

# Cisco IP Phone Displays "XML Parse Error" when Accessing the Cisco Corporate Directory

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## Introduction

The Cisco IP Phone displays `XML Parse Error[ 4 ]` when a corporate directory search is performed. This document provides information on how to troubleshoot this issue.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

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

- Cisco 79xx Series IP Phones
- Cisco IP Phone load 8.0(2) or 8.0(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

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

When a corporate directory search is performed from the Cisco IP Phone with some username, the `XML Parse Error[ 4 ]` message is received on the phone.

- This issue occurs when the Prompt element contains more than 32 characters. The Prompt element can show up in many XML objects, such as CiscoIPPhoneInput and CiscoIPPhoneMenu, that are supported by Cisco IP Phones. According to XML schema, the maximum number of characters contained in the Prompt element is 32.

This issue is documented in Cisco bug ID CSCse37151 (registered customers only) .

- The CallManager cluster has an ActiveDirectory integration to import the end users. Thus, changing the First Name and Last Name of the users can lead to the XML Parse Error.
- The & character cannot be parsed by the phone. If the directory entry contains the & character, the phone displays XML Parse Error.

## Solution 1

In order to avoid this issue, you need to shorten the directory name length to 31 characters or less. The maximum number of characters on Directory Names that the Cisco 7900 Series Phone models can handle with Phone Loads version 8.0(3) and earlier is **32**.

This issue is fixed in Cisco IP Phone load 8.0(4). Therefore, an upgrade of the phone load to 8.0(4) or later can also solve the issue.

## Solution 2

Make sure to configure the ActiveDirectory in the same format as the Cisco CallManager.

## Solution 3

The issue can also occur due to the failure to understand the softkeys which the Corporate Directory pushes into the 7960–40 SIP phones.

But, the 7960G and 7940G IP Phones support a SIP version of Personal Directory. If you use this, you can add calls from Placed, Missed, or Received Calls to the personal directory from a phone and resolve the issue.

Refer to the XML Parsing Errors section of Cisco Unified IP Phone Services Application Development Notes for more information on how to resolve XML parsing errors.

## Solution 4

Some special characters must not be used in any of the directory entry. In order to avoid this issue, check the directory entries. If any of the entries have these characters, remove them from that entry:

1. & for example, &amp;
2. " for example, &quot;
3. ' for example, &apos;
4. < for example, &lt;
5. > for example, &gt;

## Solution 5

Make sure that the correct server name is entered in the XML file.

## Related Information

- **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Troubleshooting Cisco IP Telephony** [↗](#)
  - **Technical Support & Documentation – Cisco Systems**
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