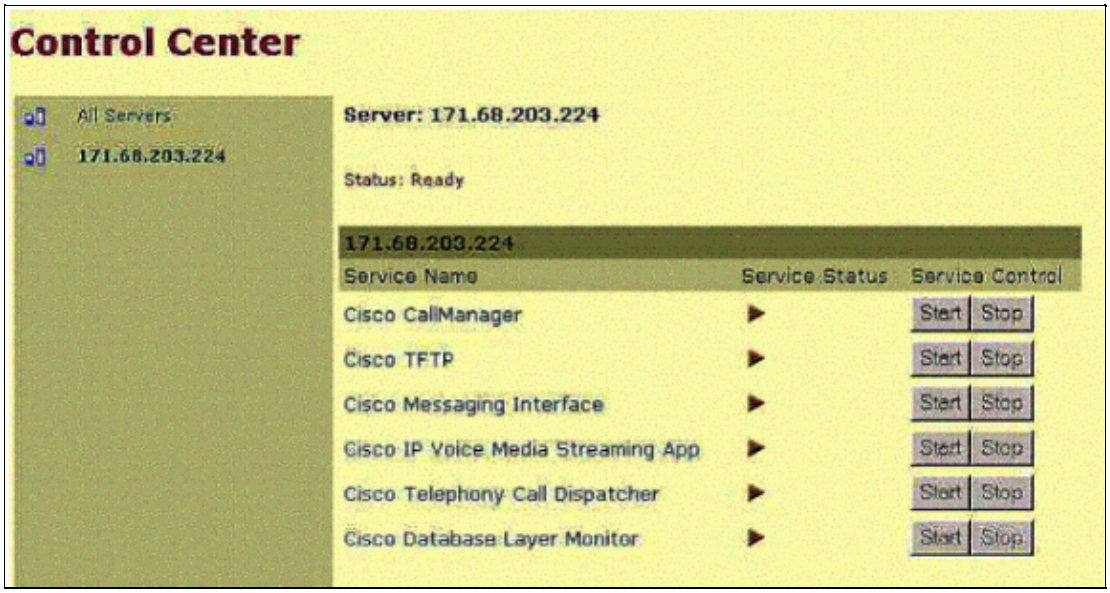
4. Reset the TFTP server and IP phones after you change the URL Directories value.

The IP phones request their TFTP information from the TFTP server. The new URL is delivered to the phone at boot time via TFTP.

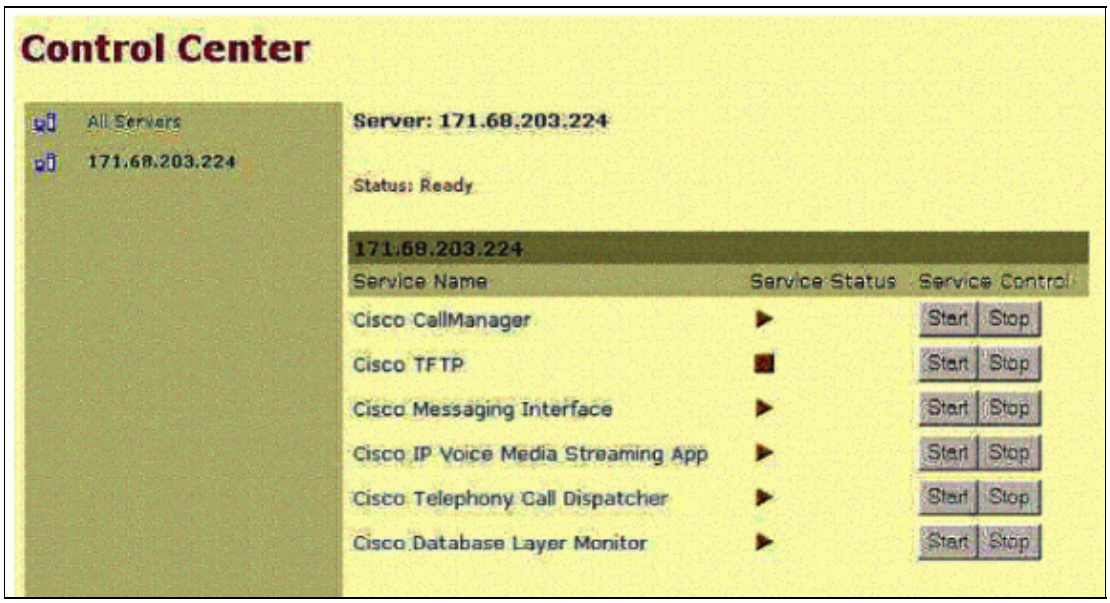
Reset the TFTP Server

Complete these steps to reset your TFTP server in Cisco CallManager 3.x.

1. Select **Service** > **Control Center** in your Cisco CallManager Administration menu. When you see either your Cisco CallManager name or IP address, click on it.



2. Click **Stop** next to Cisco TFTP. A square icon displays.



3. Click **Start** next to Cisco TFTP.

   A triangle icon displays that indicates the service is running.

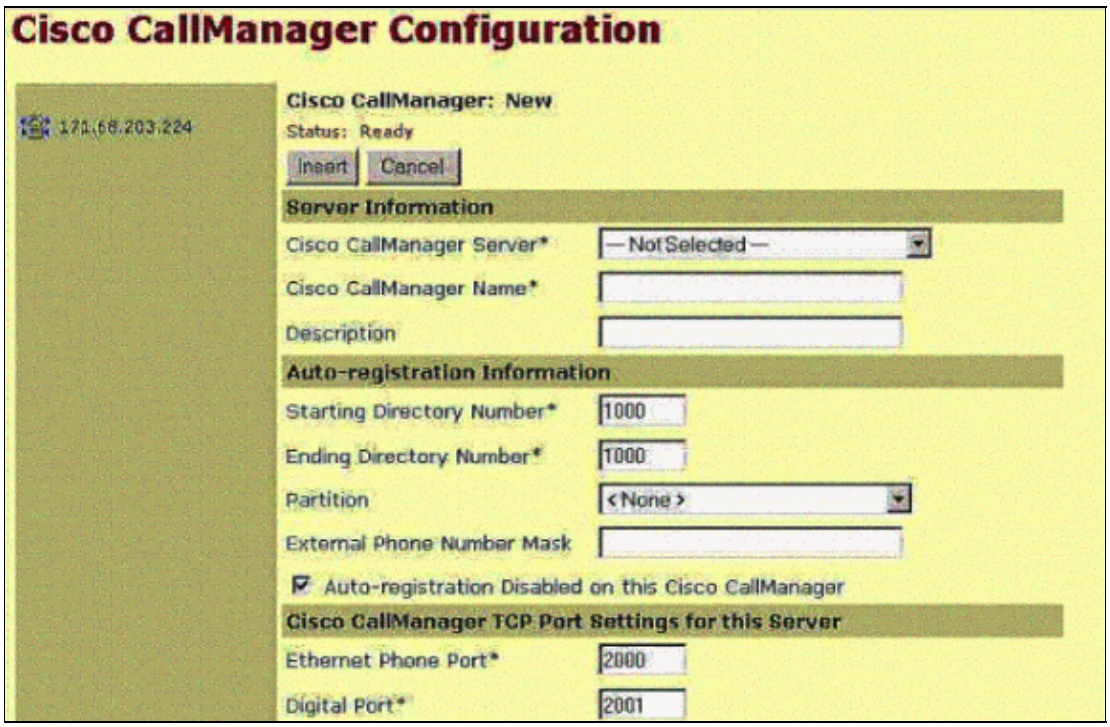
   Note: If you have more than one Cisco CallManager, follow steps 1 through 3 on every Cisco CallManager.

Reset Your IP Phones

Once you have reset the TFTP server in all Cisco CallManager servers, reset your IP phones. You can reset your IP phones one−by−one or through your Cisco CallManager Administration.

Caution: If you reset all your IP phones through your Cisco CallManager, all your live phone calls are dropped. Perform this activity while the system is not in production.

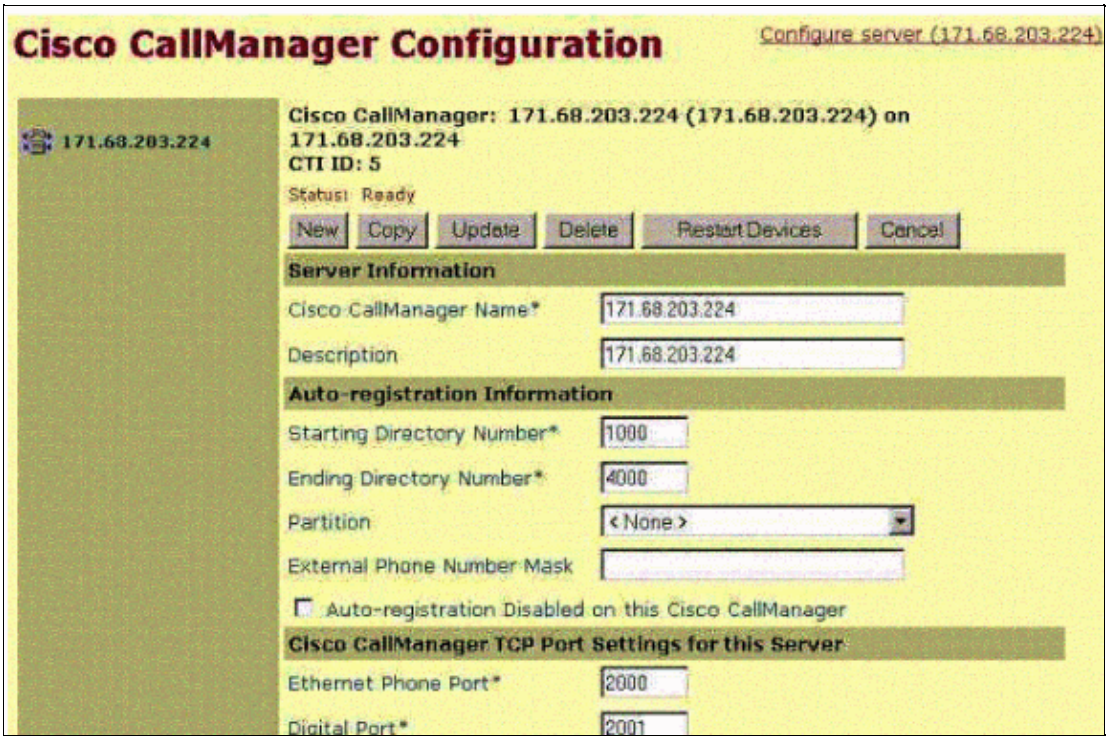
1. Select **System** > **Cisco CallManager** and choose either your Cisco CallManager Server name or IP address.



2. Click **Restart Devices**.

Note: If you have more than one Cisco CallManager, follow steps 1 through 2 on every Cisco CallManager.

Once this is completed in all Cisco CallManager servers, access the Corporate Directory from any IP phone.

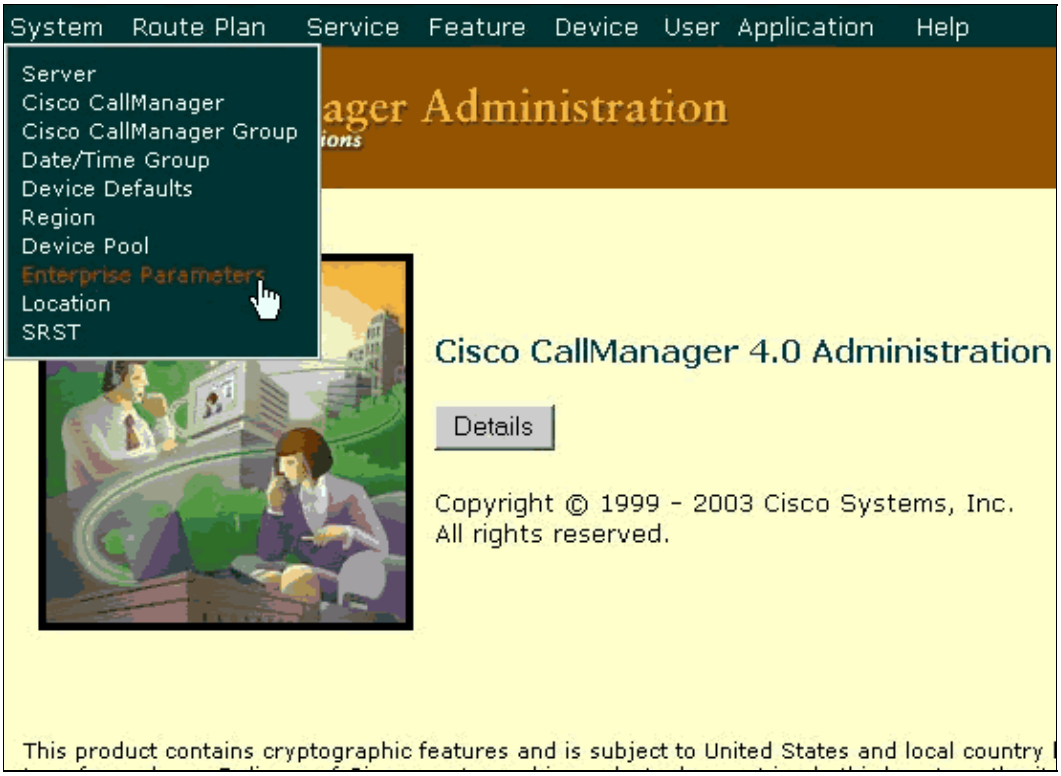


Fix Corporate Directory Issues in Cisco CallManager 4.x

Change the URL Directory Value in Cisco CallManager 4.x

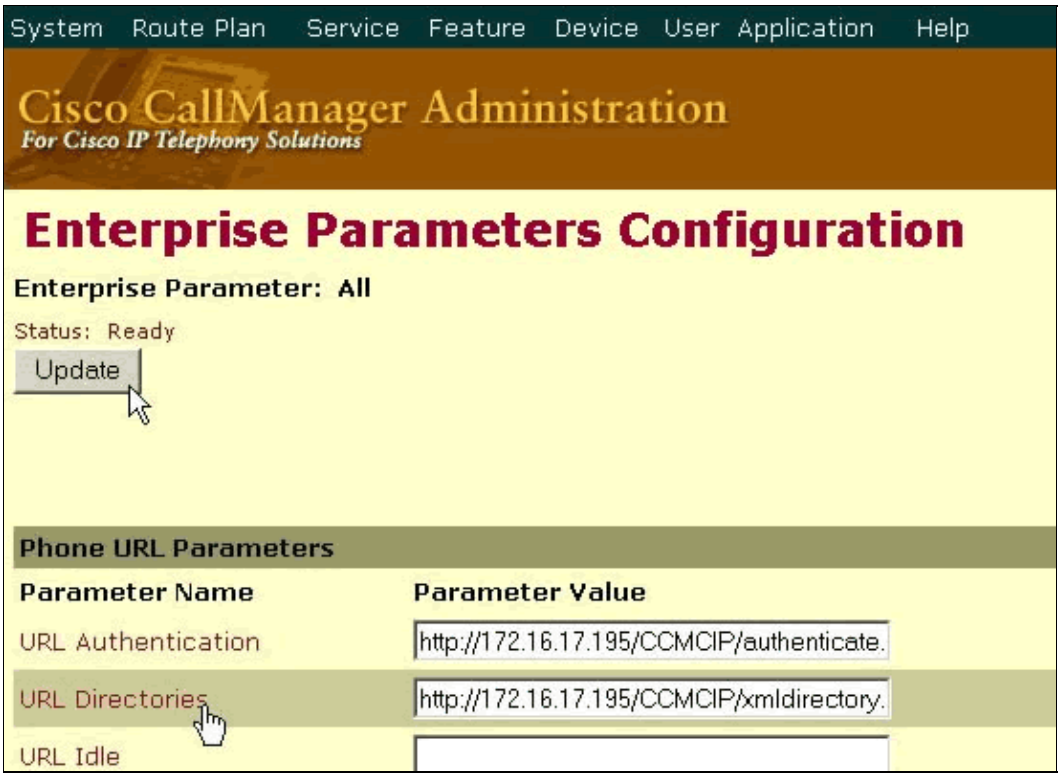
Complete these steps to change your Corporate Directory URL in Cisco CallManager 4.x. This URL is the same URL that your IP phones need to access the Corporate Directory.

1. Access your Cisco CallManager Administration Menu and select **System** > **Enterprise Parameters**.



2. Scroll down to URL Directories and check the value in this field.

   If this field contains your Cisco CallManager name, change it to your Cisco CallManager IP address. If this field contains an IP address, make sure that it is the same as your Cisco CallManager IP address. Click **Update** after you make these changes.



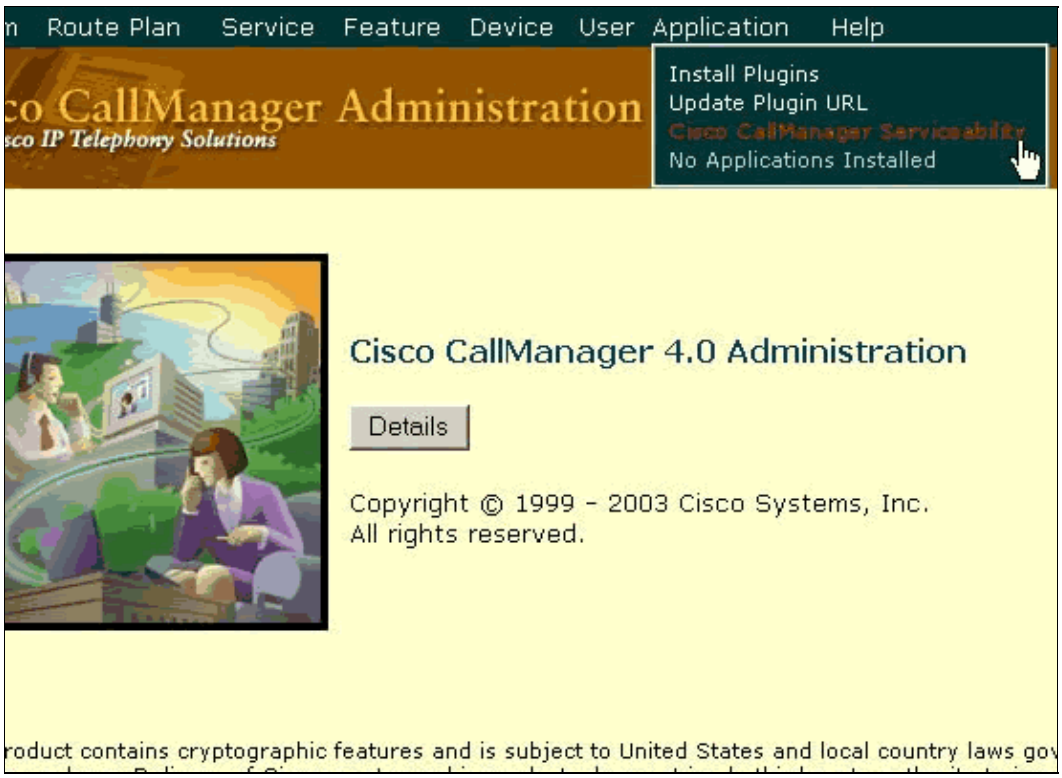
3. Reset the TFTP server and IP phones after you change the URL Directories value.

   The IP phones request their TFTP information from the TFTP server. The new URL is delivered to the phone at boot time via TFTP.

Reset the TFTP Server

Complete these steps to reset your TFTP server in Cisco CallManager 4.x.

1. Select **Application** > **Cisco CallManager Serviceability** in your Cisco CallManager Administration menu.



2. Select **Tools** > **Control Center** in your Cisco CallManager Serviceability menu.

3. When you see either your Cisco CallManager name or IP address, click on it.

4. Select **Cisco TFTP** and click **Stop**.

5. Once you stop the Cisco TFTP service, you see a square icon next to it.

   While Cisco TFTP is selected, click **Start** to start the Cisco TFTP service. The square icon changes into a triangle icon. This indicates the service is running.

Note: If you have more than one Cisco CallManager, follow steps 1 through 5 on every Cisco CallManager.

Reset IIS Service

Once you have reset the TFTP server in all Cisco CallManager servers, you must also reset your IIS Service.

Note: Because other services are affected when you restart the IIS Services, you should complete this procedure during a maintainence window or low production hours.

Complete these steps in order to restart your IIS Services in Cisco CallManager 4.x:

1. Choose **Start > Programs > Administrative tools > Services** in order to restart the IIS Services.
2. Right−click **IIS Admin Service** from the Services list, and choose **Restart** option.

   World Wide Publishing Services also restarts when you restart the IIS Service.

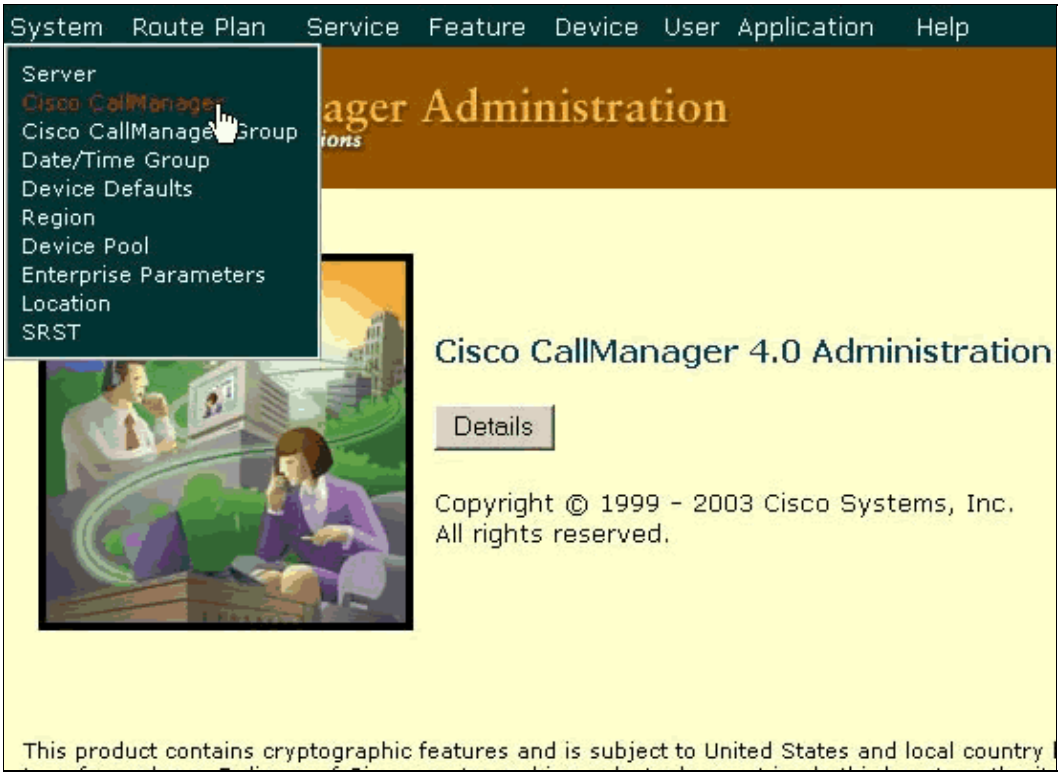
   Note: The **World Wide Publishing Services** might not restart after this procedure. Therefore, you must manually restart these services.

Reset Your IP Phones

Once you reset the TFTP server and IIS Services in all Cisco CallManager servers, you need to reset your IP phones. You can reset your IP phones one−by−one or through your Cisco CallManager Administration.

Caution: If you reset all your IP phones through your Cisco CallManager, all your live phone calls are dropped. Make sure to perform this activity while the system is not in production.

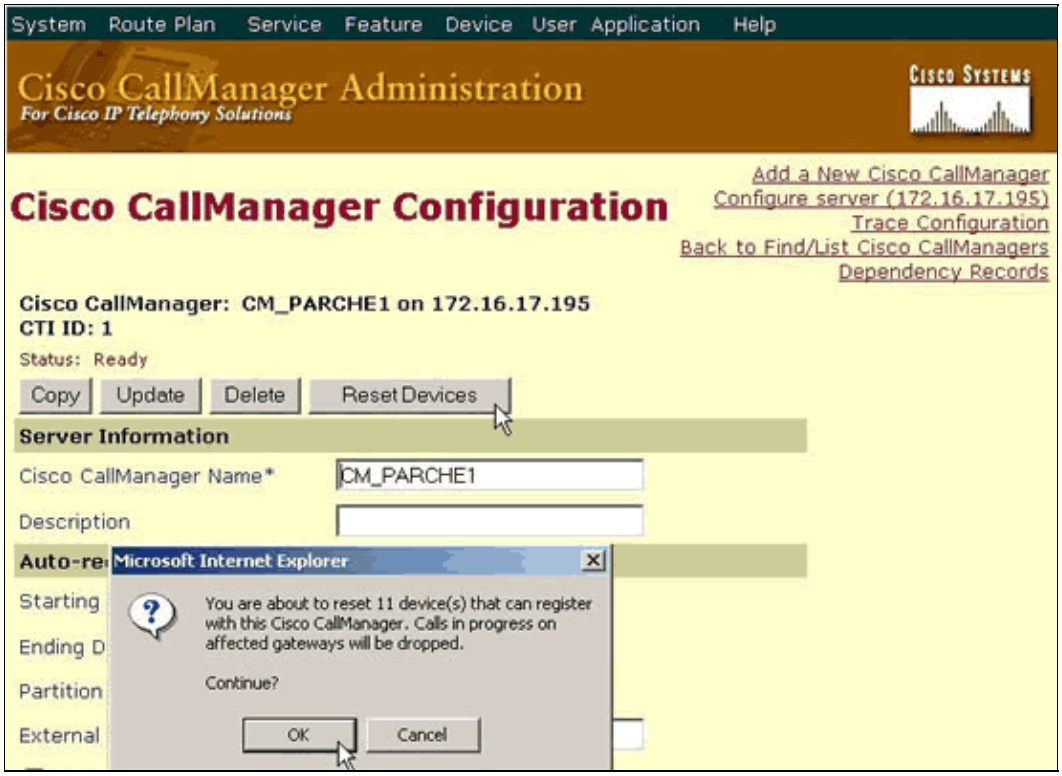
1. Select **System** > **Cisco CallManager**.



2. Select either your Cisco CallManager Server name or IP address.

3. Click **Reset Devices**.

   A warning that states that all calls in progress will be dropped displays. Click **OK** if you are ready to rest the devices.



Note: If you have more than one Cisco CallManager, follow steps 1 through 3 on every Cisco CallManager.

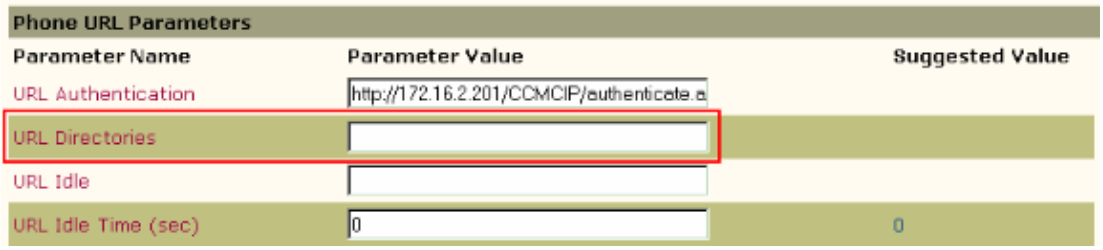
Once this is done in all Cisco CallManager servers, access the Corporate Directory from any IP phone.

Disable Corporate Directory in Cisco CallManager 4.x

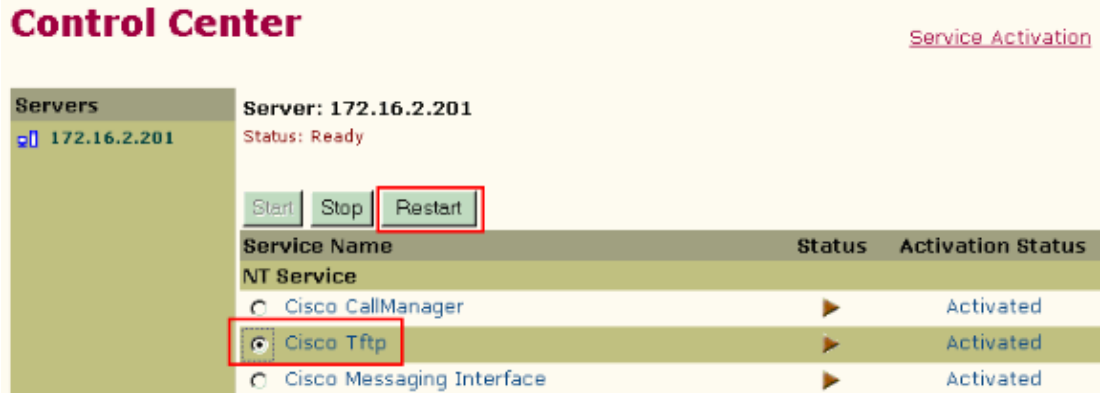
Disable Corporate Directory on all IP Phones

Complete these steps to disable the Corporate Directory on all IP phones.

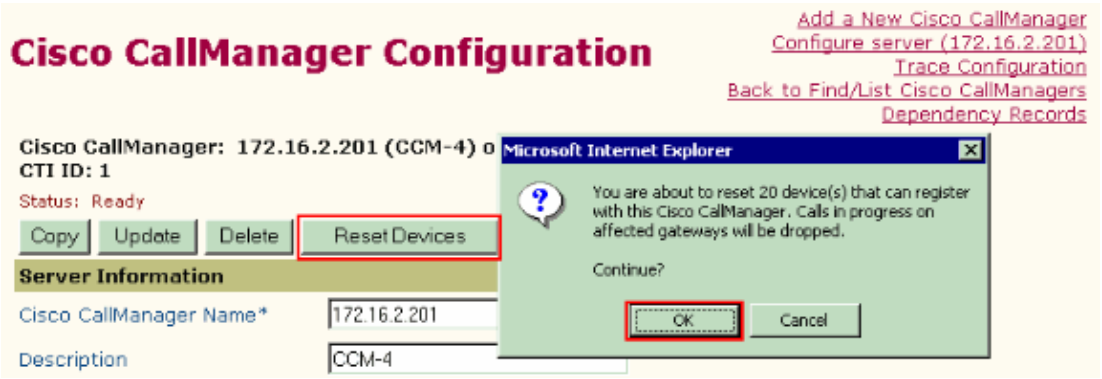
1. Go to the Cisco CallManager Administration page.
2. Select **System** > **Enterprise Parameters**.
3. Scroll down to the **Phone URL Parameters** section.
4. Remove any value for the **URL Directories** parameter and click **Update**.



5. Select **Application** > **Cisco CallManager Serviceability** from the menu.
6. Select **Tools** > **Control Center**.
7. Select the Cisco CallManager Server.
8. Select **Cisco TFTP** and click **Restart**.



9. Repeat steps 7 and 8 for all Cisco CallManager servers.
10. Select **Application** > **Cisco CallManager Administration** from the menu.
11. Select **System** > **Cisco CallManager**.
12. Get the list of all Cisco CallManagers.
13. Select a Cisco CallManager.
14. Click **Reset Devices** and click **OK** if you are ready to reset the devices associated with this Cisco CallManager.



Note: If you reset all of your IP phones through your Cisco CallManager, all your live phone calls are dropped. Make sure to perform this activity while the system is not in production.

15. Repeat steps 13 and 14 for all Cisco CallManagers.

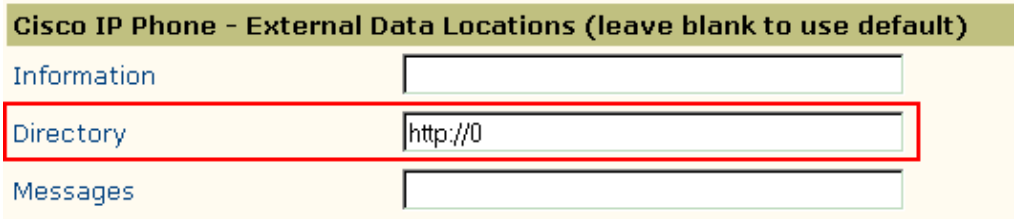
Once the procedure is done, Corporate Directory is not visible in any of the IP phones.

Disable Corporate Directory on a Single IP Phone

Complete these steps to disable the Corporate Directory for one or a group of phones.

Note: There is no proper procedure to disable Corporate Directory on a single IP phone. This is only a workaround.

1. Go to the Cisco CallManager Administration page.
2. Select **Device** > **Phone**.
3. Select the phone in which Corporate Directory should be disabled.
4. Scroll down to the **Cisco IP Phone − External Data Locations (leave blank to use the default)** section.
5. Insert any incorrect or fake URL for the Directory field and click **Update**.



When you access the **Directories** button from the IP phone, the Corporate Directory option is not listed, but a *Host not found* message is displayed on the IP phone.

Share Corporate Directories Between Clusters

If you have two clusters and you use DC Directory, you must maintain two different LDAPs. DC Directory replicates itself only within the cluster. Therefore, if you want to search for a user in cluster B from cluster A via directories, the cluster B user needs to be in the directory for cluster A. Essentially, when you add a new user, you must add the user to both directories. You can then create translation patterns and send the calls across an inter cluster trunk (depending on your dial plan). This is possible only if you have Directory Numbers (DN) that do not overlap.

"Server Not Found" Error Message When You Access the Corporate Directory

When you try to access the Corporate Directory on a Cisco IP Phone, you might receive the "Server Not Found" error message if the default User Locale in the `Enterprise Parameters` configuration is different than the locale that the device uses. For example, you might receive this error message if the User Locale is English and the Device Locale is Spanish.

In order to resolve this issue, make sure the device is set to the same local as the User Locale in the `Enterprise Parameters` configuration.

"Error: Contact Administrator" Error Message When You Access the Corporate Directory

You receive this error message when you attempt to access the corporate directory on a Cisco IP Phone:

```
Error: Contact Administrator
```

In order to resolve this issue, go to **System > Server**, and change the IP address of the phones to hostnames and reset the phones.

Some Users are not Listed in the Corporate Directory

With Cisco Callmanager 4.1(3), some users are not listed in the Corporate Directory on the Cisco IP Phone. These users have user profiles and device profiles configured in Callmanager.

Complete these steps in order to resolve the issue:

1. In the CCM Administration Page, choose **Application > Cisco CallManager Serviceability**.
2. In the Serviceability page, choose **Tools > Control Center**.
3. Click the server, choose the **Cisco Telephony Call Dispatcher** service, and click **Restart**.

Note: If you have multiple server clusters, repeat step 3 for all the servers in the cluster, starting from subscribers and ending with the publisher.

Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation − Cisco Systems**

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