

# Zoom Phone - Directory User Not Found

This may happen when an employee leaves then is rehired.

“ If contact is still missing, kindly clear zoom cache and cookies on your device per instructions here [https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0058835](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0058835).

If still not working, can you please try to clear your Zoom desktop clients local DB information by doing the following steps:

Exit out of the Zoom application and pull up Windows file explorer. Go ahead and browse to %

appdata%\Zoom\data\XXXXXXXX@xmpp.zoom.us

Locate the following 4 files and delete them:

Four DB files

XXXXXXXX@xmpp.zoom.us.asyn.encks.db

XXXXXXXX@xmpp.zoom.us.sync.encks.db

XXXXXXXX@xmpp.zoom.us.encks.db

XXXXXXXX@xmpp.zoom.us.idx.encks.db

Restart the Zoom desktop. The Zoom client will rebuild the files. Please verify the contacts information again.

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