

# Cisco Unified IP Conference Station 7936 Does Not Support Custom Corporate Directory

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## Introduction

The Cisco Unified IP Conference Station 7936 combines state-of-the-art speakerphone conferencing technologies with Cisco Voice Communication technologies. The net result is a conference room phone that offers superior voice and microphone quality, with simplified wiring and administrative cost benefits. A full-featured, IP-based, hands-free conference station, the new Cisco Unified IP Conference Station 7936 is designed for use on desktops, conference rooms, and in executive suites.

This document addresses the **Server not found** error message which users encounter when they try to access Corporate Directory from the 7936 conference phones.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unified IP Conference Station 7936.

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.

## Problem

Users cannot access the Corporate Directory from the 7936 conference phones. The `Server not found` or `Host not found` error messages are displayed. The other IP phones (7940, 7960) are able to access the Corporate Directory.

## Solution

This problem arises when the Corporate Directory in use is not the default Corporate Directory that ships with the Cisco Unified Communications Manager(CallManager). Cisco Unified IP Conference Station 7936 does not support Custom Corporate Directory. It only supports the default `/CCMCIP/xmlldirectory.asp`.

Cisco Unified IP Conference Station 7936 does not support all XML tags listed in the IP Phone Services SDK. Also, it does not support the URLs and action tags used specifically by the `ldapsearch.asp` included with the Cisco IP Phone Services SDK.

In order to overcome this problem, in the Custom Corporate Directory, use the same XML format, script flow, HTML method and action as used by the default Corporate Directory that comes with Cisco Unified Communications Manager(CallManager).

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## Related Information

- [Cisco Unified IP Conference Station 7936](#)
- [Cisco Unified IP Conference Station 7936 Q&A \[Cisco Unified IP Phones 7900 Series\]](#)
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