

Cisco Unified Communications Manager 5.x – Troubleshooting My Fast Dials and Personal Address Book Issues

Document ID: 97344

Introduction

Prerequisites

Components Used

Conventions

Problem

Solution

Problem

Solution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document addresses a common problem that occurs when two IP Phone features, My Fast Dials and Personal Address Book, are used with Cisco Unified Communications Manager 5.x.

Prerequisites

Components Used

The information in this document is based on Cisco Communications Manager 5.x.

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

After Cisco Communications Manager is upgraded from 4.x to 5.x, the My Fast Dials and Personal Address Book services fail to work, and the **HTTP error [404]** error appears on the IP Phone screen.

Solution

This problem is due to a design change in Cisco Communications Manager 5.x. Prior to Cisco Communications Manager 4.2, the Personal Address Book (PAB) and My Fast Dials had been composed of a set of Web pages, an IP Phone Web Service, an ActiveX object, and a library. In Cisco CallManager 5.0, the IP Phone Web Service was converted from Active Server Pages to JavaServer Pages.

In Cisco Unified Communications Manager 5.x, the Personal Address Book and My Fast Dials have been integrated into the Unified Communications Manager.

In the previous release, the Personal Directory had been a subscribed IP Phone Service. That is, an administrator had to provide the Personal Directory IP Phone Service prior to the user subscription. For Cisco Unified Communications Manager 5.x, the Personal Directory is no longer a subscription service. This eliminates the need for an administrator to provide the service.

1. Click the Directories icon for the Personal Directory to appear.
2. The My Fast Dials and Personal Address Book are now located in the Personal Directory section.
3. Choose **Directories > Personal Directory > Login** on the IP Phone, and use the UserID and PIN.
4. The My Fast Dials and PAB appear.

Problem

Personal Address Book (PAB) and Fast Dials do not log out when a new user logs into Extension Mobility (EM) on a phone. If you log into PAB and Fast Dials on a phone and then another user logs into EM on that phone, the PAB and Fast Dials from the original user remains logged in.

Solution

In order to login the EM to get the User Device Profile (UDP), you have to choose **Directories > Personal Directory > Login** in order to login to the PAB and Fast Dials. If you log out from the EM, you must choose **Directories > Personal Directory** again in order to log out from PAB and Fast Dials or else the PAB and Fast Dials are still active on the phone even though they have logged off from the EM. Refer to Cisco bug ID CSCsi98094 (registered customers only) for more information.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- [Personal Directory](#)
- [Voice and IP Communications Product Support](#)
- [Voice Technology Support](#)
- [Troubleshooting Cisco IP Telephony](#)

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2007 – 2008 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Jul 26, 2007

Document ID: 97344
