

Cisco\_Unified\_Personal\_Communicator\_Soft\_Phone\_and\_Desk\_Phone\_are\_'Not\_Active'

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When you sign into Cisco Unified Personal Communicator, and select Soft Phone or Desk Phone from the Phone Mode menu, the download fails and Cisco Unified Personal Communicator shows a Not Active state. The Server Health window in Cisco Unified Personal Communicator (select CUPC > Help > Show Server Health) confirms that the Softphone and Desk Phone are 'Not Active'.

## **What Caused it?**

Typically, this failure happens if a primary extension is not configured on the End User Configuration window.

The Cisco Unified Personal Communicator log confirms this:

```
tt> No Primary Extension configured:</tt>
```

## **What Can You Do?**

Go to Cisco Unified Communications Manager Administration and select User Management > End User. Configure the primary extension for the user.