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Product bulletin

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Deprecation of the Cisco Unified Communications Manager Web Dialer Axis1.4- Based API



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Overview

Cisco Unified Communications Manager (Unified Communications Manager) does not support the Axis 1.4-based API for the Web Dialer interface.

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Products Affected

Products Affected	Version
Cisco Unified Communications Manager	Release 15SU5

Problem Description

The following feature is deprecated and is no longer supported by Cisco Unified Communications Manager for the version mentioned earlier:

- Axis 1.4-based API for the Web Dialer interface

Background / Rationale

Cisco Web Dialer is installed on a Cisco Unified Communications Manager node. It works in conjunction with Unified CM to allow Cisco Unified IP Phone users to make calls from web and desktop applications. Web Dialer uses hyperlinked telephone numbers in a company directory to enable users to place calls from a web page by clicking the telephone number of the desired contact.

The Web Dialer API has historically been based on the Apache Axis 1.4 framework, which is now end-of-life and no longer supported. Several vulnerabilities have been reported against the Axis 1.4 framework (for example, [CVE-2023-40743](#)), although Unified CM is not directly affected by them. To enhance security and improve architecture, Unified CM will transition to the Axis2 1.8.2 framework starting with the 15SU5 release.

This Field Notice describes the changes required for client applications that use the Web Dialer SOAP-based APIs. Existing applications will require updates to continue functioning after the transition.

Problem / Symptom

There is no direct functional impact or observable issue for customers when using the Axis 1.4-based APIs. However, the use of these APIs poses security risks that could lead to potential denial-of-service (DoS) attacks.

Affected Services	Symptoms For Affected Services
Clients using the CUCM WebDialer SOAP based API (Unified Communications Manager)	Security and architectural improvements. No functional impact.

Product Recommendations

Starting with Unified CM Release 15 SU5, Cisco will update the Web Dialer SOAP API interface to improve architecture and security. The following URLs will be deprecated, and client applications must use the new API URL as listed below:

- **Deprecated wsdl URL's (Release 15SU5 onwards):**
 - *<https://<IP Address>/webdialer/services/WebdialerSoapService?wsdl>*
 - *<https://<IP Address>/webdialer/services/WebdialerSoapService70?wsdl>*
- **New URL:** *[https:// <IP Address>/webdialer/services/webdialer?wsdl](https://<IP Address>/webdialer/services/webdialer?wsdl)*

For more details on the new WSDL file, refer to the 'WebDialer SOAP interface' section in the [Cisco Developer Guide](#).

NOTE: The link will be available starting with the Unified Communications Manager Release 15SU4. We encourage you to review the detailed WSDL and update your applications accordingly. You can test the updated applications during the Release 15 SU5 Beta cycle.

Opening a Case With TAC

If you require further assistance, or if you have any further questions regarding this deprecation notice, contact [Cisco Systems Technical Assistance Center \(TAC\)](#) by one of the following methods:

- [Open a Service Request on cisco.com](#)
- [By Email](#)
- [By Telephone](#)

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