

# Verifying Cisco IP SoftPhone Directory Services

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## Introduction

Cisco IP SoftPhone integrates with the directory service that is installed on the Cisco CallManager. Additionally, the Cisco IP SoftPhone provides a personal directory for you to store directory entries that are not available in the corporate or public directories. It also integrates with other private directories like those implemented by various email clients.

This document takes you through the steps to verify whether directory services are operative with IP SoftPhone. For information on how to configure the Cisco CallManager server to support IP SoftPhone, see [Installing and Configuring Cisco IP SoftPhone](#).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Administration
- Windows 2000 Terminal Services

### Components Used

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

- Cisco CallManager version 3.0 (revision 6 or later).
- IP SoftPhone Version 1.2 or later, if you use Cisco CallManager 3.1.
- Windows 95, Windows 98, Windows NT 4.0 (SP4 or greater), or Windows 2000.

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.

## Background Information

This document lists the steps you need to perform in order to verify Cisco IP SoftPhone Directory Services. The steps are broadly categorized into three major tasks.

## Task 1: Check Whether Directory Services are Working

Complete these steps:

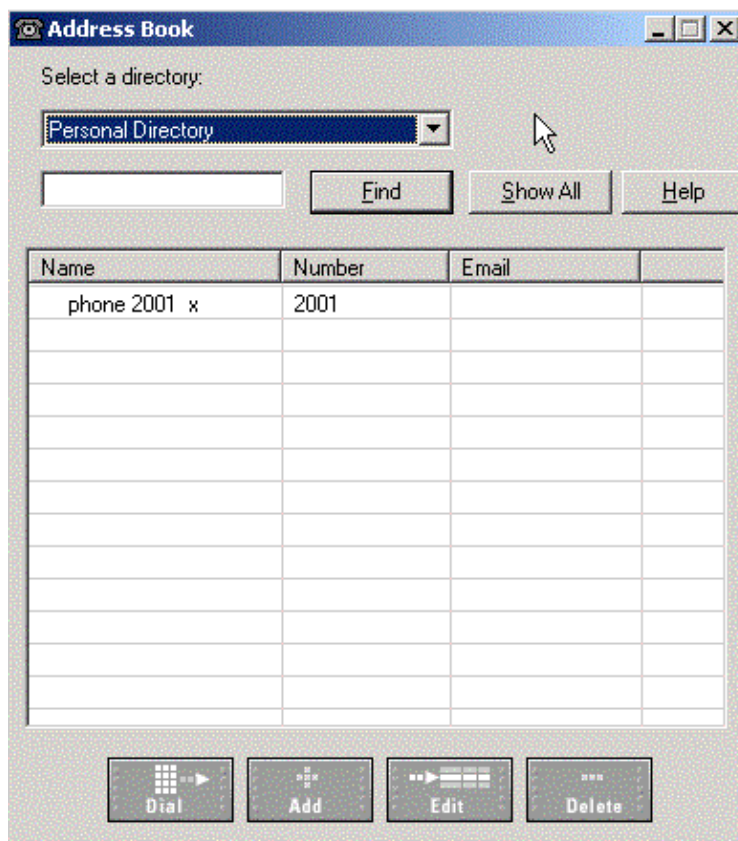
1. Click the icon shown in figure 1 to view the list of configured directories.

**Figure 1 The Directories Icon**



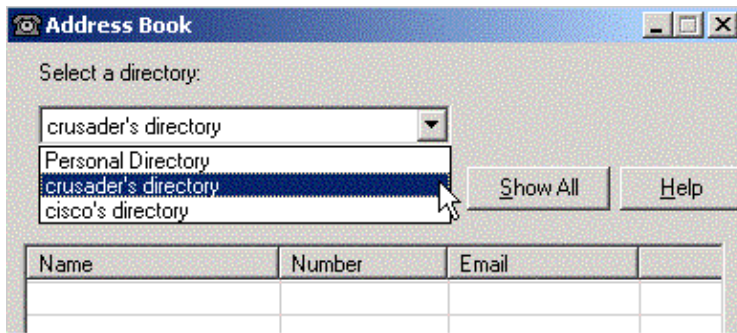
The Address book is displayed, as shown in figure 2.

**Figure 2 The Address Book**



2. Select a directory for your address book from the pull-down menu. Click **Show All** to view a list of users.

**Figure 3 Select a Directory**



**Note:** IP SoftPhone lists only up to 500 entries at a time.

**Figure 4 Message to State that Only 500 Entries are Shown**



Entries come up if the directory services are operative.

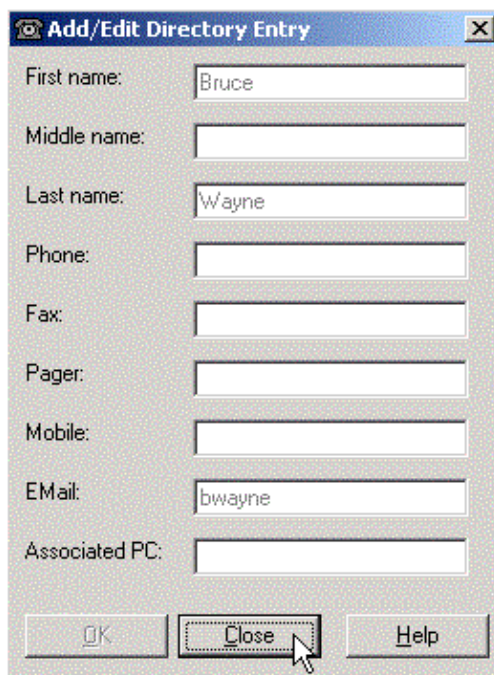
3. Click the **View Info** button to view all the fields in the highlighted record (see figure 5).

**Figure 5 The View Info Button**



If the list of directory entries appears, you need not perform any further action. However, if the directory is unavailable, or the directory entries do not appear, proceed to Task 2. In this case, click **Close**.

**Figure 6 When Directory Entries Do Not Appear**



## Task 2: Verify Client Services

Complete these steps:

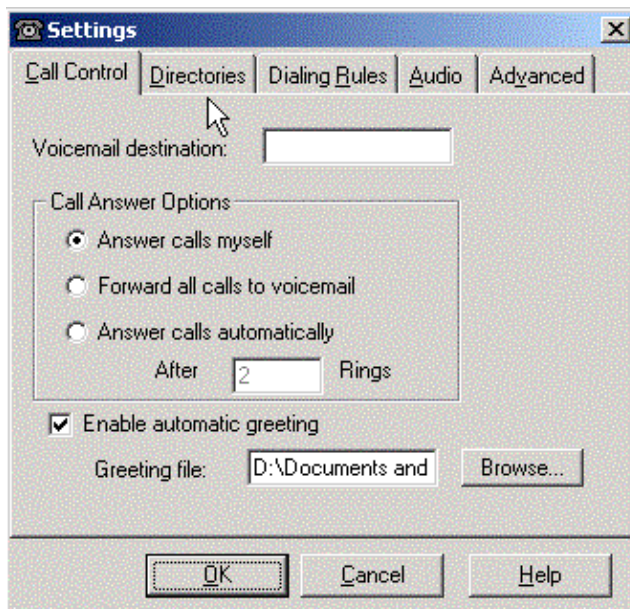
1. Click the **Settings** icon shown in figure 7.

**Figure 7 The Settings Icon**



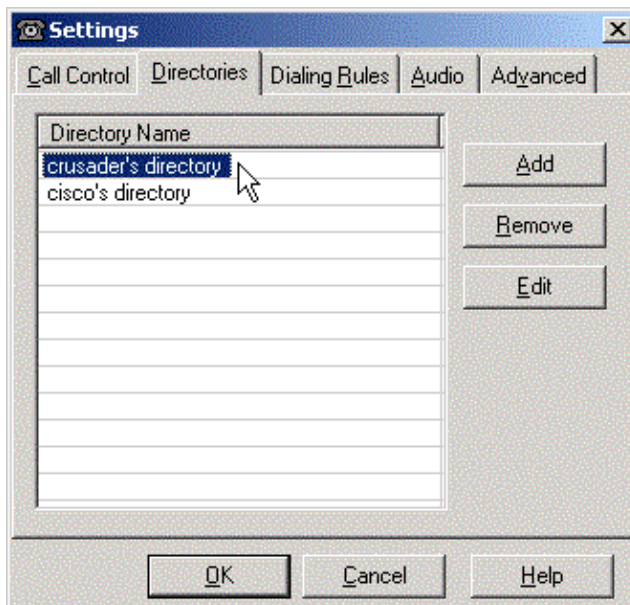
The Settings screen is displayed.

**Figure 8 The Settings Screen**



2. Click the **Directories** tab, and select the appropriate Directory Name.

**Figure 9 Select the Directory Name**



3. Click **Edit** to view the settings associated with the directory.

**Figure 10 View the Directory Settings**



By default, the LDAP server of Cisco CallManager listens at port number 8404, and the Search Base is `ou=users, o=<domain name>`. In this example, `ou=users` and `o=cisco.com`.

If SoftPhone is configured to get information from a non-CallManager LDAP server, verify the settings.

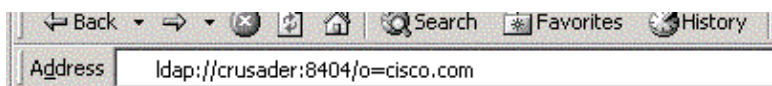
If the directory settings on SoftPhone are correct, proceed to Task 3. Click **OK**.

## Task 3: Verify Whether the Directory Server is Working

An easy way to check whether an LDAP server is working, is to try and reach the server from a web browser. Complete these steps:

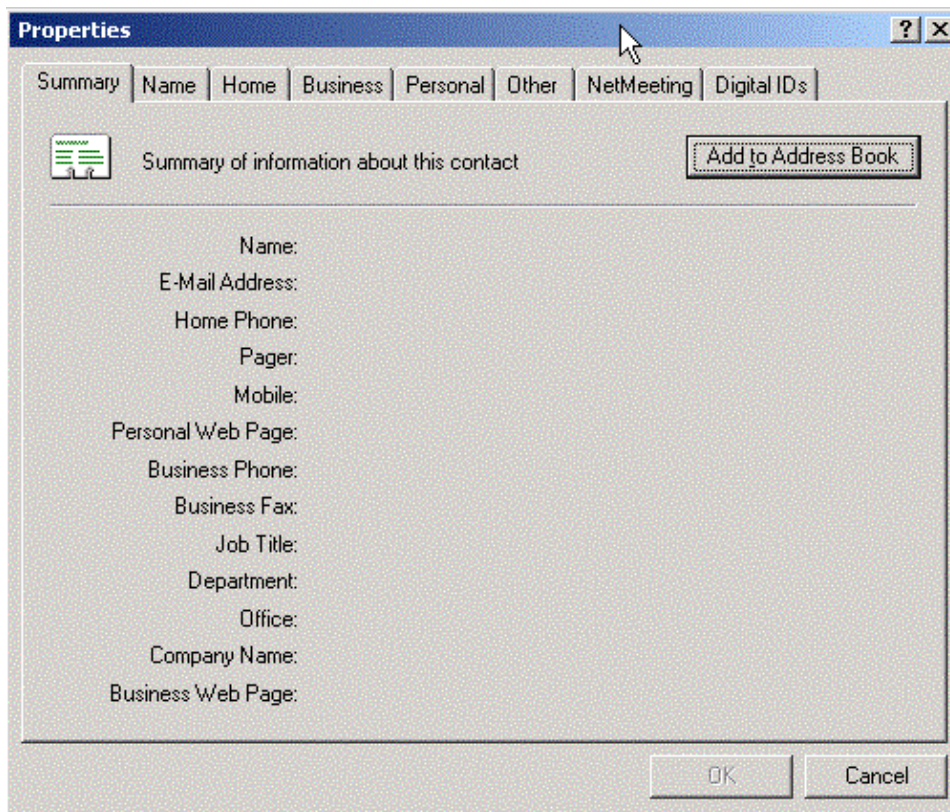
1. Type `ldap://<server name>:<port number>/<search base>` into the address field of the browser.

**Figure 11 Reach the LDAP Server from the Web Browser**



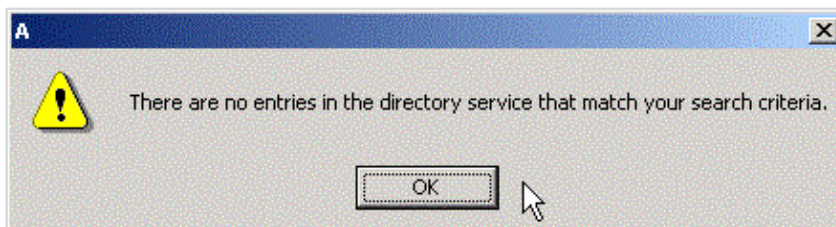
There are a few possible results. If the server answers on the specified port and the `o=` value is correct, the Properties window appears.

**Figure 12 The Properties Window**



If the server listens on the specified port, but the search criteria are incorrect, (we used the URL: ldap://crusader:8404/o=bogusdomain) this message appears:

**Figure 13 Message to State that there are no Matching Entries**

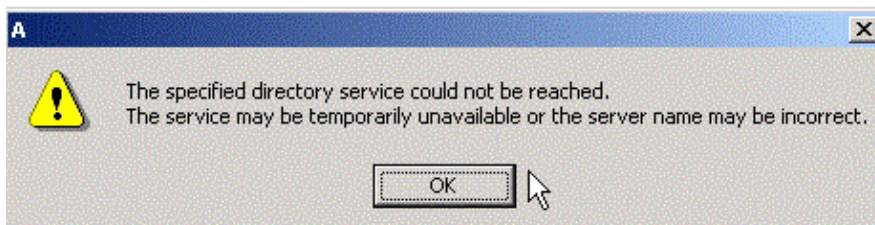


The URL format for LDAP requests is outlined in RFC2255. If you are not certain about the correct search base, you can find the Cisco CallManager Directory configuration in the system registry of CallManager under:

**HKEY\_LOCAL\_MACHINE > SOFTWARE > Cisco Systems, Inc. > Directory Configuration**

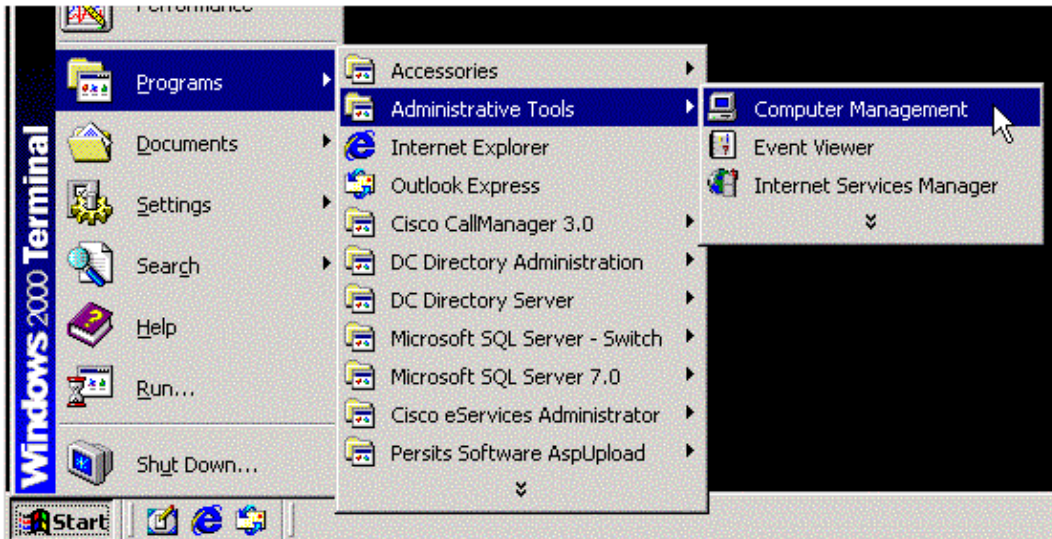
If the LDAP server does not listen at the port specified, (we used the URL: ldap://crusader:389/o=cisco.com) this message appears:

**Figure 14 Message to Indicate that the LDAP Server is not Reachable**



2. As with the message above, verify the directory configuration. If the directory configuration checks out, the state of the server will have to be examined. Go to **Programs > Administrative Tools > Computer Management**.

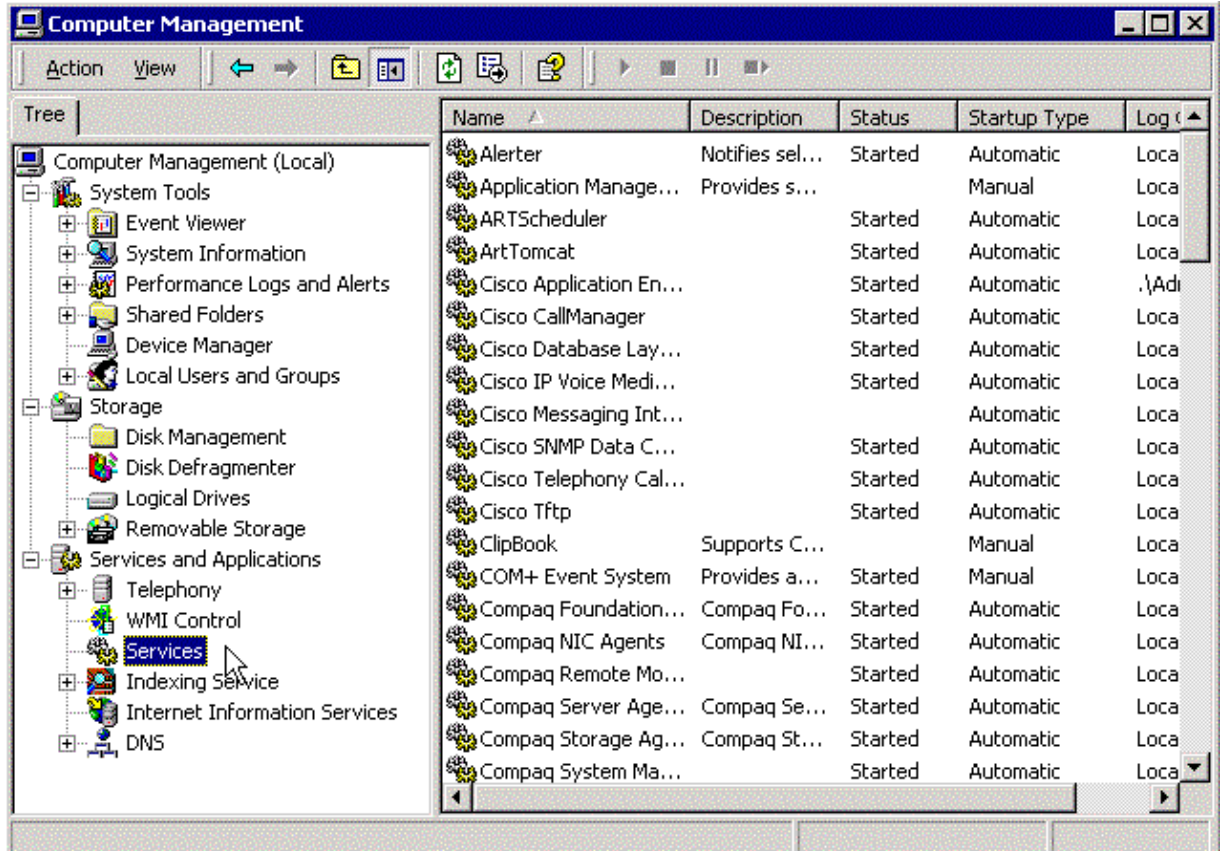
**Figure 15** Navigate to Computer management



The Computer Management application appears.

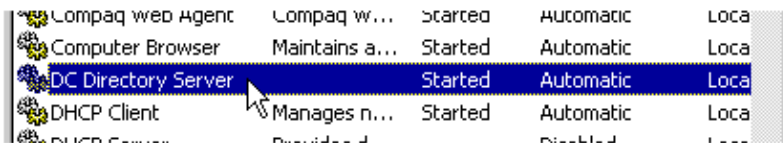
3. Under **Services and Applications**, click **Services**.

**Figure 16** The Computer Management Application



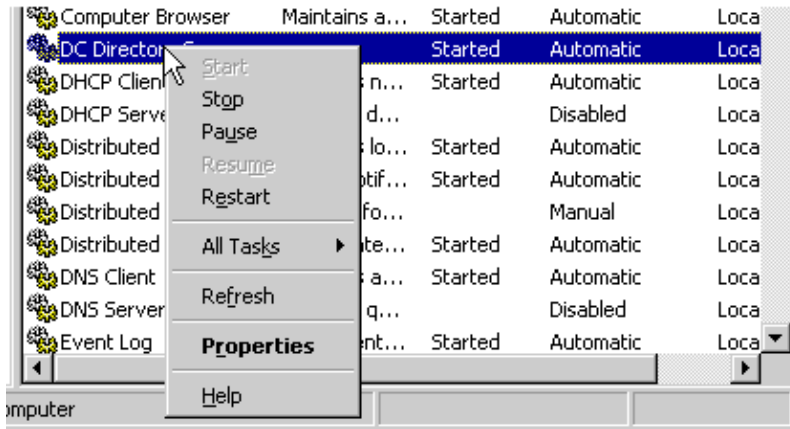
4. Scroll down, until you locate the **DC Directory Server**.

**Figure 17 Locate the DC Directory Server**



5. Check the **Status** field. If the service is started, but does not answer requests, restart the service. Right-click on the **DC Server**. The menu shown in figure 18 appears.

**Figure 18 Restart the Server**



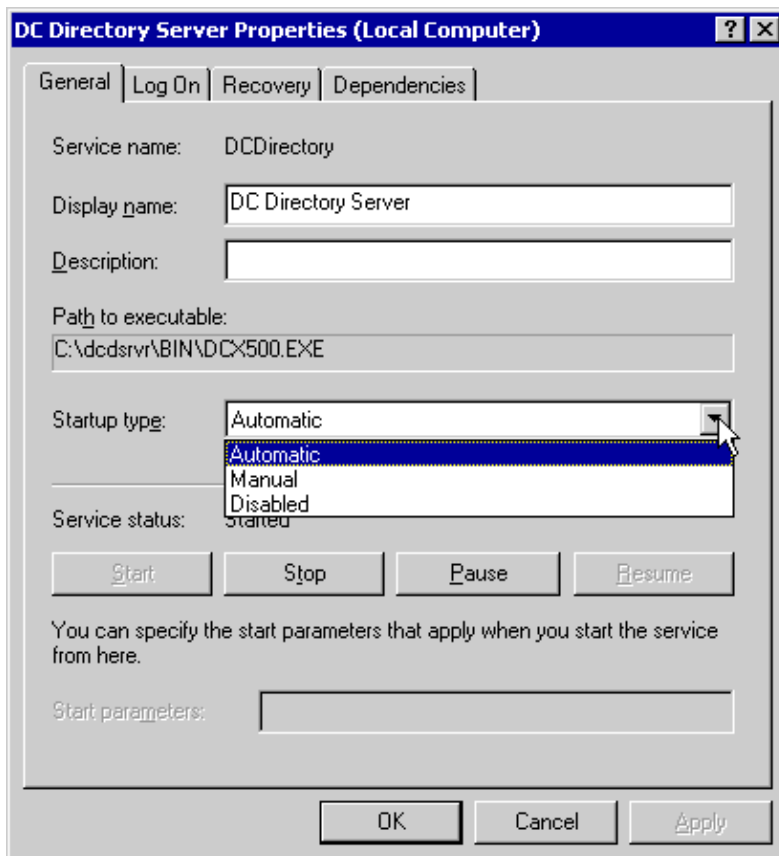
Select **Restart**.

However, if the status is not Started, right-click on **DC directory server**, and then select **Properties**.

The DC Directory Server Properties window appears.

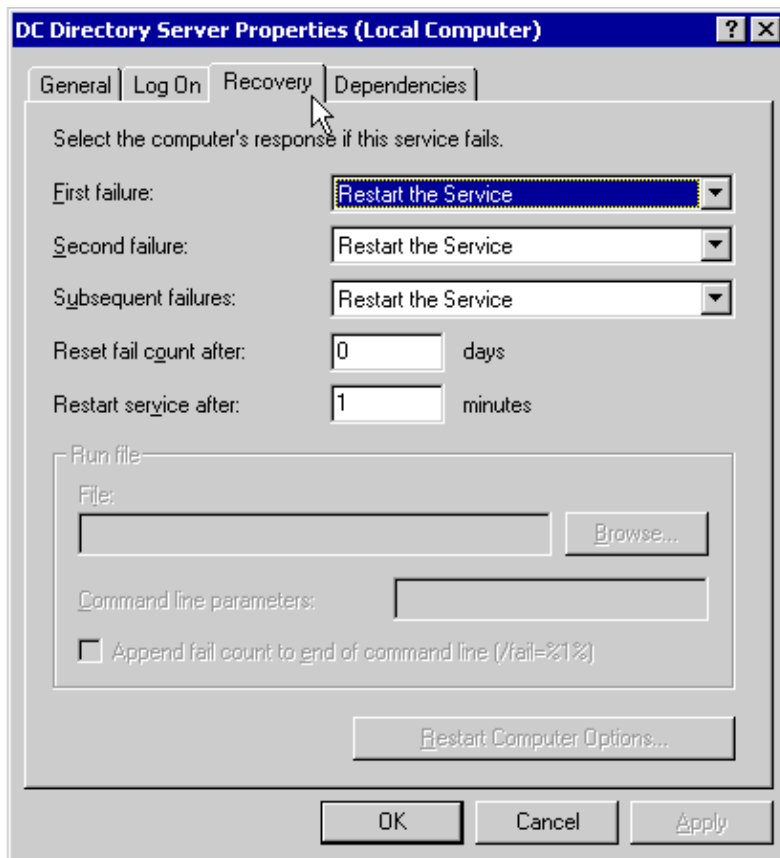
**Figure 19 The DC Directory Server Properties Window**






- The Startup type must be set to **Automatic**.
6. Click the **Recovery** tab to view the recovery options.

**Figure 20 View the Recovery Options**



Select **Restart the Service** in all the failure fields.

## Related Information

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

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