

**Dial by name does not find the specified server**

<b>Problem Summary</b>	The Cisco Unified CM AA cannot find a user that a caller specifies when dialing by name.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The extension of the requested user is not valid because the user does not have a primary extension assigned in Cisco Unified CM, or the ccndir.ini file is missing information.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. In the Cisco Unified CM User Information web page, verify that the user has an entry in the AutoAttendant Dialing field, that the User record has an associated phone, and that the Primary Extension radio button is selected.</li> <li>2. On the Cisco Unified CCX server, verify that the ccndir.ini file contains the correct userbase and profilebase information. For example:</li> </ol> <pre># Base DN for CCN APPS CCNAPPSBASE "ou=CCN Apps, o=cisco.com" # CCN Cluster Profile name CCNCLUSTERPROFILE "johndoe_test" # Base DN for Users USERBASE "ou=Users, o=cisco.com"</pre>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.