

# Application Profiles Not Shown for User Configuration with DC Directory

Document ID: 5741

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## Introduction

This document explains how to make application profiles visible in DC Directory.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

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.

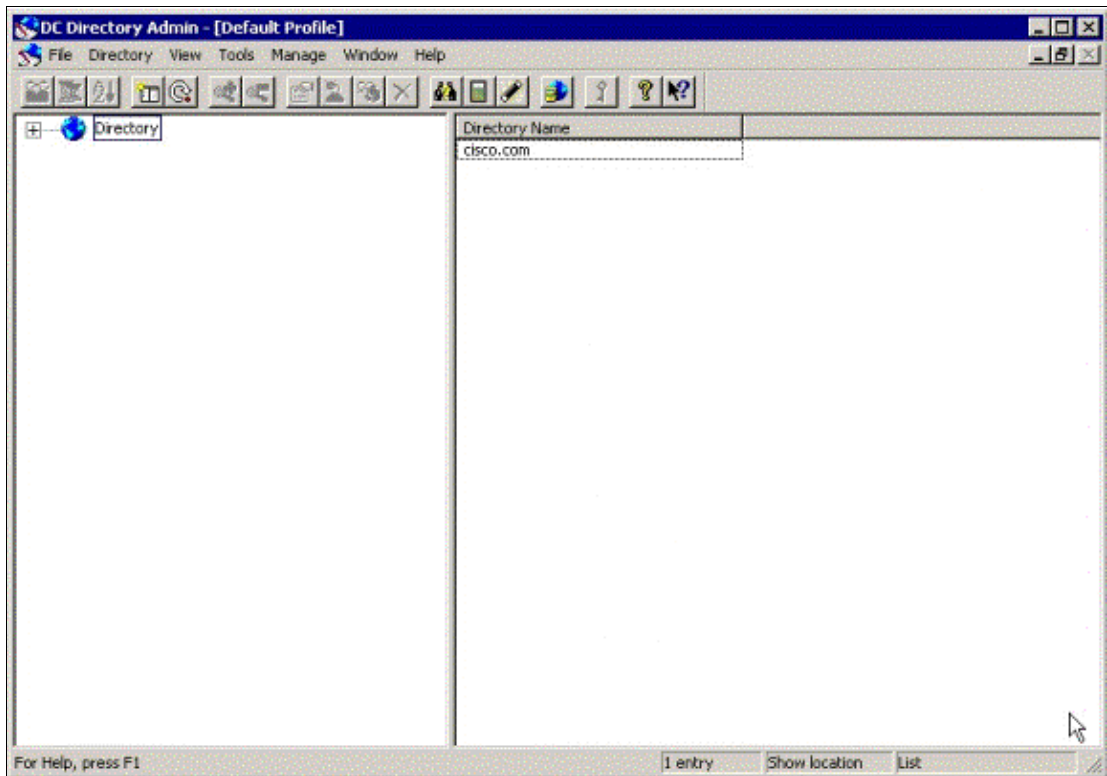
## Problem

When you insert a user into the directory, the AutoAttendant, Softphone, and Extension Mobility application profiles are not displayed, and the user cannot be linked to those profiles.

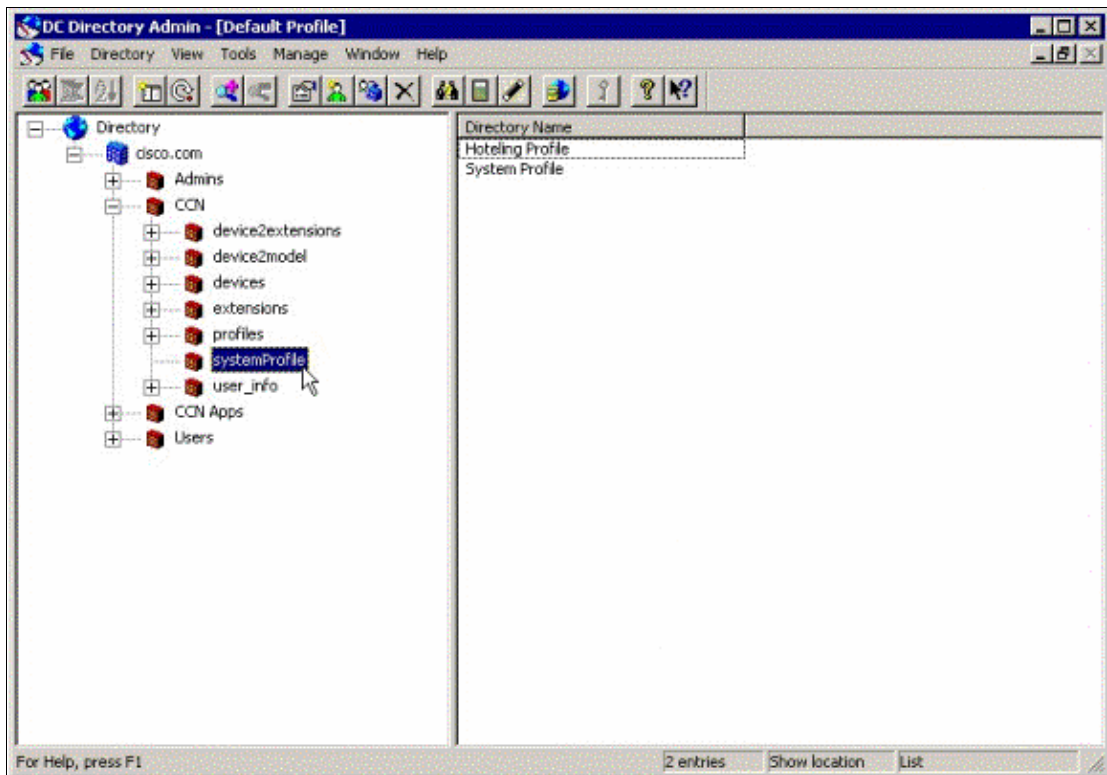
## Solution

You must edit the System Profile in DC Directory. Follow these steps to correct the problem:

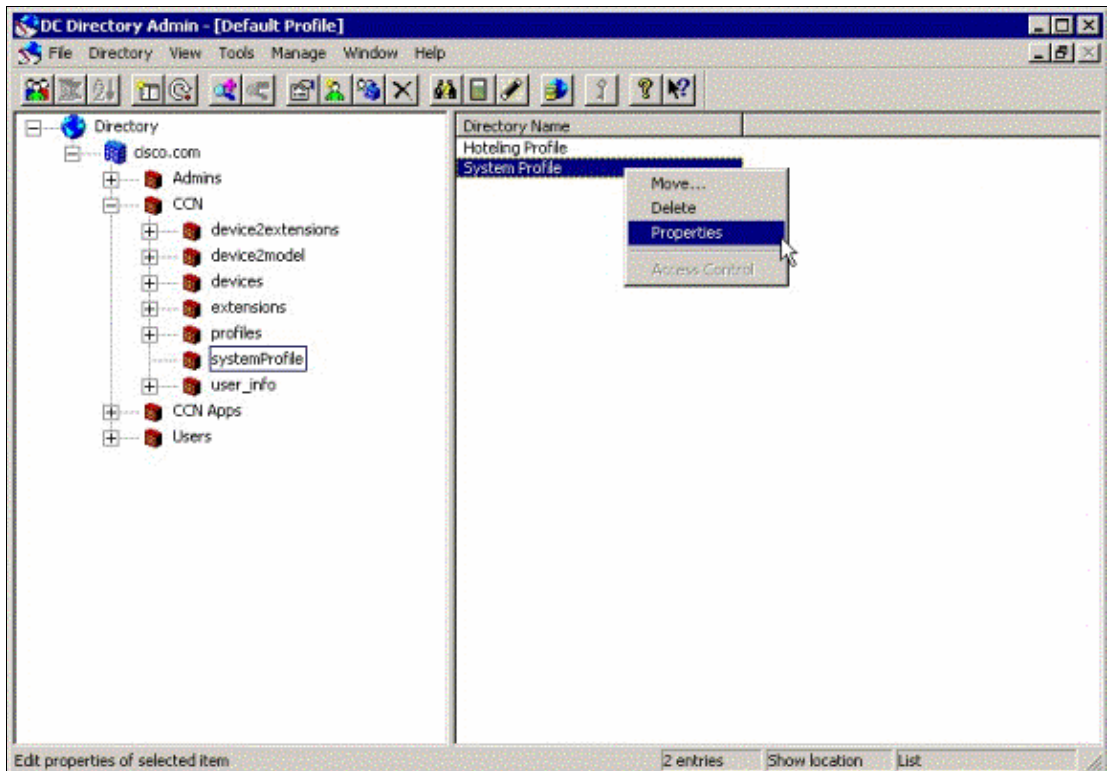
1. Connect to the **DC Directory Administrator**.



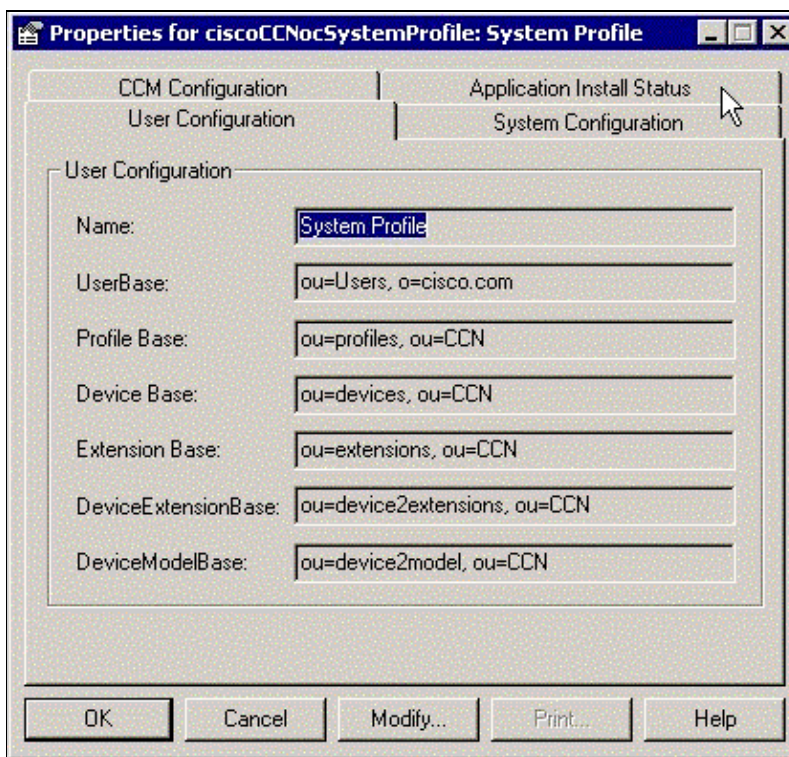
2. Go to **Directory > cisco.com > CCN > systemProfile**.



3. Right-click **System Profile** and choose **Properties**.

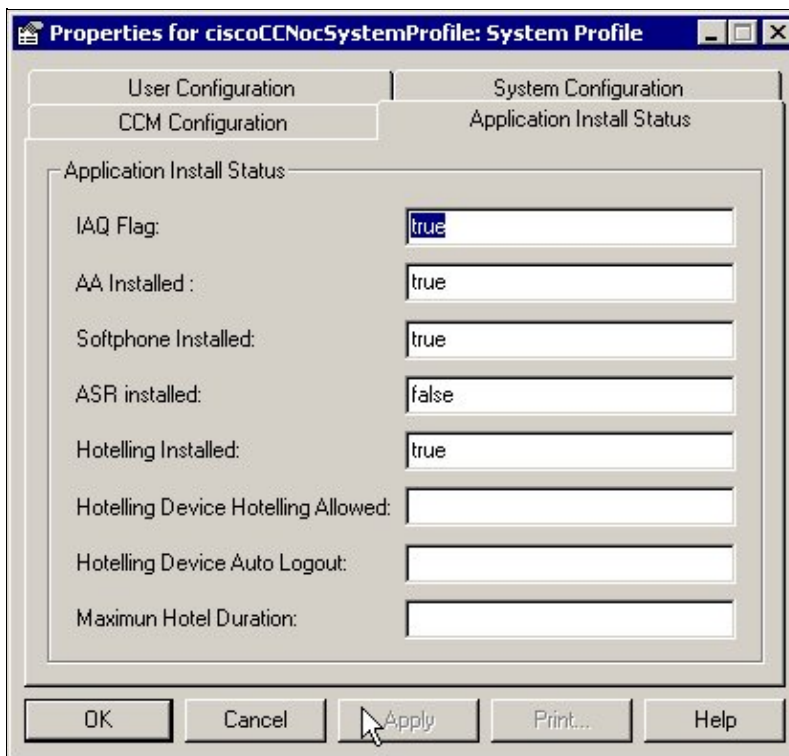
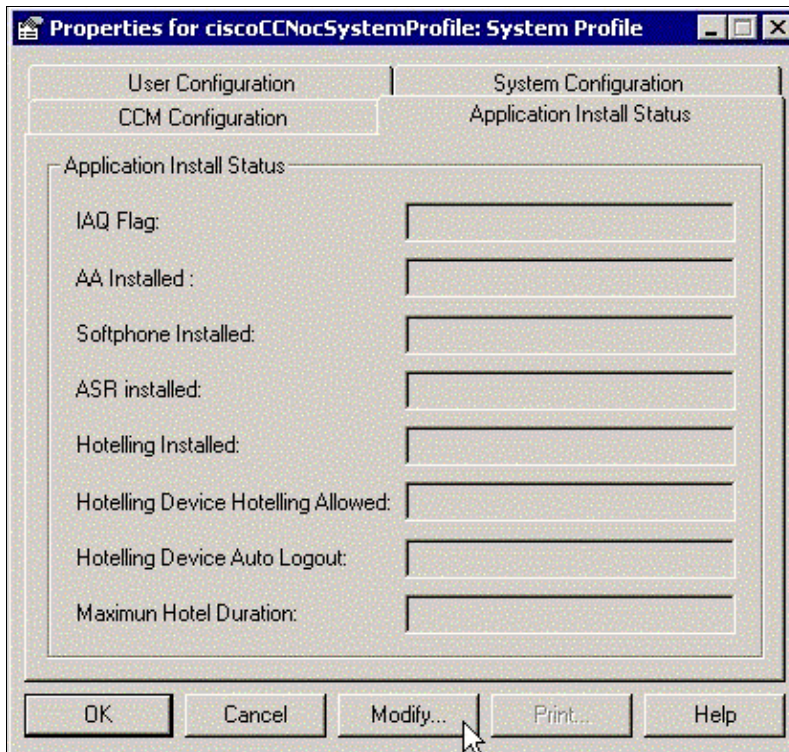


4. Click the **Application Install Status** tab.

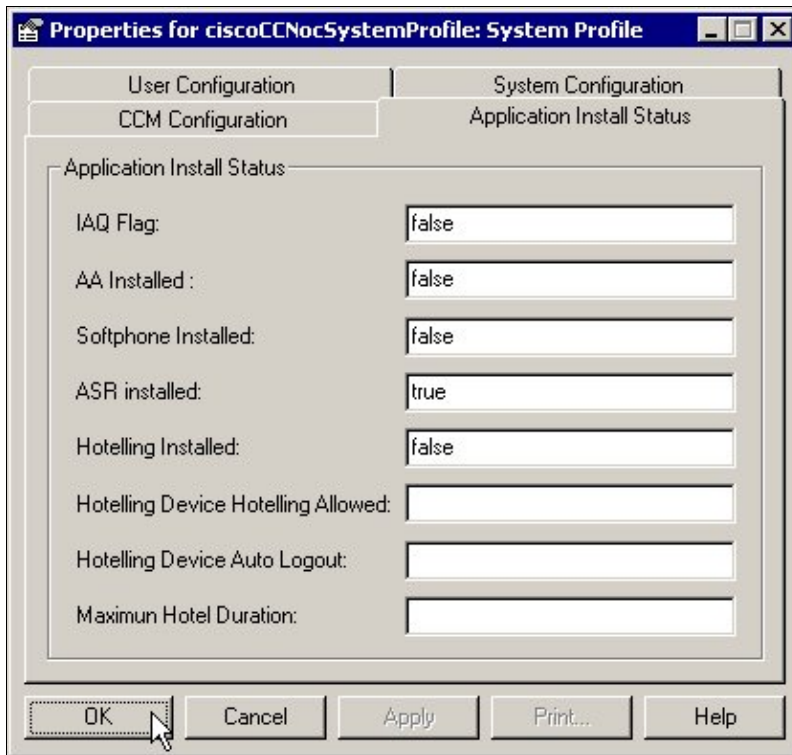


5. Look at the values for the applications. If the values for **AA Installed**, **Softphone Installed**, **ASR installed**, and **Hotelling Installed** are blank, go to Step 6. Otherwise, proceed with Step 9.

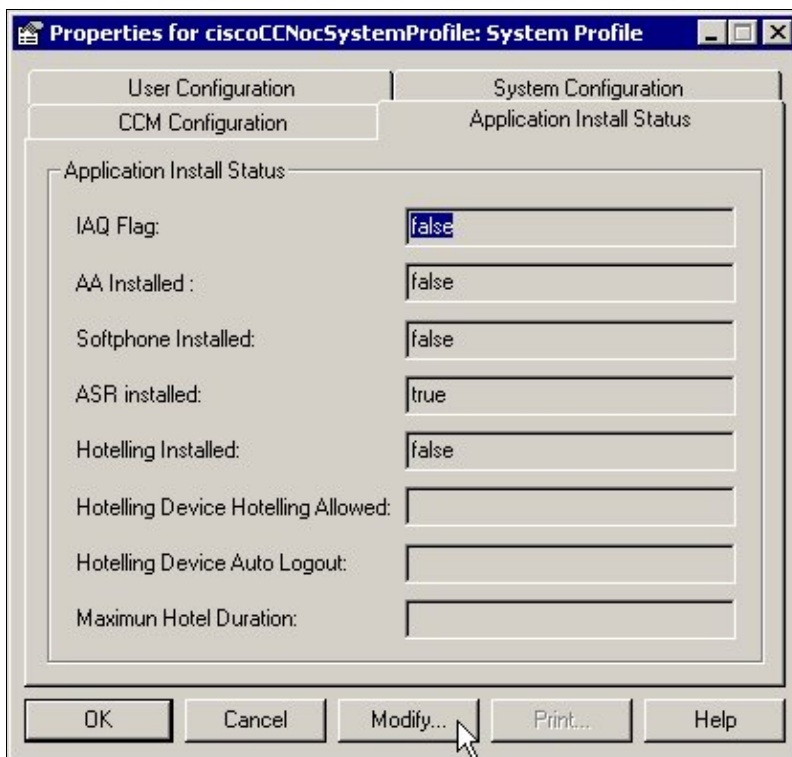
6. Click **Modify**. You should see that the values are set correctly.



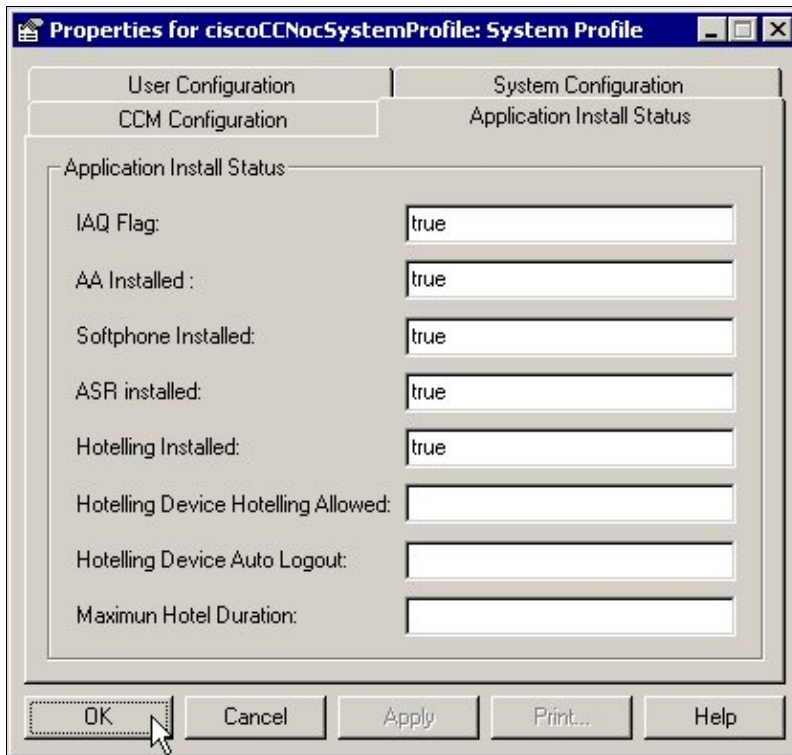
7. Change the values from true to **false** and from false to **true**. Click **Apply** and **OK**.



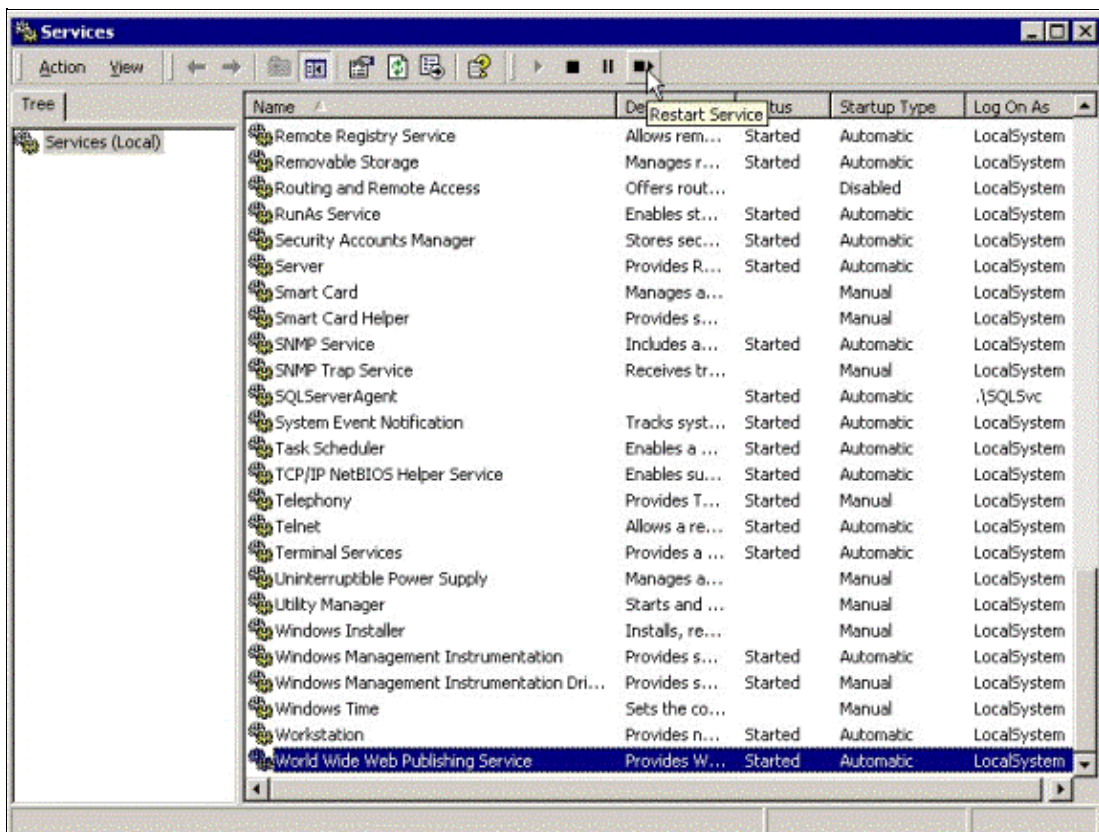
8. Repeat Steps 3 and 4.
9. Click **Modify**. All values should be visible now.



10. Change the values of the applications installed to **true**. Click **Apply** and **OK**.



11. Go to **Services**. Choose **World Wide Web Publishing Service** and click the **Restart Service** button.



12. Repeat these steps for all of the servers in the cluster in which you experience this problem.

## Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**

- **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support – Cisco Systems**
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