

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

Document ID: 13956

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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.

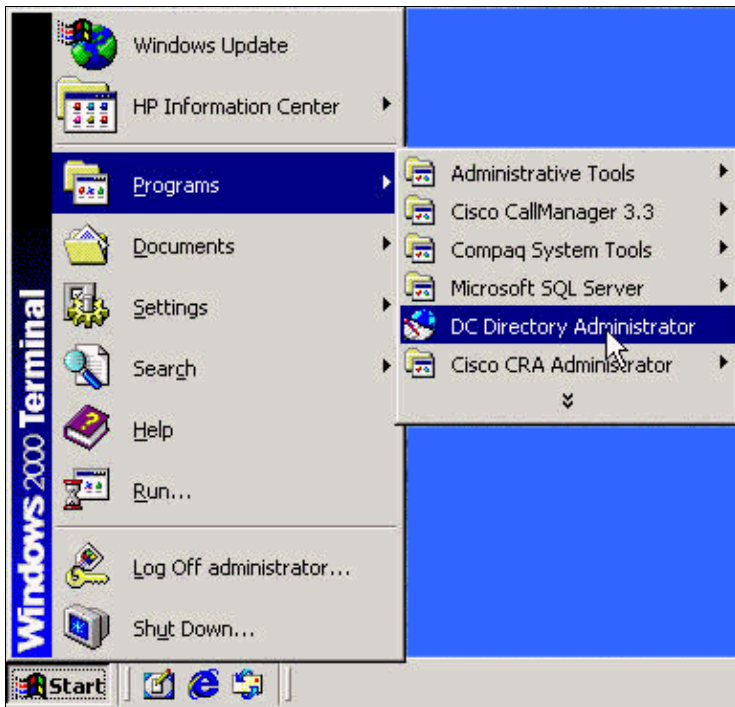
Getting the ICD Extension to Appear

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.

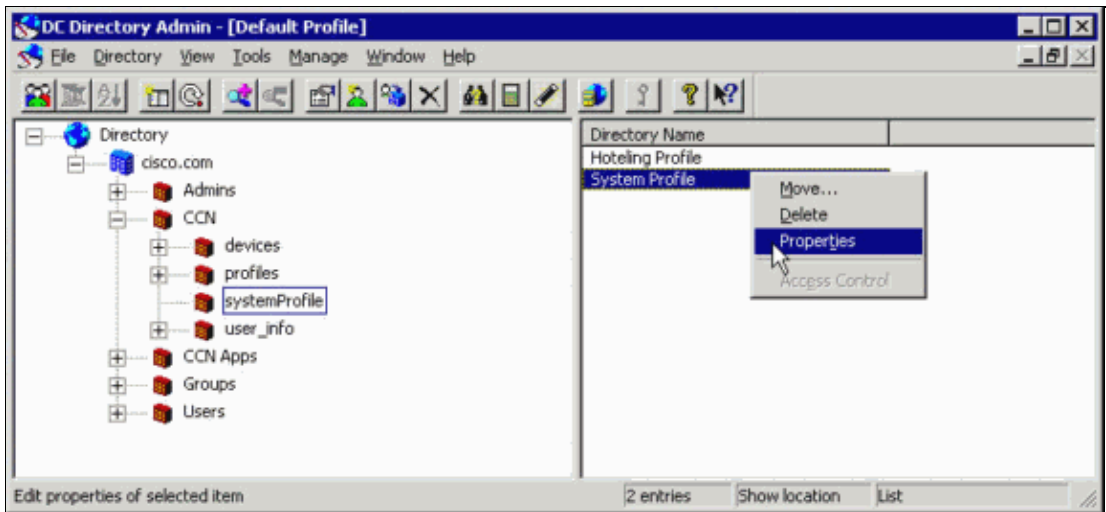
1. Choose **Start > Programs > DC Directory Administrator** to open the DC Directory Administrator.



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

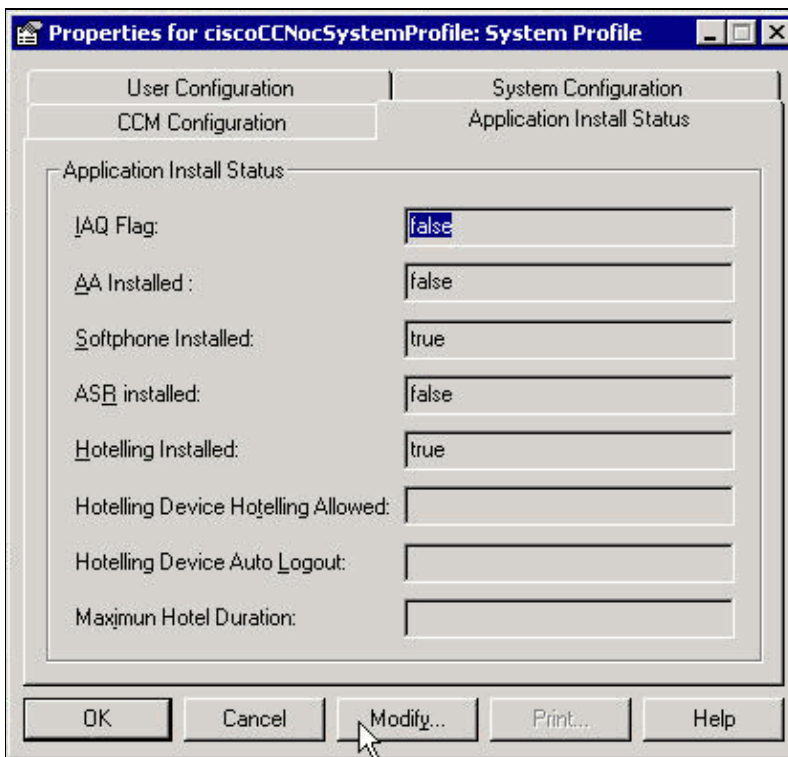


4. Once you have logged in, expand **Directory > cisco.com > CCN > systemProfile**.
5. In the right area of the window, under Directory Name, right-click **System Profile** and select **Properties**.

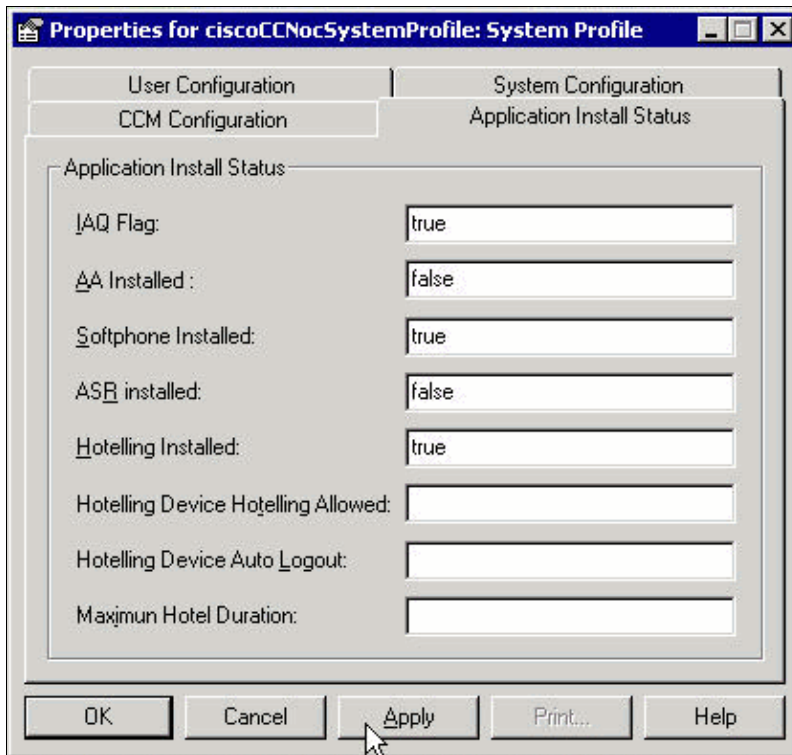


6. In the **System Profile** dialog box, click the Application Install Status tab and then click the **Modify** button.

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



7. Change the IAQ Flag field from *false* to *true*.

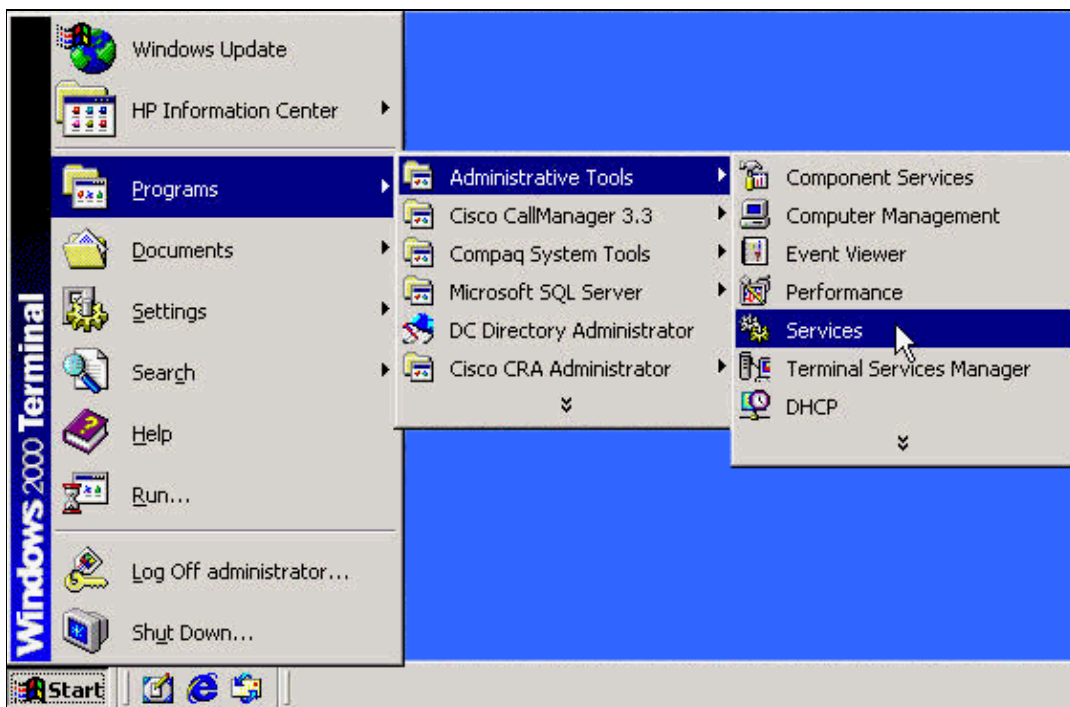


8. Click **Apply** and then click **OK**.

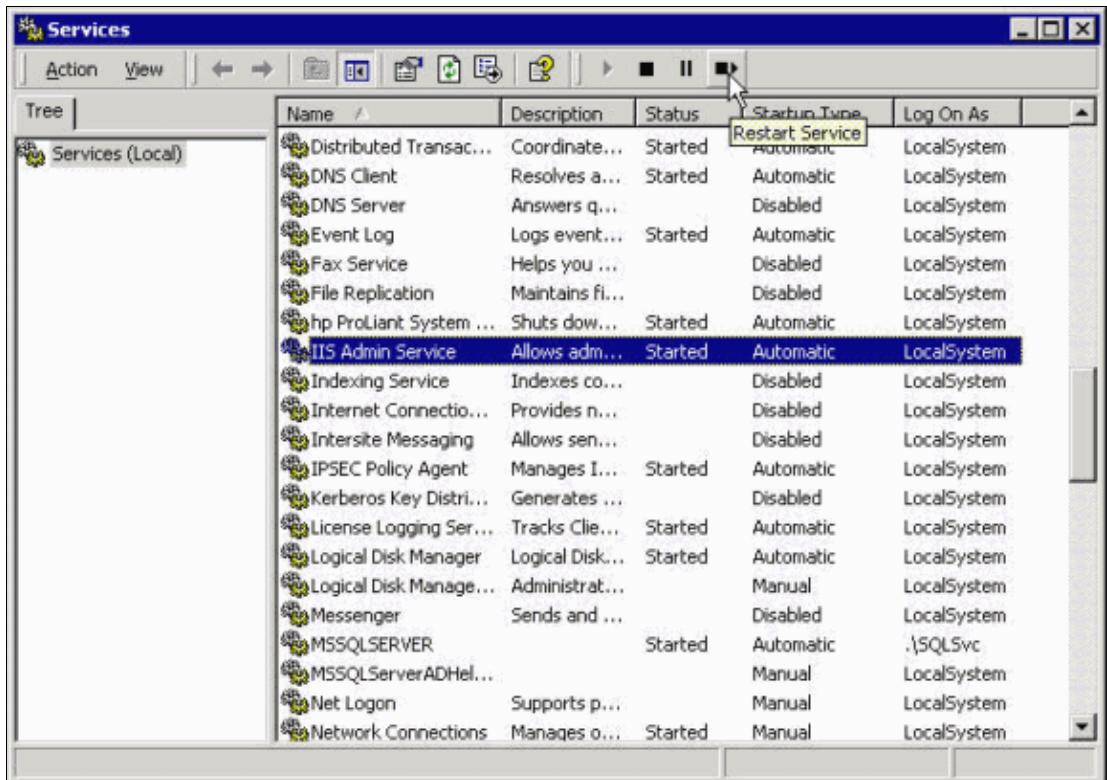
Restarting the IIS Admin Service and World Wide Web Publishing Service

These steps describe how to restart the IIS Admin Service.

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

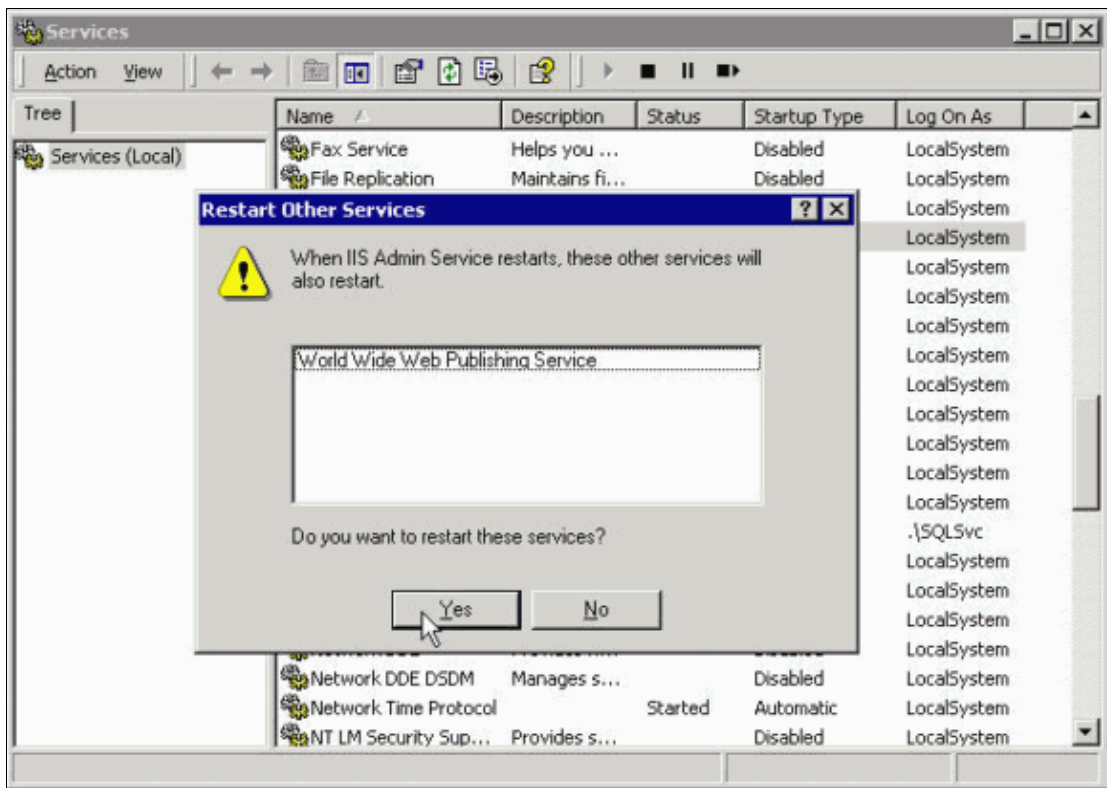


2. Select the **IIS Admin Service** and click the **Restart Service** button at the top right of the menu bar.



3. When you are prompted to restart the World Wide Web Publishing Service, click **Yes**.

Both services will stop and then restart.



Verify

This section provides information that you can use to confirm that your configuration is working properly.

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**.



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

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

Device Association

[User Configuration](#)
[Add a New User](#)
[Back to User List](#)

Device assigned to: iagent (phoneagent, ICD)

Status: Ready

Available Device List Filters

Find Devices Where :

Device Name begins with

Select Devices

No Filter Active
0 available device(s) listed at last search.
2 device(s) controlled at last search.
2 device(s) selected currently.

Available Devices

Check All on Page Check All in Search No Primary Extension
 No ICD Extension

| Type | Device Name | Description | Primary Ext. | Extension | ICD Ext. |
|--|-----------------|-------------|----------------------------------|-----------|----------------------------------|
| <input checked="" type="checkbox"/> 7940 | SEP0006D752AC85 | Auto 3002 | <input checked="" type="radio"/> | 3002 | <input checked="" type="radio"/> |
| <input checked="" type="checkbox"/> 7940 | SEP0006D752AC85 | Auto 3002 | <input type="radio"/> | 3012 | <input type="radio"/> |

Update Selected

View page in

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](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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