

How to Troubleshoot "Host Not Found" Service Applet on SIP IP Phones

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Introduction

This document describes how to troubleshoot "Host Not Found" service applet on IP Phones, registered to Cisco Unified Communications Manager (CUCM).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CUCM version 10.0 and above
- IP Phones
- Bulk Administration Tool (BAT)

Components Used

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

- CUCM version 10.0
- IP phones

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.

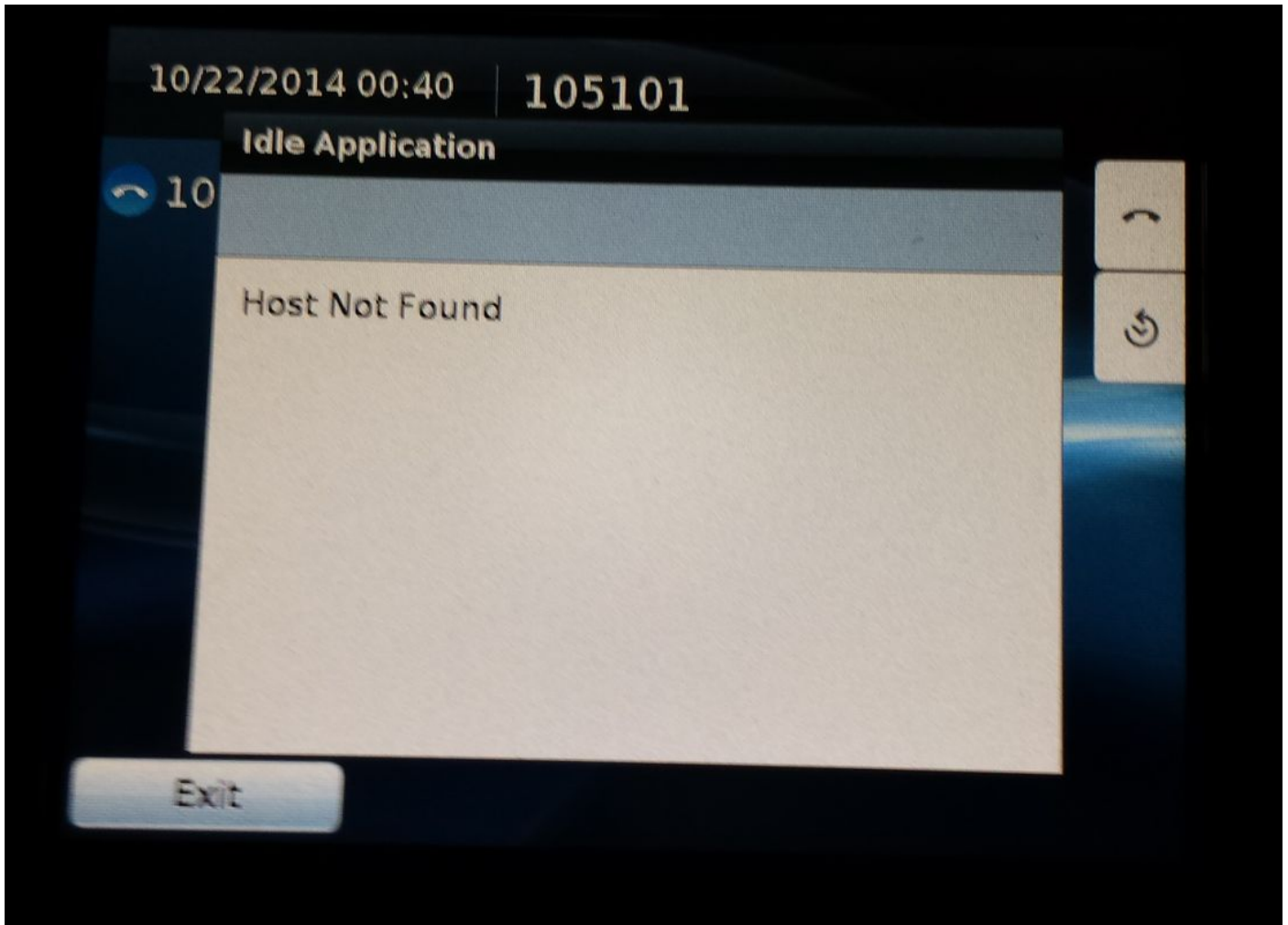
Problem

You are affected by this issue, If your phone presents this behavior.

- IP Phones when in idle state show a service applet on screen always.

- Even if you do not press the service button, the service applet will come on the phone screen,
- In case of SIP phones the issue appears in a window called Idle Application with the error "Host Not Found" on screen.

Representation of the message.



What causes the issue.

- In CUCM 10.0 and onwards the auto registration is governed by a new parameter which allow you to choose the template
- The parameter is **Universal Device Template** with default value **Auto-registration Template**
- The **Auto-registration Template** has an idle URL configured by default
- The phones that are auto-registering use this template and hence the phone get the idle URL in it's config as well
- Therefore, when the phone is idle the service applet will keep popping up

Solution

Step 1. Navigate to **User Management > User/Phone Add > Universal Device Template**.

Step 2. Select **Auto-registration Template**.

Service Configuration Settings

Information	Default	
Directory	Default	
Messages	Default	
Services	Default	
Authentication Server	Default	
Proxy Server	Default	
Idle	Override	https://Pub:443/CUCM-uds/xps/selfProvision
Idle Timer (seconds)	Override	1
Secure Authentication URL	Default	
Secure Directory URL	Default	

Step 3. Under **Service Configuration Settings** keep the idle URL as blank and make sure dropdown is set to **Override**.

Service Configuration Settings

Information	Default	
Directory	Default	
Messages	Default	
Services	Default	
Authentication Server	Default	
Proxy Server	Default	
Idle	Override	
Idle Timer (seconds)	Override	1
Secure Authentication URL	Default	
Secure Directory URL	Default	

Step 4. Save the configuration.

Step 5. On the phones , navigate to the homepage and keep the idle URL as blank.

Step 6. **Save** and **Apply Config**.

Step 7. Reset the phones and when the phone comes up it will be normal.

Note: If multiple number of phones are affected, use the BAT to update the idle URL and make it blank.