

ICD Extension Option Does Not Appear on the Cisco CallManager Global Directory User Page

Document ID: 91935

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Introduction

With Cisco Customer Response Solutions (CRS) 3.x, after you integrate with Active Directory, the Interactive Call Distribution (ICD) extensions are not available via the Cisco CallManager Global Directory User Device Associations.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Customer Response Solutions (CRS)
- Cisco CallManager
- Active Directory

Components Used

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

- Cisco CRS 3.x
- IPCC Express 4.x
- Cisco CallManager 3.3 and later

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

With Cisco CRS 3.x, when Cisco CallManager is integrated with Active Directory, the radio button for the ICD extension is not available on the User Configuration page.

Solution

In order to resolve this issue, use the Active Directory Services Interface (ADSI) Edit utility on the Active Directory server to set `ciscoCCNatIAQflag` to **True**.

Note: You can download the ADSI Edit utility from Microsoft .

Complete these steps:

1. On the Active Directory (AD) server, you can browse your directory schema by opening the ADSI Edit utility. Drill down to `DC=xxxxx, DC=cisco, DC=com, OU=Cisco, OU=CCN, ou=systemProfile`.
2. On the right pane, right-click **System Profile** and choose **Properties**.
3. Select **Both** from the first pull-down menu.
4. Select **CiscoCCNatIAQflag** from the second pull-down menu.
5. Enter **True** in the Edit Attribute textbox. Select **Set** and then **OK**.
6. Complete these steps in order to stop and start the IIS Admin Service on the Cisco CallManager:
 - a. Choose **Start > Programs > Administrative Tools > Services**.
 - b. Select the **IIS Admin Service** and click the **Restart Service** button at the top right of the menu bar.
 - c. When you are prompted to restart the World Wide Web Publishing Service, click **Yes**. Both services stop and then restart.

Note: In Cisco CallManager 5.x, ICD Extension is known as IPCC Express Extension. You can update the IPCC Express Extension on Cisco CallManager 5.x when you run the **run sql update processconfig set paramvalue="T" where paramname like IAQInstalledFlag** command in CLI mode on the publisher server.

Refer to How to Get the ICD Extension to Appear on the User Page Using CallManager 3.3 in order to troubleshoot a similar issue with the Data Connection (DC) Directory.

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Related Information

- [Active Directory and Cisco CallManager Integration Troubleshooting Guide](#)
- [Voice and Unified Communications Support Resources](#)
- [Technical Support & Documentation – Cisco Systems](#)

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Updated: Aug 03, 2007

Document ID: 91935
