

Configure Display Name in Communications Manager (CUCM) Self-Care Portal

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Introduction

This document describes the new Display Name feature introduced in Communications Manager (CUCM) 11.5. You can now assign a personal Display Name in the self-care portal instead of the CUCM End User configuration page.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager End User configuration
- Cisco Self-Care Portal

Components Used

The information in this document is based on Cisco CallManager 11.5 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live ensure that you understand the potential impact of any command.

Configure

Configure Display Name in Self-Care Portal

Step 1. Log in to the Self-Care portal page with the required credentials.

Step 2. Navigate to **General Settings > Display Name**.

Display Name Image

▼ Display Name

Enter the Display Name you want others to see.

Display Name:

▼ Conference Now

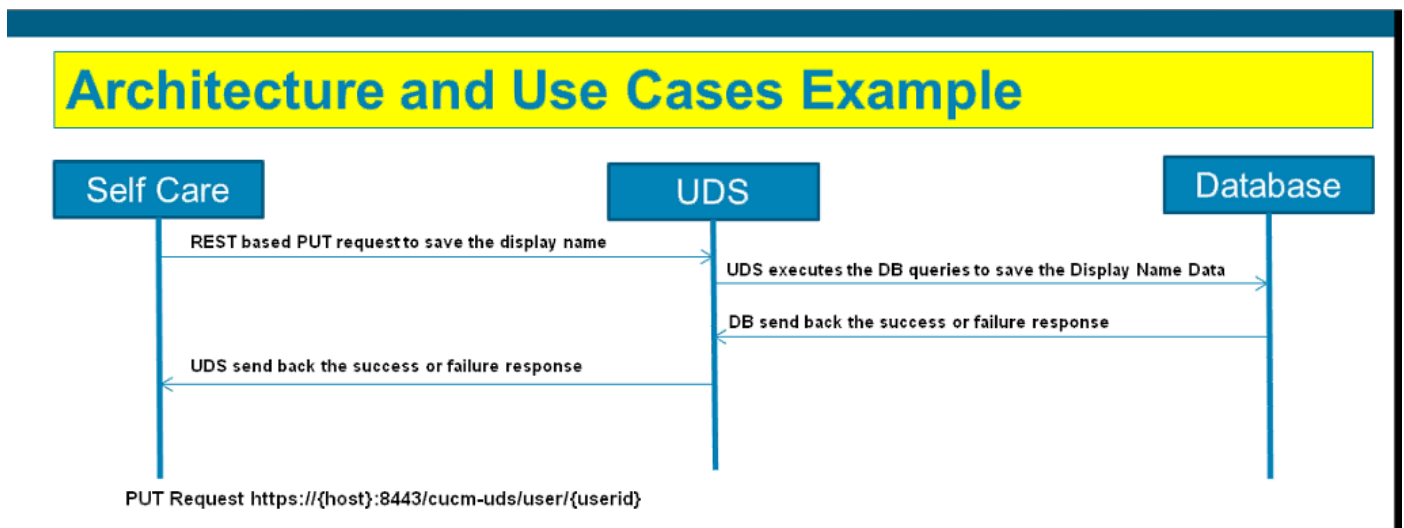
Step 3. Enter the required value in the space and select **Save**.

Note: For a LDAP integrated User the Display Name field is greyed out and cannot be edited.

Step 4. As soon as you select **Save** the End User configuration page on the CUCM End User Configuration Administration page updates.

Architecture between Self-Care Portal and CUCM

The communication between CUCM and the Self-Care Portal takes place through a RESTful Application Programming Interface (API) based set of operations known as User Data Services (UDS). It is represented in this image:



UDS runs the database queries on CUCM to save the Display Name Data as entered on the Self-Care Portal.

Verify

Query the XML file from the browser for a specific User object. View the XML file the UDS uses for data exchange with the URL, **https://{host}:8443/cucm-uds/users?displayname='enter_text_here'**

← → C <https://10.106.110.2:8443/cucm-uds/users?displayName=Animesh%20Lochan>

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
▼<users uri="https://10.106.110.2:8443/cucm-uds/users" version="11.5.0" start="0" requestedCount="64" returnedCount="1" totalCount="1">
  ▼<user uri="https://10.106.110.2:8443/cucm-uds/user/user1">
    <id>0ba61991-9631-347d-58c2-ef63c3661fd0</id>
    <userName>user1</userName>
    <firstName/>
    <lastName>user1</lastName>
    <middleName/>
    <nickName/>
    <displayName>Animesh Lochan</displayName>
    <phoneNumber/>
    <homeNumber/>
    <mobileNumber/>
    <email/>
    <directoryUri/>
    <msUri/>
    <department/>
    <manager/>
    <title/>
    <pager/>
  </user>
</users>
```

Image: The Display Name field (boxed in red) automatically updates with the same value entered on the Self-Care portal page



End User Configuration

Save Delete Add New

Status

Update successful

User Information

User Status	Enabled Local User	
User ID*	<input type="text" value="user1"/>	
Password	<input type="password" value="....."/>	<input type="button" value="Edit Credential"/>
Confirm Password	<input type="password" value="....."/>	
Self-Service User ID	<input type="text"/>	
PIN	<input type="password" value="....."/>	<input type="button" value="Edit Credential"/>
Confirm PIN	<input type="password" value="....."/>	
Last name*	<input type="text" value="user1"/>	
Middle name	<input type="text"/>	
First name	<input type="text"/>	
Display name	<input type="text" value="Animesh Lochan"/>	
Title	<input type="text"/>	
Directory URI	<input type="text"/>	
Telephone Number	<input type="text"/>	
Home Number	<input type="text"/>	
Mobile Number	<input type="text"/>	
Pager Number	<input type="text"/>	
Mail ID	<input type="text"/>	
Manager User ID	<input type="text"/>	
Department	<input type="text"/>	
User Locale	<input type="text" value=" < None >"/>	
Associated PC	<input type="text"/>	
Digest Credentials	<input type="text"/>	
Confirm Digest Credentials	<input type="text"/>	

Troubleshoot

Step 1. Verify the changes to Display Name on the Self-Care Portal are Saved.

Step 2. Verify there are no database replication problems with the command **utils dbreplication runtimestate** in the command line interface (CLI) of the CUCM publisher.

Step 3. Before you can access the Cisco Unified Communications Self Care Portal, you must use Cisco Unified Communications Manager Administration to add the user to a standard Cisco Unified Communications Manager End User group.