Troubleshoot Webex Calling External Caller ID Name Not Updating after Control Hub Configuration Change

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Issue

A Webex Calling user's external caller ID name was changed in Control Hub from "Company Inc." to "John D," but outbound PSTN calls continued displaying the previous caller name "Company Inc." to external recipients. The external caller ID number displayed correctly, but the caller name did not reflect the updated configuration despite the change being made approximately two weeks prior to the reported issue.

When making outbound PSTN calls, external recipients were still seeing the old caller name while the configured caller ID number was presenting correctly. The issue persisted even though the Control Hub configuration showed the updated caller name settings.

Environment

- Webex Calling North America region
- Location using Cisco Calling Plans for PSTN connectivity
- User configured with Direct Line (+14031231234) and Direct Line caller ID name ("John D")
- PSTN connection: Cisco Calling Plans

Resolution

The resolution involved updating the Cisco PSTN CNAM (Caller Name) database entries, as the issue was determined to be a mismatch between the Control Hub configuration and the PSTN-side caller name records.

Step 1: Verify PSTN Connectivity Type

The case owner confirmed that the Location was using Cisco Calling Plans for PSTN connectivity, which meant that CNAM records were possibly managed through the Cisco PSTN provider portal.

Step 2: Analyze SIP Signaling

A test call was made to verify that Webex Calling was sending the correct caller ID information:

Test call details:

```
Caller: +14031231234 (John D)
Callee: +16471231234
Start Date: 22/07/2026 14:16:32 UTC
End Date: 22/07/2026 14:16:37 UTC
Call-ID: 12345678-b297d31856ef83335e531013c93d970b-aohotp0010
```

Review of the outbound SIP INVITE message confirmed that the correct caller name and number were being sent in the From and P-Asserted-Identity headers:

```
INVITE sip:+1641231234@192.X.X.X:5060;user=phone SIP/2.0
Via: SIP/2.0/UDP 135.X.X.X:5060;branch=z9hG4bK0qlojh30bonfsn855q50.1
From: "John D"<sip:+1401231234@135.X.X.X;user=phone>;tag=SDlcrtd01-277767354-1784729792927-
To: <sip:+16471231234@192.X.X.X:5060;user=phone>
Call-ID: 12345678-b297d31856ef83335e531013c93d970b-aohotp0010
CSeq: 85440720 INVITE
Contact: <sip:135.X.X.X:5060;transport=udp>
Session-ID: 29be372301205000800003ae07564b9;remote=00000000000000000000000000000000
P-Asserted-Identity: "John D"<sip:+14031231234@135.X.X.X;user=phone>
Privacy: none
Allow: ACK,BYE,CANCEL,INFO,INVITE,OPTIONS,PRACK,REFER,NOTIFY,UPDATE
X-Cisco-Location-Info: 41f2f0b9-b748-4863-ab0b-e9320ae7c187;country=CA
```

Step 3: Identify CNAM Database Discrepancy

Engineering identified that the organization had Cisco PSTN configured with Enable CNAM Listing, and the caller ID name was still listed as "Company Inc." in the PSTN CNAM database, despite the Control Hub configuration showing "John D"

Step 4: Update CNAM Records

Engineering completed CNAM updates for the affected numbers:

- +14031231234 - updated to "John D"
- +14161231234 - updated to "John D" (additional number requested during resolution)

The CNAM updates were processed through the Cisco PSTN provider portal, with an expected propagation time of 24-48 hours.

Step 5: Customer Validation

After the CNAM updates were completed and the propagation period elapsed, the customer confirmed that outbound calls were now displaying the correct caller name "Jonathan L" to external recipients.

Additional CNAM Updates

A separate case (701130937) was opened to handle CNAM updates for four additional numbers through the Cisco PSTN portal, allowing the original case to be closed once the primary issue was resolved.

Cause

The issue was caused by a mismatch between the Webex Calling Control Hub external caller ID configuration and the Cisco PSTN CNAM database records. While the Control Hub configuration was correctly updated to "John D," the corresponding CNAM entries in the Cisco PSTN provider database still contained the previous caller name "Company Inc."

When using Cisco Calling Plans, the PSTN carrier references the CNAM database for caller name information, which takes precedence over the SIP header information sent from the Webex Calling platform. This resulted in external recipients seeing the outdated caller name from the CNAM database rather than the updated name configured in Control Hub.

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