

# Troubleshooting

## Applies to Imagicle Advanced Directory

### Troubleshooting

#### Scenario 1

- A new entry, having the first name, last name and the phone number of a contact, is added into an Advanced Directory phonebook.
- The purpose of that addition is to display the caller's name instead of the phone number on the called extension.
- ECC profile is applied to the line of the called phone or to a translation pattern in CUCM.

When that contact makes a call from his number, to the phone line where ECC is applied, the name is not displayed.

#### Troubleshooting steps:

1. Check if the contact number added in the directory entry exactly corresponds to the number displayed on the phone when it is ringing.
2. Check if ECC profile is correctly triggered by DN or TP configuration. Each ECC query appears in the following IAS web menu: Phone Lock → Call History
3. If the above are configured properly and the number is still not resolved, then Wireshark should be used for further troubleshooting:
  - ◆ Filter HTTP traffic by typing "http" in the filter bar.
  - ◆ Look for the post request received from CUCM.
  - ◆ In the second window, expand all the subsections of Hypertext transfer protocol.
  - ◆ Locate the caller phone number under the "calling number" attribute.
  - ◆ Make sure that the number is the same as the one introduced in the Advanced Directory phonebook.

No.	Time	Source	Destination	Protocol	Length	Info
1867	413.853279	192.168.150.243	192.168.111.8	HTTP	267	HEAD /fw/ecc.ashx HTTP/1.1
1868	413.855150	192.168.111.8	192.168.150.243	HTTP	273	HTTP/1.1 200 OK
1870	417.502742	192.168.150.243	192.168.111.8	HTTP	267	HEAD /fw/ecc.ashx HTTP/1.1
1871	417.503814	192.168.111.8	192.168.150.243	HTTP	273	HTTP/1.1 200 OK
1934	433.945371	192.168.150.243	192.168.111.8	HTTP	267	HEAD /fw/ecc.ashx HTTP/1.1
1935	433.951748	192.168.111.8	192.168.150.243	HTTP	273	HTTP/1.1 200 OK
1944	437.590801	192.168.150.243	192.168.111.8	HTTP	267	HEAD /fw/ecc.ashx HTTP/1.1
1945	437.591768	192.168.111.8	192.168.150.243	HTTP	273	HTTP/1.1 200 OK
1968	445.147475	192.168.150.243	192.168.111.8	HTTP/X...	813	POST /fw/ecc.ashx HTTP/1.1
1970	445.289378	192.168.111.8	192.168.150.243	HTTP/X...	729	HTTP/1.1 200 OK
2030	457.677164	192.168.150.243	192.168.111.8	HTTP	267	HEAD /fw/ecc.ashx HTTP/1.1
2031	457.682171	192.168.111.8	192.168.150.243	HTTP	273	HTTP/1.1 200 OK
2103	465.440944	192.168.150.243	192.168.111.8	HTTP	267	HEAD /fw/ecc.ashx HTTP/1.1
2104	465.442223	192.168.111.8	192.168.150.243	HTTP	273	HTTP/1.1 200 OK

```

    <!--
    Issuer="requestor">
      <Attribute
        AttributeId="urn:Cisco:uc:1.0:callingnumber"
        DataType="http://www.w3.org/2001/XMLSchema#string">
        <AttributeValue>
          555729850
        </AttributeValue>
      </Attribute>
      <Attribute
        AttributeId="urn:Cisco:uc:1.0:callednumber"
  
```

```

02e0 62 75 74 65 56 61 6c 75 65 3e 35 35 35 37 32 39 b7eValu e>555729
02f0 58 35 30 3c 2f 41 74 74 72 69 62 75 74 65 56 61 850</Att ributeVa
0300 6c 75 65 3e 0a 3c 2f 41 74 74 72 69 62 75 74 65 65 65 65 65 65 65
0310 3e 0a 3c 41 74 74 72 69 62 75 74 65 20 41 74 74 74 74 74 74 74 74
0320 72 69 62 75 74 65 49 64 3d 22 75 72 6e 3a 43 69 69 69 69 69 69 69
0330 73 63 6f 3a 75 63 3a 31 2e 30 3a 63 61 6c 6c 6c 65 65 65 65 65 65
0340 64 6e 75 6d 62 65 72 22 0a 44 61 74 61 54 79 70 70 70 70 70 70 70 70
0350 65 3d 22 68 74 74 70 3a 2f 2f 77 77 77 2e 77 33 33 33 33 33 33 33 33
0360 2e 6f 72 67 2f 32 30 30 31 2f 58 4d 4c 53 63 68 68 68 68 68 68 68
0370 65 6d 61 23 73 74 72 69 6e 67 22 3e 0a 3c 41 74 74 74 74 74 74 74
0380 74 72 69 62 75 74 65 56 61 6c 75 65 3e 35 30 30 30 30 30 30 30 30
0390 37 3c 2f 41 74 74 72 69 62 75 74 65 56 61 6c 75 75 75 75 75 75 75
03a0 65 3e 0a 3c 2f 41 74 74 72 69 62 75 74 65 3e 0a 0a 0a 0a 0a 0a 0a
03b0 3c 41 74 74 72 69 62 75 74 65 20 41 74 74 72 69 69 69 69 69 69 69
03c0 62 75 74 65 49 64 3d 22 75 72 6e 3a 43 69 73 63 63 63 63 63 63 63
  
```

If the number does not have the same format, there are two options:

- Modify Advanced Directory entry to match the calling number.
- Or modify the PBX and number plan parameters, available through IAS web menu: admin > System Parameters > Numbering plan parameters. If the incoming number includes a "9" (typical dial-out prefix), then the default behavior should be modified to strip "9" at the beginning of the number. See [here](#) for further details.

## Scenario 2

- Can't access to Advanced Directory service from IP Phone

### Troubleshooting steps:

- Check Advanced Directory Licenses are active on IAS and relevant services are running;
- Access to IAS web portal as administrator and select ADMIN > Support menu. Hit the button "Details" to retrieve the list of phone devices imported from CUCM. Search for user's phone and verify it is properly associated to a local IAS user. Hit "TEST" button and check results. If test fails, please check for "URL authentication" on CUCM's Phone Device properties or Enterprise Parameters.

## Scenario 3

- Can't click-to-call from user's IAS web portal, to initiate a call on desktop IP phone.

### Troubleshooting steps:

- Access to IAS web portal as administrator and select ADMIN -->Support menu. Hit the button "Details" to retrieve the list of phone devices imported from CUCM. Search for user's phone and verify it is properly associated to a local IAS user. Hit "TEST" button and check results. If test fails, please check for "URL authentication" on CUCM's Phone Device properties or Enterprise Parameters.

Detected Phones and Devices										
DEVICE NAME	MODEL	LOCAL USER	PBX USER	LINES	IP ADDRESS	TEST	DETECTED BY TAPI	DETECTED BY AXL	LAST UPDATE	
				732						
SEP001F169BE572	Cisco IP Communicator	-	-	732	192.168.150.47				5/22/2017 4:01:02 PM	
SEP44D3CA71E68C	Cisco 8945	maurizio_beni	maurizio.beni@imagicle.com	732	192.168.150.40		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5/31/2017 12:36:09 PM	

## Scenario 4

- Standard "Contacts" button on Jabber Desktop/Mobile does not retrieve any contact or it retrieves contacts from other companies (applies to HCS-SA architectures).

### Troubleshooting steps:

- Check that proper Jabber XML file has been associated to Jabber phone device;
- Access to IAS web portal as administrator and check that contact segregation is activated;
- Please check that own company's contacts are properly imported and segregated into a specific locked department directory.

## Scenario 5

- Can't access external Advanced Directory phonebooks using relevant gadget button on Jabber Desktop/Mobile

### Troubleshooting steps:

- Check PC's or smartphone's network configurations; make sure IAS server is reachable from the devices on TCP port 80;
- Check Advanced Directorylicense is active on IAS and relevant services are running;

## Scenario 6

- Can't click-to-call from Jabber Desktop's Advanced Directory gadget.

### Troubleshooting steps:

- Make sure that "tel:" prefix is correctly associated to Jabber client and not used by other third party applications.

## Scenario 7

- I can initiate a call from Advanced Directory phonebook on IP Phone or Jabber, because the called number is wrong.

### Troubleshooting steps:

- Number mismatch due to missing Incoming Calls Prefix: If the voice gateway or CUCM requires a "9" (or another prefix) before the calling number, same prefix must be specified in IAS admin web portal: ADMIN > System Parameters > Numbering Plan Parameters > Outgoing Calls Prefix.

## Scenario 8

- Can't initiate a call from call registry's in/out/missed calls list on IP Phone, due to wrong dialed number

### Troubleshooting steps:

- Number mismatch due to missing Outgoing Calls Prefix: If "9" (or another prefix) is needed to dial out, same prefix must be specified in IAS admin web portal: ADMIN > System Parameters > Numbering Plan Parameters > Outgoing Calls Prefix.

## Scenario 9

- Can't display Caller ID on my endpoint, while receiving a call from a contact included in Advanced Directory phonebook.

### Troubleshooting steps:

- Number mismatch due to missing Incoming Calls Prefix: If the voice gateway or CUCM automatically adds a "9" (or another prefix) before the calling number, same prefix must be specified in IAS admin web portal: ADMIN > System Parameters > Numbering Plan Parameters > Incoming Calls Prefix.
- Contact details included into Caller ID are too long. The maximum body size for the message supported by Cisco IP Phones is 512 characters. This is highlighted in Advanced Directory diagnostic logs and it can be caused by First/Last name or company name too long. In this case, you must disable some additional fields or shorten the contact's data.
- Check that Imagicle ECC has been properly added into user's DN on CUCM.
- Check for incoming call records in "Call History" web page, accessible from Phone Lock menu

## Scenario 10

- "OneDesktop" Jabber tool is installed on my PC, but I can't initiate a call using "clip-to-dial"

### Troubleshooting steps:

- Check that OneDesktop icon appears on bottom-right PC screen (notification area). The icon turns blue if a valid Advanced Directory license is included. Else it remains grey.
- Right-click on OneDesktop icon in notification area and select "Options". You can view and change keystroke sequence, just in case this is used by another application.

## Scenario 11

- When a call arrives to an Imagicle queue and Advanced Directory's contact lookup is enabled, Caller ID does not appear on Attendant Console or phone display.

### Troubleshooting steps:

- That means call is coming from a contact not included into any Advanced Directory phonebook or calling party is included into a Department or Personal directory not accessible to operator. Check that the involved operator is properly configured with department field (or tenant's name in case of HCS-SA scenario).
- Make sure that calling number perfectly matches an Advanced Directory contact entry.