It looks like you got all the information already, also L3 engineer reviewed the recorded webex link you sent earlier, and below are the result.

The Customer seems to be using CUCM directory service. The fields shown on the IP Communicator are not those we ( VOSS) display in Corp Dir Search which explains the confusion on search by number. and the Customer level XML- preferences not taking affect.

To use (in a nutshell) Voss Corp Directory, the Corp Directory service on CUCM needs to be disabled. Make sure the Enterprise parameter Dir URL points to Voss and make sure Enterprise parameter, Service Provisioning is set to both. For more complete instructions on how to achieve the goal, please follow the instruction below the step by step CUCM Static Build guide below.

This section covers the setup of the phone directories settings in Unified CM. This includes settings in

Enterprise Parameters and other areas.

Under the *Phone URL Parameters*section, change:

*URL Directories*: This parameter specifies the URL that Cisco Unified IP Phone models use when the Directory

button is pressed. If using the system for directory services, this should point to the virtual IP address of the

system server:

***http://<virtual\_IP\_address\_of\_CUCDM\_server>/bvsmweb/directoryservices.cgi*, *for example:***

[**http://10.100.92.33/bvsmweb/directoryservices.cgi**](http://10.100.92.33/bvsmweb/directoryservices.cgi)

Under the *Secured Phone URL Parameters*section, change:

Secured Directory URL: This parameter specifies the Secured URL that Cisco Unified IP Phone models use when

the Directory button is pressed. If using the system for directory services, this should point to the virtual IP

address of the system server:

**https://<virtual\_IP\_address\_of\_CUCDM\_server>/bvsmweb/directoryservices.cgi**,

for example: [**http://10.100.92.33/bvsmweb/directoryservices.cgi**](http://10.100.92.33/bvsmweb/directoryservices.cgi)

For Unified CM 8.x and above: There is an alternate setup depending on requirements. Unified CM 7

introduces a new Enterprise parameter that is named *Services Provisioning*, which controls how the directories

appear on the phones.

This setting, in combination with the system directories (Corporate and/or Personal Directories), behaves in

the following ways with the different values (these all assume that the enterprise parameter settings above are

pointed at the system platform):

• When the Services Provisioning setting is set to *Internal*, Unified CM overrides the URL fields in the

Enterprise Parameters - Phone URL Parameters. Unified CM will only reference the Phone services fields

regardless of what's in the Enterprise Parameters.

• When the Services Provisioning setting is set to *Both*, both internal and external directories are displayed

- this causes the system corporate Directory to be displayed along with Unified CM Corporate Directory by default.

• When the Services Provisioning setting is set to *External URL*, this causes only the system corporate

Directory and Personal directory to be displayed, BUT then the Missed Calls, Received Calls and Placed

Calls are not shown on the directory screen.

**The system recommends the following setup where system directories are required:**

The setup below will result in the phones displaying the Missed Calls, Placed Calls and Received Calls along with

only the system corporate directory and personal directory when pressing the directories button.

The administrator now has the ability to control what directories are shown on the user's screen under *Device -*

*Device settings - Phone services*:

1. Browse to *Enterprise Parameters*and select the ***Both***option from the *Services Provisioning*drop-down list.

2. Browse to *Device > Device settings > Phone services*and select both *Corporate Directory*and *Personal*

*Directory*, and **disable** by unselecting the *Enable*checkbox. **This will disable the Unified CM *Corporate***

***Directory*and *Personal Directory*from being shown on IP phones.**