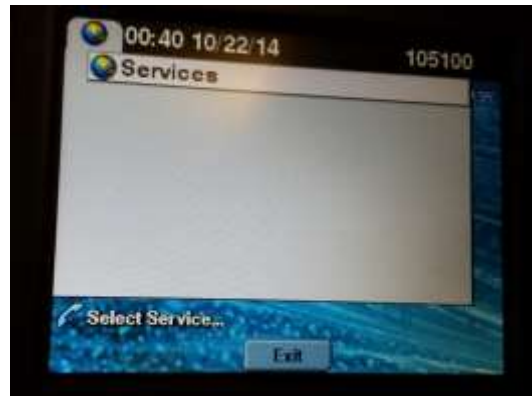
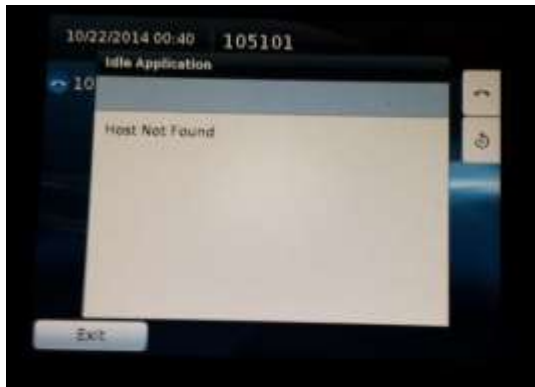


"Service applet" pops up on phone. Idle Application showing on phone with host not found.

Problem:

- Phones being in idle state will have service applet showing on screen always.
- Even if we do not press service button , service applet will come on the phone screen,
- In case of SIP phones it will be showing as "Idle Application" with: Host Not Found" on screen.

What it looks like:

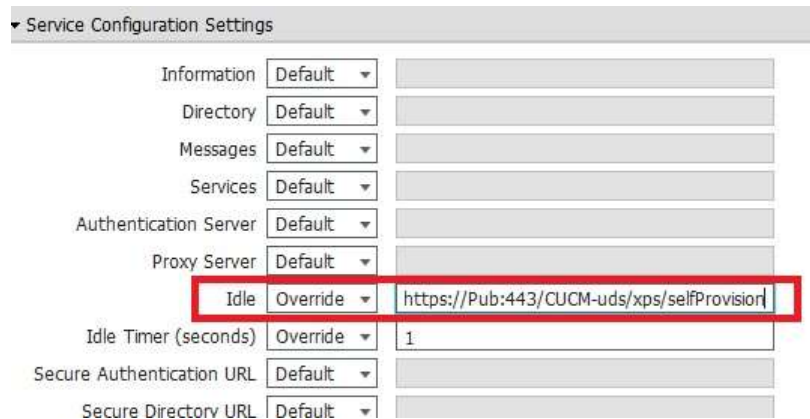


What is causing the issue:

- In the call manager 10.0 onwards the auto registration is governed by a new parameter which allows us to choose the template.
- The parameter is "Universal Device Template" with default value as "Auto-registration Template".
- The "Auto-registration Template" has an idle URL configured by default.
- The phones that are auto-registering will use this template and hence will get the idle URL in their config as well.
- Therefore when the phone is idle the service applet will keep popping up.

Solution:

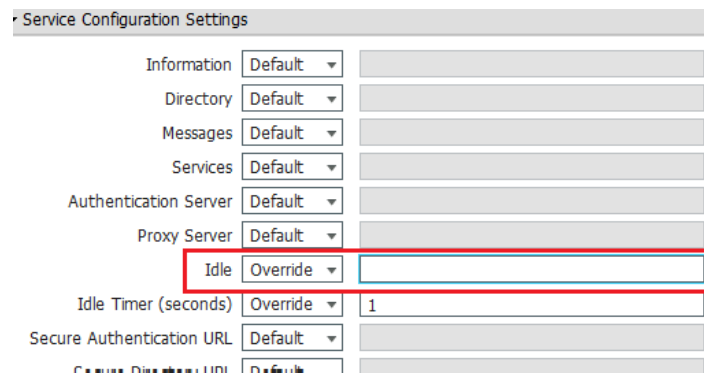
- Goto User Management - > User/Phone Add -> Universal Device Template.
- Select "Auto-registration Template"



The screenshot shows the 'Service Configuration Settings' form. The 'Idle' field is highlighted with a red box. The 'Idle' dropdown is set to 'Override' and the text input field contains the URL 'https://Pub:443/CUCM-uds/xps/selfProvision'.

Field	Dropdown	Text Input
Information	Default	
Directory	Default	
Messages	Default	
Services	Default	
Authentication Server	Default	
Proxy Server	Default	
Idle	Override	https://Pub:443/CUCM-uds/xps/selfProvision
Idle Timer (seconds)	Override	1
Secure Authentication URL	Default	
Secure Directory URL	Default	

- Under "Service Configuration Settings" keep the idle URL as blank and make sure dropdown is set to override.



The screenshot shows the 'Service Configuration Settings' form. The 'Idle' field is highlighted with a red box. The 'Idle' dropdown is set to 'Override' and the text input field is blank.

Field	Dropdown	Text Input
Information	Default	
Directory	Default	
Messages	Default	
Services	Default	
Authentication Server	Default	
Proxy Server	Default	
Idle	Override	
Idle Timer (seconds)	Override	1
Secure Authentication URL	Default	
Secure Directory URL	Default	

- Save the config.
- On the phones, goto the homepage and keep the idle URL as blank.
- Save and Apply Config.
- Reset the phones and when the phone comes up it will be normal.
- If multiple number of phones are affected, use BAT to update the idle URL and make it blank.