

Troubleshooting Personal Directory with Cisco CallManager 3.x and 4.x

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Troubleshoot Personal Address Book Synchronization

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Introduction

This document describes the steps required in order to troubleshoot the Personal Directory. The Personal Directory provides:

- A personal address book stored in the Cisco CallManager Lightweight Directory Access Protocol (LDAP) directory
- A Cisco IP phone synchronizer
- Two Cisco IP phone services called Personal Address Book and Personal Fast Dials

The Cisco IP Phone Address Book Synchronizer allows you to synchronize your Microsoft Outlook and Microsoft Outlook Express address book entries with the directory in Cisco CallManager. You can use the Personal Address Book service to look up entries, make a selection, and press a softkey to dial the selected number from a Cisco IP Phone 7960 or 7940.

The Personal Fast Dials service allows you to:

- Assign index numbers (1–99) for quick dialing from your Cisco IP phone.
- Assign index numbers either to Personal Address Book entries or to directory entries you add that do not correspond to the address book.
- Assign and remove the Personal Fast Dials entries from your phone or the Cisco IP Phone User Options application.

Cisco IP Phone Address Book Synchronizer can synchronize only Microsoft Windows Address Book (WAB) entries. Microsoft Outlook Express uses Microsoft WAB to store and access the address book entries. You need some extra configuration steps to synchronize the Microsoft Outlook entries since Microsoft Outlook does not use Microsoft WAB. See the Troubleshoot Personal Address Book Synchronization section in this document for more information.

Symptoms:

This is a list of possible symptoms that indicate problems with the Personal Address Book and Personal Fast Dials:

- Users are unable to access the page for configuration after they install the Personal Address Book.

- The Cisco IP Phone Address Book Synchronizer fails when synchronization is attempted.
- Bad username or password error messages are received when the Cisco IP Phone Address Book Synchronizer is used.
- The Error: -7ffbffcf: User was unable to be validated error message displays when the user presses the Services button to access Personal Fast Dials.
- The Personal Address Book error: -7ffbc517:User (xxxxxx) was unable to be validated. (15081) PFD Error Message displays when the user presses the **Services** button to access Personal Fast Dials.
- The Error: -7ff5ec71: Object Expected xmlAddressBookWrite error message displays when the user adds a Personal Address Book entry to Personal Fast Dials with a long first, last, or overall name.
- When you try to use the Personal Address Book and fast dial, the service fails with this error message:

```
Error-7ffbc5c2 User (None) was unable to be validated (14910). No phones in the network are operational using this function. Currently this system and the services are not working. This error message indicates a wrong pin number in the PAB service.
```

This document helps you troubleshoot these Personal Directory problems with Cisco CallManager 3.x and 4.x.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IP phone services configuration

Components Used

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

- Cisco CallManager 3.1, 3.2, 3.3, 4.0, and 4.1
- Microsoft Windows 95, Microsoft Windows 98, Microsoft Windows NT 4.0 (service pack [SP] 4 and later), or Microsoft Windows 2000

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.

Verify Services Configuration on Cisco CallManager 3.1 and 3.2

Complete these steps:

1. Go to the Cisco CallManager Administration Page (<http://<CallManager-Server-name or IP address>/ccmadmin>).
2. Click **Feature** and select **Cisco IP Phone Services**.
3. Select **Address Books** under Cisco IP Phone Services, as this figure shows. Refer to the Personal Directory if it was previously added.



4. Verify that the Service URL is <http://<IP Address of CallManager>/ccmpd/xmlAddressBookInput.asp>.
5. Click **Update Subscriptions** to update the Personal Address Book subscribed by the IP phone user.
6. Select **UserID** under the **Service Parameter Information** area.
7. Click **Edit** and verify that the Parameter Name is UserID. Make sure the check box for **Parameter is Required** is selected as this example shows:

Cisco CallManager 3.1 Administration - Configure Cisco IP Phone Service Parameter fo...

Configure Cisco IP Phone Service Parameter for Address Books

Status: Ready

New Update Update and Close Delete Cancel Changes

Service Parameter Information

Parameter Name*

UserID

Parameter Display Name*

UserID

Default Value

Parameter Description*

User ID

Parameter is Required

Parameter is a Password (mask contents)

* indicates required item

Done Internet

8. Select **UserPIN** and click **Edit**.
9. Verify that the Parameter Name is **UserPIN**, and also that both **Parameter is Required** and **Parameter is a Password** are selected as this example shows:

Cisco CallManager 3.1 Administration - Configure Cisco IP Phone Service Parameter fo...

Configure Cisco IP Phone Service Parameter for Address Books

Status: Ready

Service Parameter Information

Parameter Name*

Parameter Display Name*

Default Value

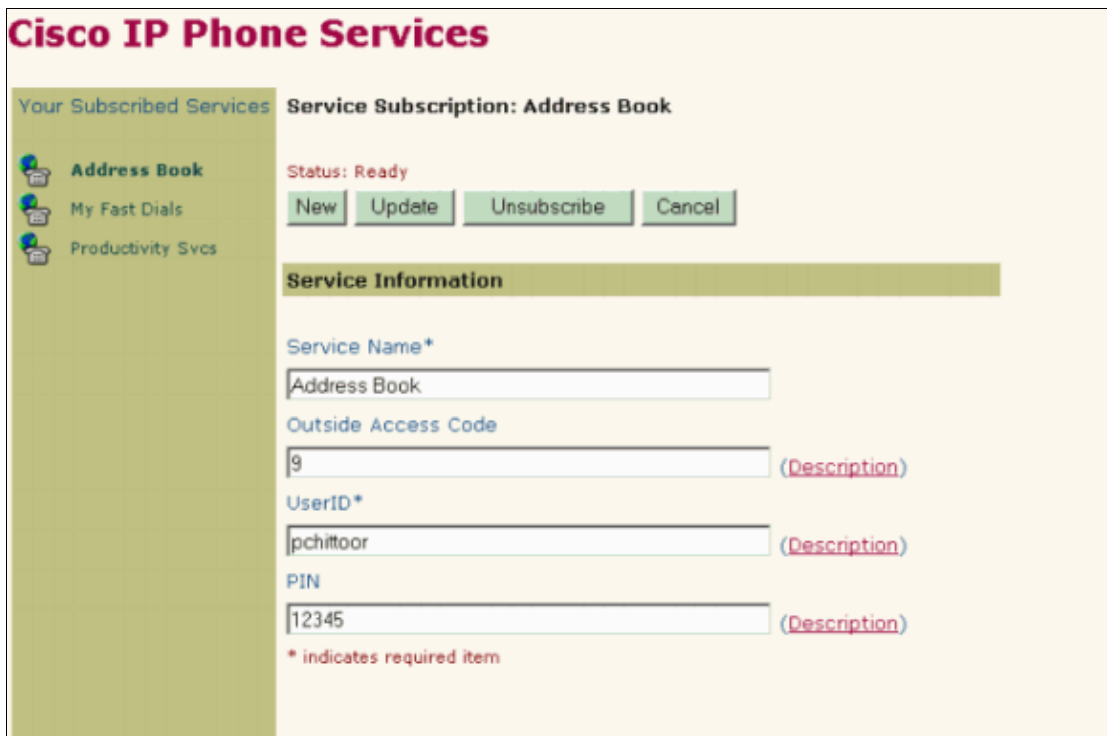
Parameter Description*

Parameter is Required
 Parameter is a Password (mask contents)

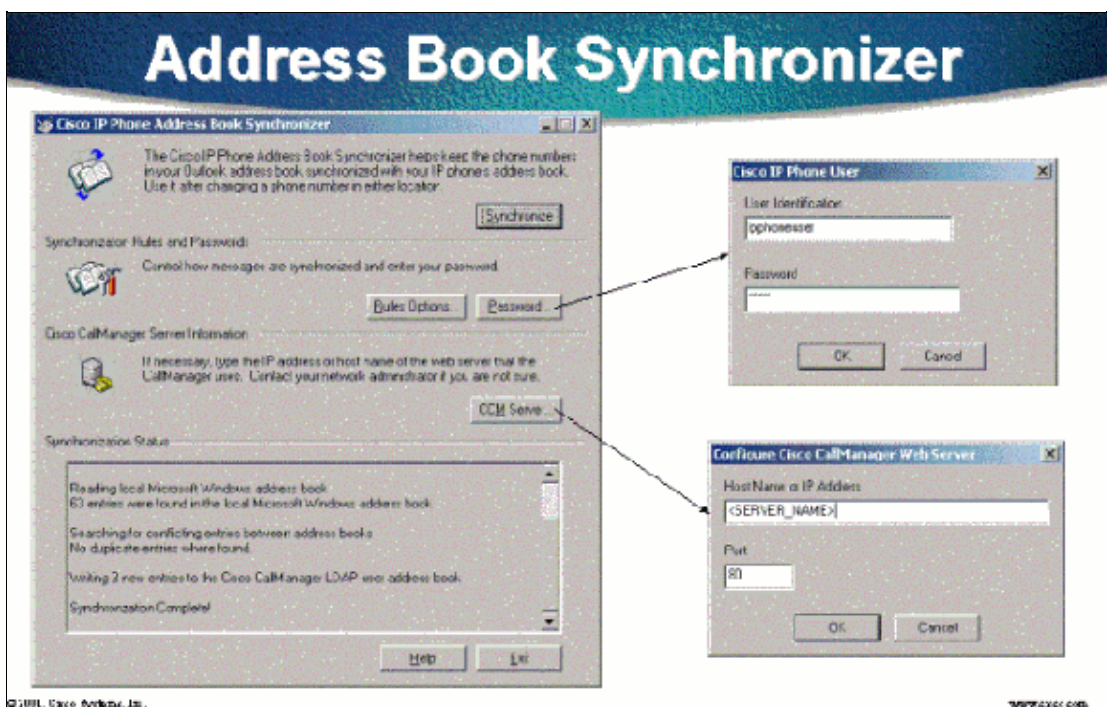
* indicates required item

Done Internet

10. Log into the User Page with the username and password (user in Cisco CallManager) at <http://<IP Address of CallManager>/ccmuser>. Select the phone under Select a Device or Device Profile and click **Configure IP Phone Services**.
11. Select **Address Book** under Your Subscribed Services.
12. Verify the UserID and the PIN information for that user and click **Unsubscribe**. Then click **Subscribe back the Service**.

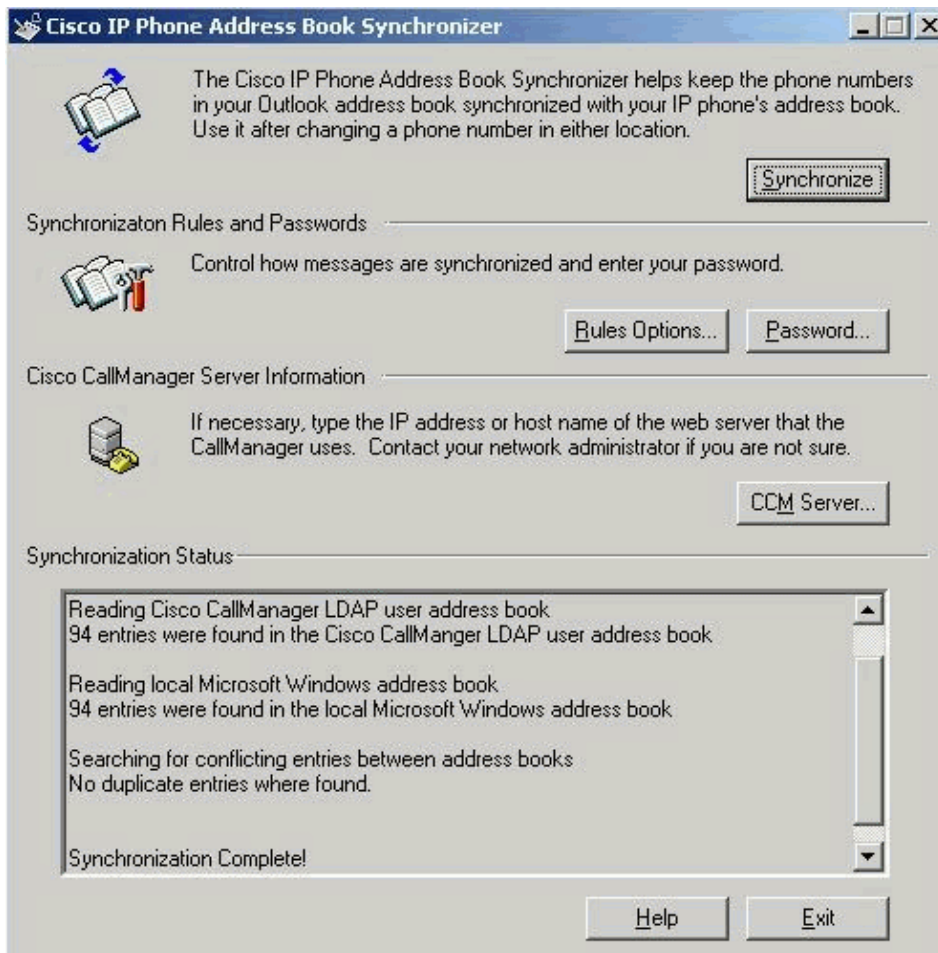


13. Select **Application > Install Plugins** from the Cisco CallManager Administration Page to download and install the Cisco IP Phone Address Book Synchronizer from the client.
14. Click **CCM Server** to launch the Cisco IP Phone Address Book Synchronizer and verify the IP address of the Cisco CallManager server. Click **Password** to verify the username and password as this figure shows:



15. Click the **Synchronize** button to synchronize the Microsoft Outlook Express address book with the Cisco CallManager LDAP address book.

This figure shows successful synchronization with the Cisco CallManager LDAP address book:



16. Follow steps 3–15 for Personal Fast Dials. The Service URL for the Personal Fast Dials service is:
<http://<IP Address of Call Manager>/ccmpd/xmlFastDials.asp>.

Verify Services Configuration on Cisco CallManager 3.3, 4.0, and 4.1

Complete these steps:

1. Go to the Cisco CallManager Administration Page (<http://<CallManager-Server-name or IP address>/ccmadmin>).
2. Click **Feature** and select **Cisco IP Phone Services**.
3. Select **Address Books** under Cisco IP Phone Services if you added it already or refer to the Personal Directory for how to add a new Personal Directory service.

Cisco IP Phone Services Configuration

[Add a New IP Phone Service](#)
[Back to Find/List IP Phone Services](#)
[Dependency Records](#)

IP Phone Service: Address Books (Address Books)

Status: Ready

Service Information

Service Name* Service Description

Service URL*

Service Parameter Information


Parameters

PreDial	<input type="button" value="New"/>
UserID	<input type="button" value="Edit"/>
UserPIN	<input type="button" value="Delete"/>

Note:

If you are using a language other than English for Service Name and Description text, make sure the correct character set (shown below) is selected. Text displays incorrectly if the wrong character set is selected. (English characters are included in all character sets.)

4. Verify that the Service URL is `http://<IP Address of CallManager>/ccmpd/xmlAddressBookInput.asp`.
5. Click **Update Subscriptions** to update the Personal Address Book subscribed by the IP phone user.
6. Select **UserID** under the **Service Parameter Information** area.
7. Click **Edit** and verify that the Parameter Name is UserID. Make sure the check box for **Parameter is Required** is selected as this example shows:

Configure Cisco IP Phone Service Parameter for Address Books 

Status: Ready

Service Parameter Information

Parameter Name*

Parameter Display Name*

Default Value

Parameter Description*

Parameter is Required
 Parameter is a Password (mask contents)

* indicates required item

8. Select **UserPIN** and click **Edit**.
9. Verify that the Parameter Name is UserPIN and also that both **Parameter is Required** and **Parameter is a Password** are selected as this example shows:

Configure Cisco IP Phone Service Parameter for Address Books

Status: Ready

Service Parameter Information

Parameter Name*

Parameter Display Name*

Default Value

Parameter Description*

Parameter is Required
 Parameter is a Password (mask contents)

* indicates required item

10. Log into the User Page with the username and password (user in Cisco CallManager) at <http://<IP Address of CallManager>/ccmuser>. Select the phone under Select a Device or Device Profile and click **Configure IP Phone Services**.
11. Select **Address Book** under Your Subscribed Services.
12. Verify the UserID and the PIN information for that user and click **Unsubscribe**. Then click **Subscribe back the Service**.

Subscribe/Unsubscribe IP Phone Services

Use this page to subscribe, unsubscribe and update IP Phone Services. To subscribe to a Service, select the service below and click Continue. To update (or unsubscribe from) a service to which you are already subscribed, click on the name of the service under Your Subscribed Services.

Status: Ready

Your Subscribed Services

New Subscription

Address Books

Service Name*

PreDial*

 (Description)

UserID*

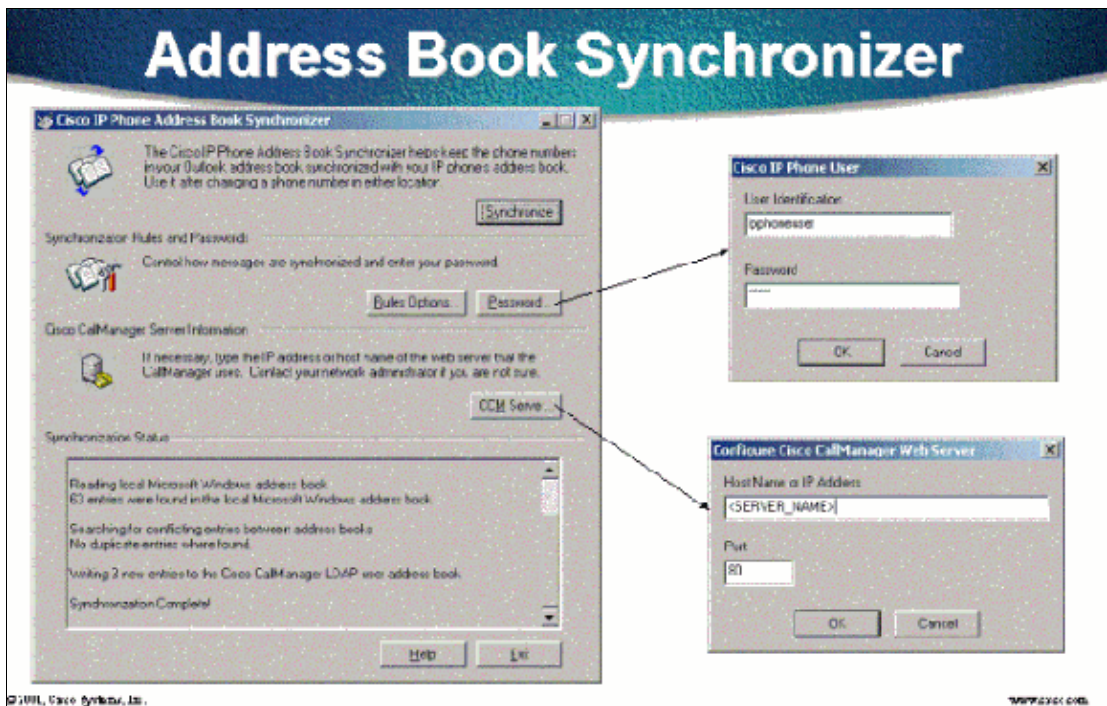
 (Description)

PIN*

 (Description)

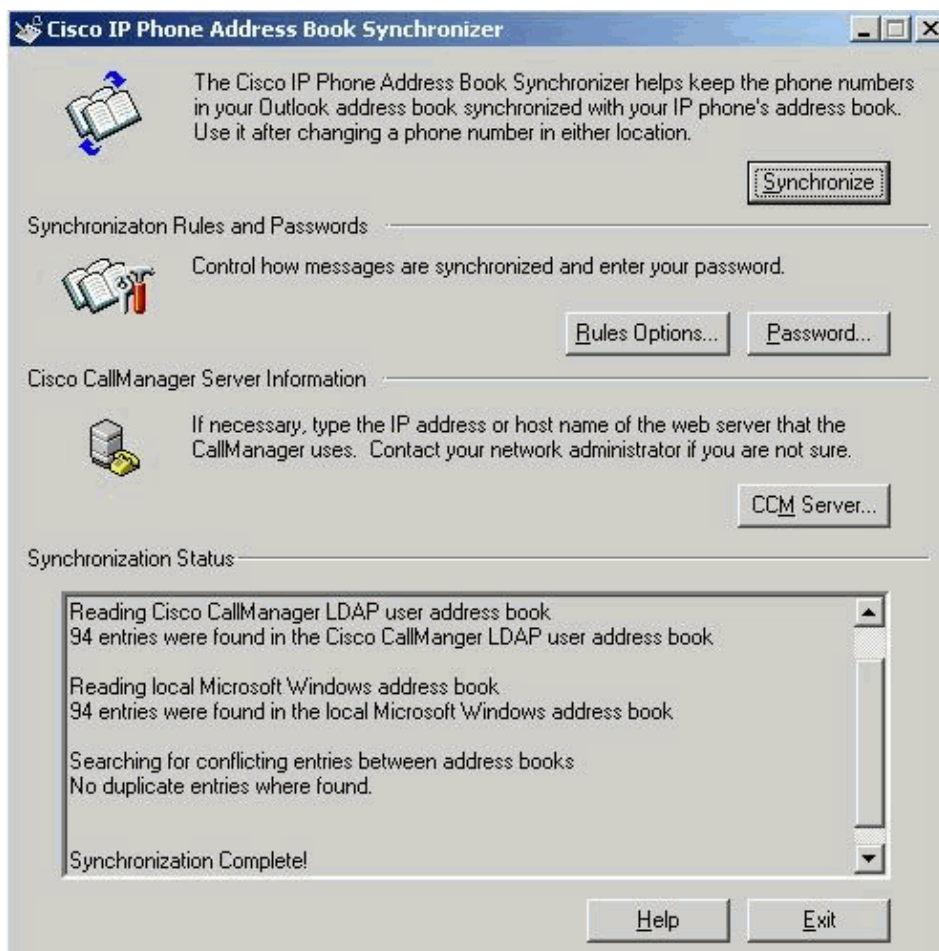
* indicates required item

13. Select **Application > Install Plugins** from the Cisco CallManager Administration Page to download and install the Cisco IP Phone Address Book Synchronizer from the client.
14. Click **CCM Server** to launch the Address Book Synchronizer and verify the IP address of the Cisco CallManager server. Click **Password** to verify the username and password as this figure shows:



15. Click the **Synchronize** button to synchronize the Microsoft Outlook Express address book with the Cisco CallManager LDAP address book.

This figure shows successful synchronization with the Cisco CallManager LDAP address book:



16. Follow steps 3–15 for Personal Fast Dials. The Service URL for the Personal Fast Dials service is <http://<IP Address of Call Manager>/ccmpd/xmlFastDials.asp>.

Troubleshoot Personal Address Book Synchronization

Complete these steps if you are not successful with the synchronization:

1. The Cisco IP Phone Address Book Synchronizer tool can synchronize only the address entries from Microsoft WAB. Microsoft Outlook Express uses the Microsoft WAB to access and store the address entries, but Microsoft Outlook uses Personal Address Book to access and store the address entries. Complete these steps to synchronize the Microsoft Outlook Personal Address Book entries:
 - ◆ Set up Microsoft Outlook in **Internet-only** mode if you use Microsoft Outlook 2000. The Cisco IP Phone Address Book Synchronizer tool can now synchronize the Microsoft Outlook address book entries. Select **Tools > Options > Mail Delivery > Reconfigure Mail Support** and check the **Internet-only** option to configure Microsoft Outlook 2000 as Internet-only. The option **Corporate** or **Workgroup** is for Microsoft Exchange and does not work with the Cisco IP Phone Address Book Synchronizer.
 - ◆ The option to configure **Internet-only** mode has been removed from Microsoft Outlook 2002 and 2003. Export Microsoft Outlook Address Book contacts to a CSV file and then import the CSV file into the Microsoft Windows Address Book (*.WAB) on a local computer if:
 - ◇ You want to synchronize Microsoft Outlook 2002 and 2003 entries.
 - ◇ You are not able to run Microsoft Outlook 2000 in Internet-only mode.Run the Cisco IP Phone Address Book Synchronizer to add personal contacts to My Address Book on the IP phone service after Microsoft Outlook contacts are in the Microsoft WAB.
 - ◆ Use the Cisco Personal Assistant product, which can synchronize Microsoft Outlook Personal Address Book entries.
2. Complete these steps if you receive the The user has not been validated error message even though you use correct the username and password:
 - ◆ You might be experiencing Cisco bug ID CSCdw89283 (registered customers only) if you use Cisco IP Phone Address Book Synchronizer 1.0 (0.13). You can use Cisco IP Phone Address Book Synchronizer 1.0 (0.9) and software releases later than 1.0 (0.13) for this fix.
 - ◆ Try to ping the Cisco CallManager via the hostname if you use the correct Cisco IP Phone Address Book Synchronizer software release. Select **HKEY_LOCAL_MACHINE > SOFTWARE > Cisco System, Inc > Directory Configuration** and change the **LDAPURL** value to have the IP address instead of the Cisco CallManager hostname to change this registry setting on Cisco CallManager if you are unsuccessful. Then restart DC Directory and IIS Admin services on the Cisco CallManager and try to authenticate the user.
 - ◆ Find out the default user ID for the anonymous access if you are still not successful. Open **Internet Services Manager** from **Administrative Tools** in Cisco CallManager to do this. Select the virtual directory **CCMUser** under Default Web Site after you expand the parent directory. Right-click the selected virtual directory and select **Properties > Directory Security > Edit** (under "Anonymous access and authentication control"). Then select **Edit** (under "Anonymous access"). The user ID displays in the text box **Username**. Give this user ID write permissions of the folder **C:\dcdsrvr\log** and all the files and subfolders under it. Try to authenticate the user again after you restart the IIS Admin service on Cisco CallManager.
 - ◆ SQL transaction log files for some databases grow over 1 GB in size. The SQL transaction log files are the *.ldf files located in the C:\Program Files\Microsoft SQL Server\MSSQL\Data directory. The *.mdf files files, especially art.mdf and cdr.mdf, can be larger than 1 GB depending on system configuration. Refer to different methods mentioned in the Solution(s) section of Shrink the CDR/CAR Database Size to solve these problems.
 - ◆ The replication of the SQL database is a core function of Cisco CallManager clusters. The

server with the master copy of the database is called the publisher, while the servers that replicate the database are called subscribers. Issues with SQL replication can affect DC Directory and therefore the Personal Address Book. The procedure to address the replication failures is documented in the Replication Fails Between the Publisher and the Subscriber section of Troubleshooting Guide for Cisco CallManager – Cisco CallManager System Issues.

- ◆ If the above steps do not solve the issue, remove and then reinstall the Active Directory Plug-in as explained in the Active Directory 2000 Plugin Installation for Cisco CallManager document.
3. If you have upgraded CallManager from 4.1.3 to 6.1.3 and you are not able to access the address book, complete these steps in order to resolve the issue:

- a. Create a phone service named PAB.
- b. Use this URL:




```
<http://server-name-or-ipaddr:8080/ccmpd/login.do?name=#DEVICENAME#&
&service=pab
```

- c. Add these service parameters (no default value):

```
◇ NAME
◇ PIN
◇ USERID
```

- d. Go to the phone to which you would like to add the service.
 - e. Go to **Related links > Subscribe/Unsubscribe Services**.
 - f. Choose the PAB service you created.
 - g. In the NAME field, enter the device description SEP then MAC (for example, SEP003123456789).
 - h. In the PIN field, enter the users' pin.
 - i. In the USERID field, enter the user ID.
 - j. Click **Subscribe**.
 - k. Click **Save**.
 - l. Reset the phone.
4. Activate the UXL web service: Go to **Cisco Unified CallManager Serviceability**, click **Tools > Service Activation**, and activate the Cisco UXL web service.

Related Information

- [Personal Directory](#)
- [Cisco IP Phone Services Configuration](#)
- [How to Import Outlook Contacts into Outlook Express](#) 
- [Unable to Import Netscape 4.6x Address Book in Outlook Express](#) 
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)