

# Issue to set the URL Service Label in CUCDM

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## Introduction

This document describes how to add the Service URL label in Cisco Unified Communication Domain Manager (CUCDM).

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Hosted Collaboration Solution (HCS)
- Cisco Unified Communication Domain Manager (Cisco UCDM)

## Components Used

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

- CUCDM 10.6.3 SU1a

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: Issue while specifying the URL label of the service name

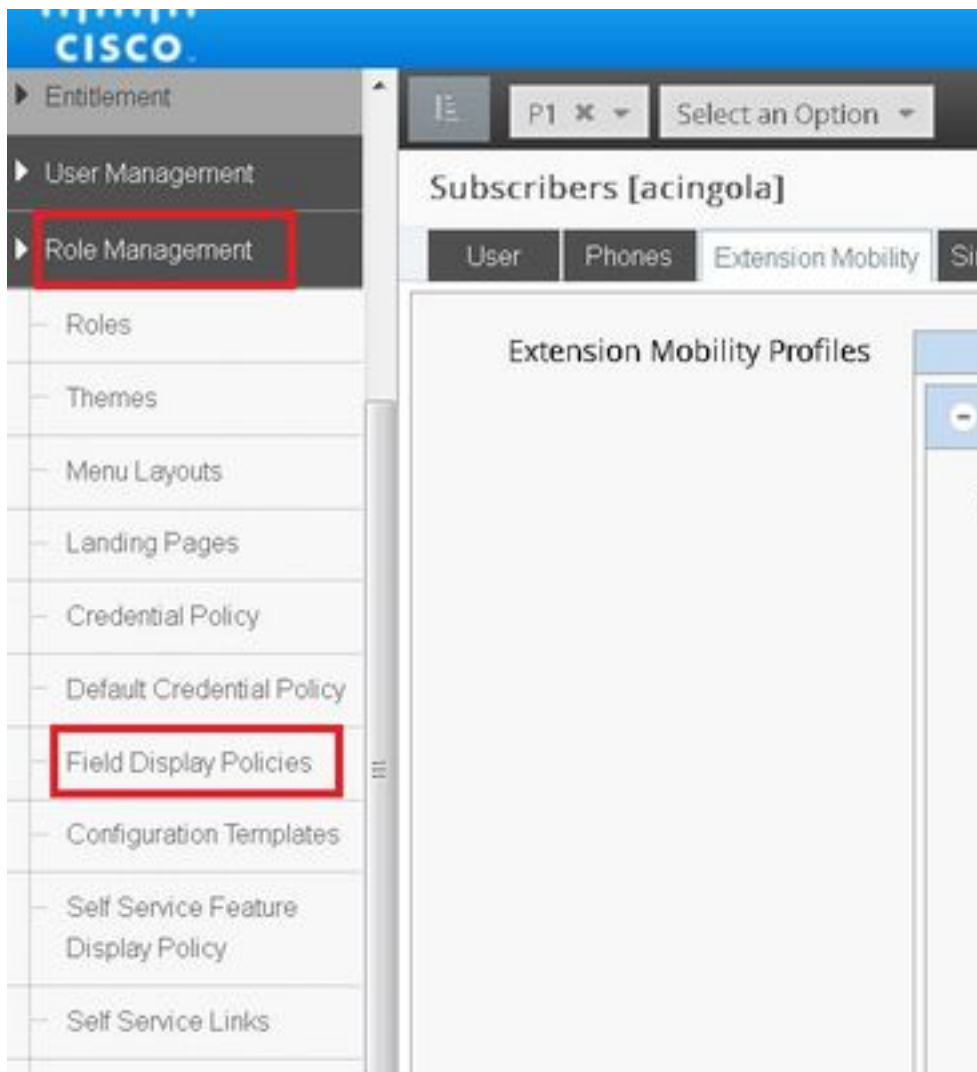
Either in the extension mobility profile or the phone, the service menu doesn't allow to specify the URL label of the service name.

The screenshot shows the CUCM administration interface. At the top, there is a header bar with a list icon, a dropdown menu showing 'P1', and another dropdown menu labeled 'Select an Option'. Below this, the main heading is 'Phones [SEP123456789012]'. A navigation bar contains several tabs: 'Phone', 'Lines', 'Speed Dials', 'Services' (which is currently selected), 'Busy Lamp Fields', 'Blf Directed Call Parks', and 'Dual Mode Settings'. The 'Services' tab is active, displaying a 'Service' section. This section includes a list of services with a '+' icon to add a new one. The first service in the list is 'Login/Logout'. Below the list, there are two input fields: 'Service Name\*' with the value 'Login/Logout' and 'Url Button Index' with the value '1'.

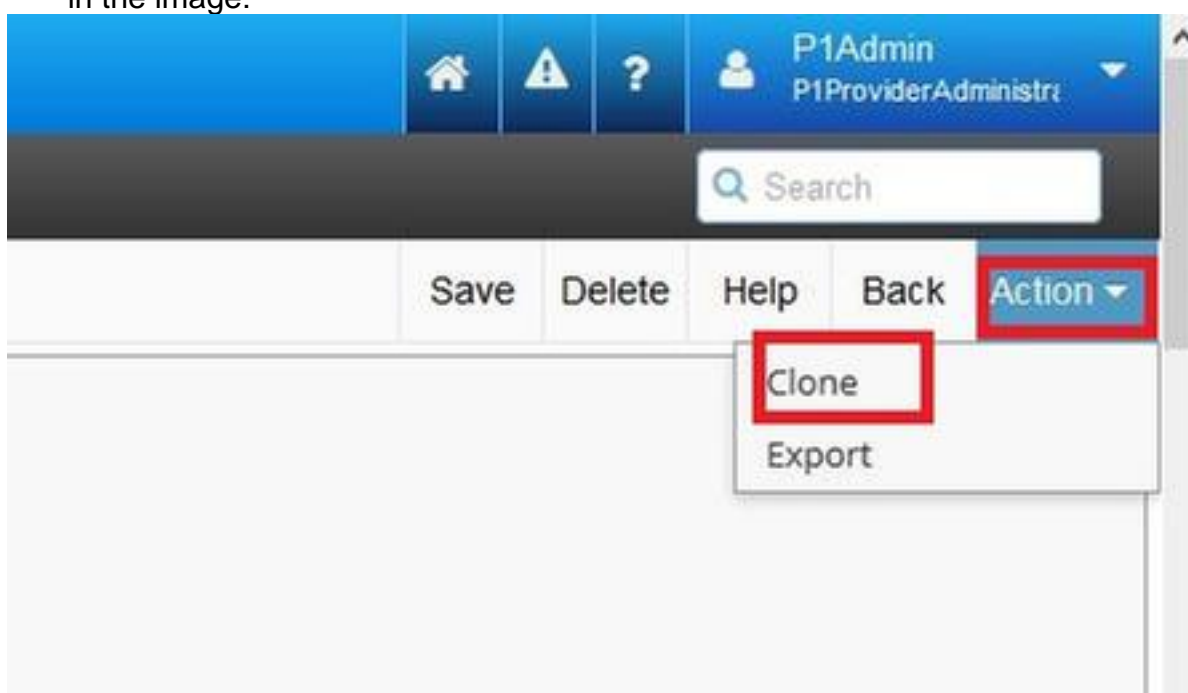
## Solution

### Enable the url label while adding a phone via the Phone menu

Login as provider admin and move under **Role Management > Field Display Policies (FDP)**



- Select the **SubscriberPhoneMenuItemProvider** and clone the FDP under customer hierarchy. This can be done by selecting the **SubscriberPhoneMenuItemProvider** and opening it up. Then at the top-right hand corner, you can clone the FDP in question, as shown in the image:



Field Display Policies					Add	Delete	Help
Name	Description	Target Model Type	Hierarchy				
AddSubscriberWizard_AdvPhone_FDP	FDP for Advanced Phone settings in Subscriber Wi	device/cucm/Phone	sys				
AddSubscriberWizard_AdvPhoneRel_FDP	FDP for Advanced Phone settings in Subscriber Wi	relation/SubscriberPhone	sys				
selfservice_device_cucm_phone		device/cucm/Phone	sys				
selfservice_relation_subscriber_phone	Governs fields displayed to end user	relation/SubscriberPhone	sys				
SubscriberPhoneMenuitem	FDP for Phone Relation.	relation/SubscriberPhone	sys				
SubscriberPhoneMenuitemCustomer	FDP for Phone Relation at Customer Level.	relation/SubscriberPhone	sys				
SubscriberPhoneMenuitemProvider	FDP for Phone Relation at Provider level.	relation/SubscriberPhone	sys				
SubscriberPhoneMenuitemProvider	FDP for Phone Relation at Provider level.	relation/SubscriberPhone	sys.hcs.P1.BRU				
SubscriberPhoneMenuitemSite	FDP for Phone Relation at Site Level.	relation/SubscriberPhone	sys				

- Open the new **SubscriberPhoneMenuitemProvider** at customer hierarchy level.
- Move under the Service fields section.
- Select **services.service.name** attribute.
- Move up the **service.service.name** attribute as shown in the image.
- Click in Save.

Available		Selected
aarNeighborhoodName		services
addOnModules		services.service
addOnModules.addOnModule		<b>services.service.name</b>
addOnModules.addOnModule.index		services.service.telecasterServiceName
addOnModules.addOnModule.loadInformation		services.service.urlButtonIndex
addOnModules.addOnModule.model		services.service.urlLabelAscii
allowCtiControlFlag	Select	
allowiXApplicableMedia	Remove	
AllowPresentationSharingUsingBfcp		
alwaysUsePrimeLine		
alwaysUsePrimeLineForVoiceMessage		
authenticationMode		
authenticationString		

Move Up
Move Down

Apply the above steps to this FDP:

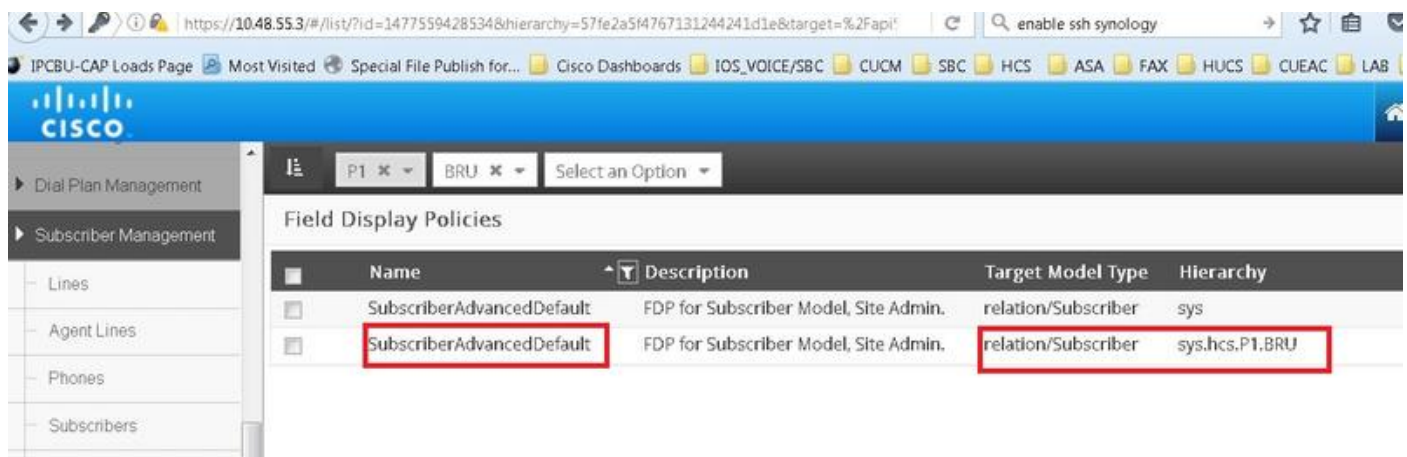
- SubscriberPhoneMenuitemCustomer
- SubscriberPhoneMenuitemSite

## Enable the url label while adding phone via the Subscriber Menu

Login as provider admin and move under **Role Management > Field Display Policies (FDP)**

- Select the SubscriberAdvancedDefault and clone the FDP under customer hierarchy. This can be done by selecting the **SubscriberPhoneMenuitemProvider** and opening it up. Then at the top-right hand corner, you can clone the FDP in question.

In this example, the SubscriberAdvancedDefault FDP at syslevel is cloned to **SubscriberAdvancedDefault** at customer level (sys.hcs.P1.BRU)



Name	Description	Target Model Type	Hierarchy
SubscriberAdvancedDefault	FDP for Subscriber Model, Site Admin.	relation/Subscriber	sys
SubscriberAdvancedDefault	FDP for Subscriber Model, Site Admin.	relation/Subscriber	sys.hcs.P1.BRU

Open the new FDP SubscriberAdvancedDefaultat at customer hierarchy level.

- Move under Extension Mobility section.
- Select **DeviceProfile.services.service.name** attribuite.
- Move up the service.service.name attribute as shown in the image.
- Click in Save.

Title\* Extension Mobility

Display as Fieldset ☐

Number of Columns

### Fields

Available		Selected
associatedGroups.userGroup.userRoles	Select Remove	DeviceProfile.blfDirectedCallParks.blfDirectedCa
associatedGroups.userGroup.userRoles.userRo		DeviceProfile.blfDirectedCallParks.blfDirectedCa
associatedPc		DeviceProfile.blfDirectedCallParks.blfDirectedCa
authenticationType		DeviceProfile.blfDirectedCallParks.blfDirectedCa
calendarPresence		DeviceProfile.blfDirectedCallParks.blfDirectedCa
convertUserAccount		DeviceProfile.blfDirectedCallParks.blfDirectedCa
ctiControlledDeviceProfiles		DeviceProfile.blfDirectedCallParks.blfDirectedCa
ctiControlledDeviceProfiles.profileName		DeviceProfile.blfDirectedCallParks.blfDirectedCa
CUCUser		DeviceProfile.services
CUCUser.Address		DeviceProfile.services.service
CUCUser.AddressAfterRecord		DeviceProfile.services.service.name
CUCUser.AddressMode		DeviceProfile.services.service.telecasterServiceM

## Verify

Login on CUCDM as provider admin, navigate to **Subscriber Management > Phone > Select the phone > Services**.

Phone Lines Speed Dials Services Busy Lamp Fields Blf Directed Call Parks Dual Mode Settings

### Service

Login/Logout

Name\* TestLoginLout

Service Name\* Login/Logout

Url Button Index 1

Login in CUCM >> Device >> Phone >> Phone Configuration >> Subscribe/Unsubscribe menu

## Subscribed Cisco IP Phone Services for SEP123456780912

 Next  Help

### Status

 Status: Ready

### Service Information

Service Subscription: New

Select a Service\*

Service Description

### Subscribed Services

 [TestLoginLogout](#)

Next

Close