



Corporate and Personal Directory

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Corporate Directory Setup

The Corporate Directory allows a user to look up phone numbers for coworkers. To support this feature, you must configure corporate directories.

Cisco Unified Communications Manager uses a Lightweight Directory Access Protocol (LDAP) directory to store authentication and authorization information about users of Cisco Unified Communications Manager applications that interface with Cisco Unified Communications Manager. Authentication establishes user rights to access the system. Authorization identifies the telephony resources that a user is permitted to use, such as a specific phone extension.

Cisco IP Phones use dynamic allocation for SecureApp on both client and servers. This ensures your phone can read certificates larger than 4KB, and reduces the frequency of `Host Not Found` error messages when a user accesses their directory.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.

After you complete the LDAP directory configuration, users can use the Corporate Directory service on their phone to look up users in the corporate directory.

Related Topics

[Cisco Unified Communications Manager Documentation](#)

Personal Directory Setup

The Personal Directory allows a user to store a set of personal numbers.

Personal Directory consists of the following features:

- Personal Address Book (PAB)
- Speed Dials
- Address Book Synchronization Tool (TABSynch)

Users can use these methods to access Personal Directory features:

- From a web browser—Users can access the PAB and Speed Dials features from the Cisco Unified Communications Self Care Portal.
- From the CiscoIP Phone—Choose **Contacts** to search the corporate directory or the user personal directory.
- From a Microsoft Windows application—Users can use the TABSynch tool to synchronize their PABs with Microsoft Windows Address Book (WAB). Customers who want to use the Microsoft Outlook Address Book (OAB) should begin by importing the data from the OAB into the WAB. TabSync can then be used to synchronize the WAB with Personal Directory. For instructions about TABSync, see [Download Cisco IP Phone Address Book Synchronizer, on page 2](#) and [Set Up Synchronizer, on page 3](#).

Cisco IP Phones use dynamic allocation for SecureApp on both client and servers. This ensures your phone can read certificates larger than 4KB, and reduces the frequency of `Host Not Found` error messages when a user accesses their directory.

To ensure that Cisco IP Phone Address Book Synchronizer users access only their end-user data, activate the Cisco UXL Web Service in Cisco Unified Serviceability.

To configure Personal Directory from a web browser, users must access their Self Care Portal. You must provide users with a URL and sign-in information.

User Personal Directory Entries Setup

Users can configure personal directory entries on the Cisco IP Phone. To configure a personal directory, users must have access to the following:

- Self Care Portal: Make sure that users know how to access their Self Care Portal. See [Set Up User Access to the Self Care Portal](#) for details.
- Cisco IP Phone Address Book Synchronizer: Make sure to provide users with the installer. See [Download Cisco IP Phone Address Book Synchronizer, on page 2](#).



Note The Cisco IP Phone Address Book Synchronizer is only supported on unsupported versions of Windows (for example, Windows XP and earlier). The tool is not supported on newer versions of Windows. In future, it will be removed from the Cisco Unified Communications Manager plug-ins list.

Download Cisco IP Phone Address Book Synchronizer

To download a copy of the synchronizer to send to your users, follow these steps:

Procedure

- Step 1** To obtain the installer, choose **Application > Plugins** from Cisco Unified Communications Manager Administration.
 - Step 2** Select **Download**, which is located next to the Cisco IP Phone Address Book Synchronizer plugin name.
 - Step 3** When the file download dialog box displays, select **Save**.
 - Step 4** Send the TabSyncInstall.exe file and the instructions in [Cisco IP Phone Address Book Synchronizer Deployment, on page 3](#) to all users who require this application.
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Cisco IP Phone Address Book Synchronizer Deployment

The Cisco IP Phone Address Book Synchronizer synchronizes data that is stored in your Microsoft Windows address book with the Cisco Unified Communications Manager directory and the Self Care Portal Personal Address Book.



- Tip** To successfully synchronize the Windows address book with the Personal Address Book, all Windows address book users should be entered in the Windows address book before you perform the following procedures.
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Install Synchronizer

To install the Cisco IP Phone Address Book Synchronizer, follow these steps:

Procedure

- Step 1** Get the Cisco IP Phone Address Book Synchronizer installer file from your system administrator.
 - Step 2** Double-click the TabSyncInstall.exe file that your administrator provided.
 - Step 3** Select **Run**.
 - Step 4** Select **Next**.
 - Step 5** Read the license agreement information, and select the **I Accept**. Select **Next**.
 - Step 6** Choose the directory in which you want to install the application and select **Next**.
 - Step 7** Select **Install**.
 - Step 8** Select **Finish**.
 - Step 9** To complete the process, follow the steps in [Set Up Synchronizer, on page 3](#).
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Set Up Synchronizer

To configure the Cisco IP Phone Address Book Synchronizer, perform these steps:

Procedure

- Step 1** Open the Cisco IP Phone Address Book Synchronizer.
If you accepted the default installation directory, you can open the application by choosing **Start > All Programs > Cisco Systems > TabSync**.
- Step 2** To configure user information, select **User**.
- Step 3** Enter the Cisco IP Phone user name and password and select **OK**.
- Step 4** To configure Cisco Unified Communications Manager server information, select **Server**.
- Step 5** Enter the IP address or host name and the port number of the Cisco Unified Communications Manager server and select **OK**.
If you do not have this information, contact your system administrator.
- Step 6** To start the directory synchronization process, select **Synchronize**.
The Synchronization Status window provides the status of the address book synchronization. If you chose the user intervention for duplicate entries rule and you have duplicate address book entries, the Duplicate Selection window displays.
- Step 7** Choose the entry that you want to include in your Personal Address Book and select **OK**.
- Step 8** When synchronization is complete, select **Exit** to close the Cisco Unified CallManager Address Book Synchronizer.
- Step 9** To verify whether the synchronization worked, sign in to your Self Care Portal and choose **Personal Address Book**. The users from your Windows address book should be listed.
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