

# Disable Jabber Outlook Contact Search



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## Introduction

This document describes the process to disable the search that Jabber performs on your Microsoft Outlook contacts.

## Problem

Occasionally, Jabber might have a client that displays the incorrect contact photo when a call is received from a certain number, while other numbers display the correct contact photo. The majority of the time this occurs because incorrect contact information is imported from the Outlook contacts on that PC.

## Solution

In order to avoid this, some situations might require that you disable the Jabber Outlook Contacts search. First, you need to exit Jabber and delete the cache on the PC where the issue occurs. Navigate to:

```
C:\User\\AppData\Local\Cisco\Unified communications\Jabber
```

Now delete the Jabber folder.

Next, determine which method you need to follow:

**Method 1:** If you want to disable only a single PC, you can manually create a Jabber-Config-User.xml file. The requirements for the structure are the same as those for the jabber-config.xml. The guide for the requirements can be found in "Configure Cisco Jabber for Windows". Within this file, enter (or find) the value *enableLocalAddressBookSearch* and set it to *False*.

The location for this file is as follows:

```
C:\Users\userid\AppData\Roaming\Cisco\Unified Communications\Jabber\CSF\Config
```

**Method 2:** If you want to disable this organization wide, then perform this step in the jabber-config.xml and enter (or find) the value: *enableLocalAddressBookSearch* and set it to *False*. You can use the "Jabber Config File Generator" in order to assist you to build the file if necessary. Further directions for the creation and the upload can also be found in the reference section.

Finally, restart Jabber and test.

## Related Information

- *Configure Cisco Jabber for Windows XML Configuration File Structure*
- *Jabber Config File Generator*
- *Creating Jabber-Config XML and Uploading to Callmanager TFTP*
- *Technical Support & Documentation – Cisco Systems*

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