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Configuring the Normalization Rules on Microsoft Active Directory

A reverse look-up of a directory number to username does not work under these conditions:

- a Microsoft Office Communicator user is controlling the Cisco Unified IP Phone
- there is an incoming voice call to that user
- the directory number for the user is configured as E.164 in the Active Directory
- Active Directory phone number normalization rules are not set up

Under these conditions, the application identifies the call as coming from an extension number, and the username will not display in Microsoft Office Communicator.

Therefore you must set up the correct normalization rules for the Active Directory address book on the Microsoft Office Communicator server to enable the Microsoft Office Communicator user to see name of the calling party in the popup window that displays when the call is made.

Note: You must provide a normalization rule file for extension dialing. See the sample normalization rules topic for an example.

Before you Begin

The CA-signed certificate for Microsoft OCS needs to be on the Microsoft Office Communicator PC to achieve correct certificate distribution for address book synchronization. If a common CA is used to sign certificates, for example Verisign or RSA, the CA certificate may already come installed on the PC.

Procedure

1. Use this directory path to add the Normalization rules to this file: **C:\Program Files\Microsoft Office Communications Server 2007\Web Components\Address Book Files\Files\Company_Phone_Number_Normalization_Rules.txt**
2. Use this directory path to run the Address Book server (ABServer) and regenerate the Normalization rules: **C:\Program Files\Microsoft Office Communications Server 2007\Server\Core>ABServer.exe -regenUR**

Note: You might have to wait up to five minutes for a UR regenerate to complete successfully.

3. Use this directory path to synchronize the ABServer: **C:\Program Files\Microsoft Office Communications Server 2007\Server\Core>ABServer.exe -syncnow**

Note: You might have to wait up to five minutes for an ABServer synchronization to complete successfully.

4. After the synchronization is complete, check the Microsoft OCS server Event Viewer and verify that it indicates that the synchronization is complete.
5. Test the Normalization rule on the Phone number: **C:\Program Files\Microsoft Office Communications Server 2007\Server\Core>ABServer.exe -testPhoneNorm <E164 phone number>**

Related Topics

- [Sample Normalization Rules](#)

What To Do Next

[Verifying the Username Displays on the Microsoft Office Communicator Interface](#)

Verifying the Username Displays on the Microsoft Office Communicator Interface

You must verify that the user is able to see name of the calling party in the Microsoft Office Communicator popup window that displays when the call is made.

Before You Begin

Configure the normalization rules on Microsoft Active Directory.

Procedure

1. Exit Microsoft Office Communicator. Do not just sign out.
2. Delete the address book file **contacts.db** at the following location: **C:\Documents and Settings\\Local Settings\Application Data\Microsoft\Communicator**
3. Start the Microsoft Office Communicator client and sign in again.
4. Verify that **galcontacts.db** is created.
5. Exit Microsoft Office Communicator again, sign in, and verify that the username displays in Microsoft Office Communicator.

Related Topics

- [Sample Normalization Rules](#)

Sample Normalization Rules

```
# ++ test RTP
## PSTN: +61262637900 , Extension:37XXX
# +61262637ddd
[\s()\-\./\+]* (61)? [\s()\-\./]* 0? (2) \) ? [\s()\-\./]* (6263) [\s()\-\./]* (7\d\d\d)
3$4;phone-context=dialstring
# ++ test1 RTP
## Site:, PSTN: +61388043300 , Extension:33XXX
[\s()\-\./\+]* (61)? [\s()\-\./]* 0? (3) \) ? [\s()\-\./]* (8804) [\s()\-\./]* (3\d\d\d)
3$4;phone-context=dialstring
#Test input +61388043187 , Test result-> tel:33187;phone-context=dialstring
# ++ test2 RTP
## PSTN: +61292929000 , Extension:29XXX
```

```
[\s()\-\./\+]* (61)? [\s()\-\./]* 0? (2) \) ? [\s()\-\./]* (9292) [\s()\-\./]* (9\d\d\d)
2$4;phone-context=dialstring

# Test input +61292929761 , test result-> tel:29761;phone-context=dialstring
```

You must provide a normalization rule file for extension dialing. For example, a sample normalization rule for three digit extension dialing is:

```
^(\\d{3})
$1;phone-context=dialstring
```

Related Topics

- [Configuring the Normalization Rules on Microsoft Active Directory](#)