

# How to Get the ICD Extension to Appear on the User Page Using CallManager 3.3

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## Introduction

This procedure adds the ICD Extension field to the User pages on the Cisco CallManager Administration web page.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco CallManager 3.3.

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

For more information on document conventions, refer to the [Cisco Technical Tips Conventions](#).

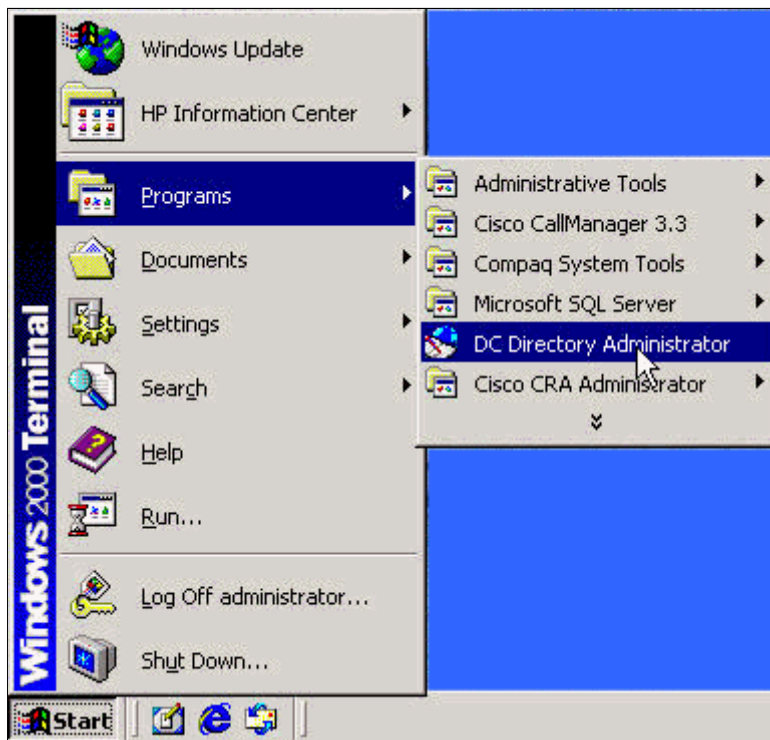
## Getting the ICD Extension to Appear

In order to get the ICD Extension field to appear on the User pages of the Cisco CallManager Administration web page, follow the steps in these sections.

## Changing the IAQ Flag in DC Directory

These steps describe how to change the IAQ Flag.

1. Choose **Start > Programs > DC Directory Administrator** to open the DC Directory Administrator.

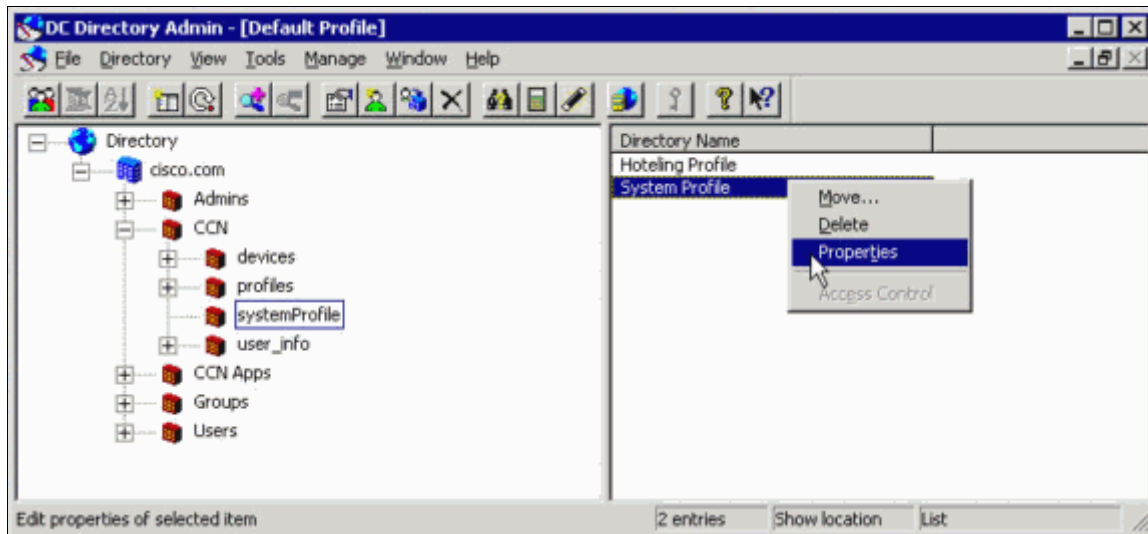


2. Click **Next**.
3. Enter the User Name `Directory Manager` and the password `ciscocisco` and click **Finish**.



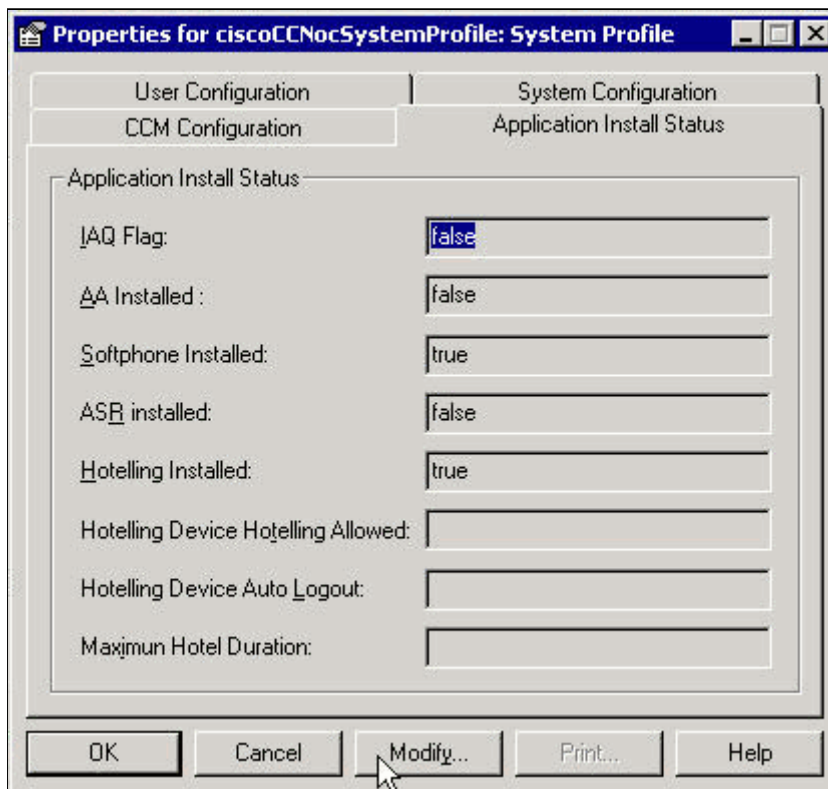
4. Once you have logged in, expand **Directory > cisco.com > CCN > systemProfile**.

- In the right area of the window, under Directory Name, right-click **System Profile** and select **Properties**.

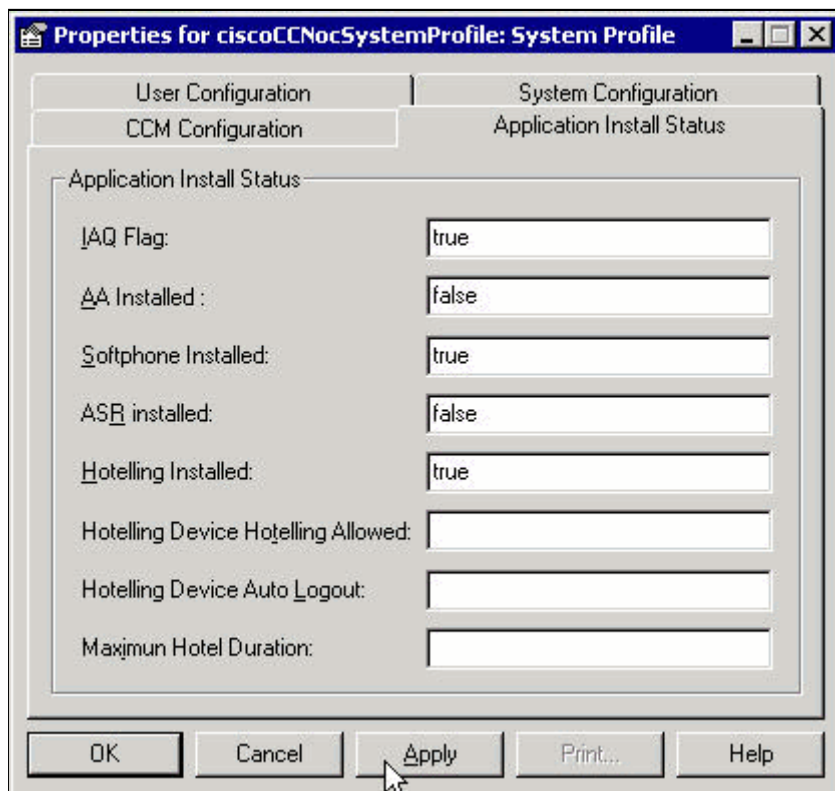


- In the **System Profile** dialog box, click the Application Install Status tab and then click the **Modify** button.

The fields change from grey (dimmed) to white (editable).



- Change the IAQ Flag field from `false` to `true`.

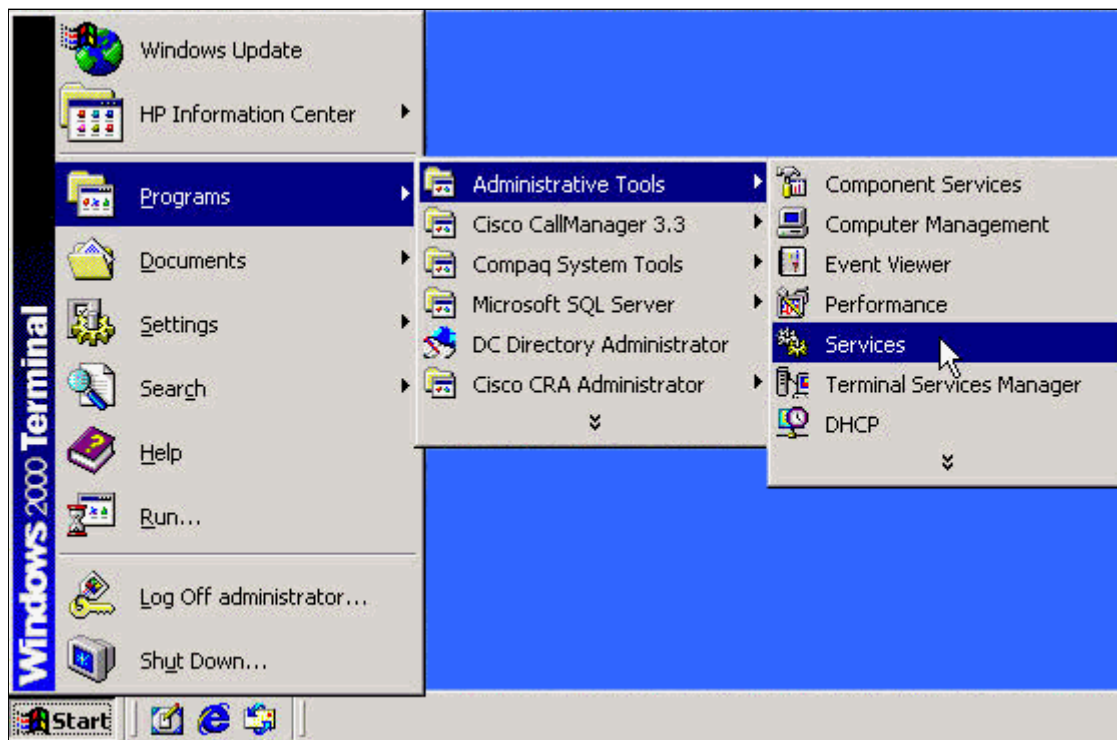


8. Click **Apply** and then click **OK**.

## Restarting the IIS Admin Service and World Wide Web Publishing Service

These steps describe how to restart the IIS Admin Service.

1. Choose **Start > Programs > Administrative Tools > Services**.



2. Select the **IIS Admin Service** and click the **Restart Service** button at the top right of the menu bar.



1. On the Cisco CallManager Administration menu, choose **User > Global Directory**.



2. Select a user to whom you want to give an ICD extension.
3. On the User Configuration page, in the left area, click **Device Association**.

The screenshot shows the Cisco CallManager Administration interface. At the top, there is a navigation menu with links: System, Route Plan, Service, Feature, Device, User, Application, and Help. Below the menu is the page title 'Cisco CallManager Administration' and the Cisco Systems logo. The main heading is 'User Configuration'. On the right side, there are two links: 'Add a New User' and 'Back to User List'. On the left side, there is a sidebar titled 'Application Profiles of ICD' with a tree view containing: Device Association (selected), Cisco IPMA, Extension Mobility, and SoftPhone. The main content area is titled 'User : ICD phoneagent'. It shows the user's status as 'Ready' and an 'Update' button. Below this are various fields for user information: First Name (ICD), Last Name\* (phoneagent), User ID (iagent), User Password\* (Change...), PIN\* (Change...), Telephone Number, Manager User ID, Department, and User Locale (set to '< None >'). There are also several checkboxes: 'Enable CTI Application Use' (checked), 'Call Park Retrieval Allowed' (unchecked), and 'Enable Authentication Proxy Rights' (unchecked). Other fields include 'Associated PC' (Not Defined), 'Primary Extension' (3002), 'ICD Extension' (3002), 'Controlled Devices' (SEP0006D752AC85), and 'Controlled Device Profiles' (none). A note at the bottom states '\* indicates required item.'


4. On the Device Association Page, you will now see the radio button for **ICD Ext**.

The screenshot shows the Cisco CallManager Administration web interface. The top navigation bar includes links for System, Route Plan, Service, Feature, Device, User, Application, and Help. The main header displays 'Cisco CallManager Administration For Cisco IP Telephony Solutions' and the Cisco Systems logo. The page title is 'Device Association'. On the right, there are links for 'User Configuration', 'Add a New User', and 'Back to User List'. The main content area shows 'Device assigned to: iagent (phoneagent, ICD)' and 'Status: Ready'. Below this is the 'Available Device List Filters' section, which includes a search form with 'Find Devices Where:' and options for 'Device Name' and 'begins with'. A 'Select Devices' button is present. Below the search form, it states 'No Filter Active', '0 available device(s) listed at last search.', '2 device(s) controlled at last search.', and '2 device(s) selected currently.' The 'Available Devices' section includes checkboxes for 'Check All on Page' and 'Check All in Search', and radio buttons for 'No Primary Extension' and 'No ICD Extension'. A table lists available devices with columns for Type, Device Name, Description, Primary Ext., Extension, and ICD Ext. Two devices are listed, both with Device Name 'SEP0006D752AC85' and Description 'Auto 3002'. The first device has a Primary Ext. of 3002 and an ICD Ext. of 3002. The second device has a Primary Ext. of 3012 and an ICD Ext. of 3012. An 'Update Selected' button is located below the table. At the bottom, there is a language selection dropdown set to 'English, United States'.

## Troubleshoot

If the ICD Extension field does not appear after you follow the procedures in this document, ensure that the FTP Publishing Service, the World Wide Web Publishing Service, and the IIS Admin Services are running.

## Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Voice, Telephony and Messaging TAC eLearning Solutions](#)
- **Recommended Reading:** [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support - Cisco Systems](#)