



Domain and Service Area Configuration

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Add Domain

After you create a Domain, you can add Service Areas and user roles that have access to your new domain. You can also create a service template and assign it to a Service Area and User Role. A service template can be associated to several such combinations of Service Areas and User Roles.

Procedure

- Step 1** Choose **Design > User Provisioning Setup**.
 - Step 2** Click **Add**, to add new domains in the **Domains** page.
 - Step 3** Enter the necessary fields such as Call Processors, Message Processors, synchronization rules, LDAP settings and so on, and click **Save**. You need to provide a Domain Name for the Name field. Valid values are space, alphanumeric characters (A-Z, a-z, 0-9), and the following special characters: `_ - . / : ; = ? @ ^ ' { } [] | ~`. You can set the Domain Synchronization rules in the Synchronization Rules pane. Select the Synchronization Rules for Cisco Unified Communications Manager and Unity Connection. Mouse over the (?) icon for details on the specific synchronization rule.
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Add Service Area

When configuring a Service Area, you can do the following:

- Map the Service Area to the corresponding Call Processor objects by specifying its Call Processors and related objects (for a Cisco Unified Communications Manager, some examples are route partition, and device pool), Unified Message Processor, and Unified Presence Processor.
- Specify the user types for the Service Area (only users within a Service Area can order products from it).
The Employee user role is the default based on the Domain rule DefaultUserType.
- Create directory number blocks for the Service Area users.
- Unified Presence Processor settings will list the Presence processor if the selected Call Processor has associated Presence processors.



Note After a Service Area is assigned to a Domain, it cannot be moved to a different Domain. Further, after a Call Processor, Unified Message Processor, or Unified Presence Processor is assigned to a Service Area, it cannot be changed.

Procedure

- Step 1** Choose **Design > User Provisioning Setup**.
 - Step 2** Select the Domain for which you want to create a Service Area.
 - Step 3** Expand the Domain, and select **Service Area**.
 - Step 4** Click **Add**.
 - Step 5** In the **Service Area Configuration** page, enter the necessary fields and click **Save**. The table below describes the necessary fields.
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To edit an existing Service Area, expand the list of Service Areas in the left pane, and click a particular Service Area to edit. You can also select a Service Area from the table and click **Edit**.

Table 1: Service Area Configuration Fields

Field	Description
Common Device Config	<p>Configuration of common device settings for the Service Area. The following settings are controlled by Common Device Configuration:</p> <ul style="list-style-type: none"> • Softkey Template • User Hold MOH Audio Source • Network Hold MOH Audio Source • User Locale • MLPP Indication • MLPP Preemption • MLPP Domain <p>Note This field appears only if you selected Cisco Unified Communications Manager 6.0.</p>
Location	Location to be assigned to a device.
Partition	Route partition for the Service Area. This is the same as a partition in Cisco Unified Communications Manager.
Device Pool	Device pool for the Service Area.
Voice Gateway References	Voice gateway references for the Service Area.
Email Processors	<p>Available only for Cisco Unity Connection and integrated with an external Exchange Server for IMAP client support.</p> <p>To configure an external Exchange Server for IMAP in Cisco Unity Connection, on the Cisco Unity Connection system, go to System Settings > External Services > Add New, and fill in the required fields.</p>
Subscriber Template without TTS Enabled	Subscriber Template to be used to disable unified messaging for a user in the Unified Message Processor.

Field	Description
Subscriber CoS with TTS Enabled	<p>Class of Service Template to be used to enable unified messaging for a user in the Unified Message Processor. It is used in conjunction with the Subscriber Template.</p> <p>To enable TTS for a CoS, you must configure the following in Cisco Unity Connection:</p> <ul style="list-style-type: none"> • For Cisco Unity Connection 8.x, do one of the following: <ul style="list-style-type: none"> ◦ Select Allow Users to Access Voice Mail Using an IMAP Client field (under Licensed Features). ◦ Select Allow Access to Advanced Features field and Allow Access to Exchange Email by Using Text to Speech (TTS) (under Licensed Features).
Subscriber CoS without TTS Enabled	Class of Service Template to be used to disable unified messaging for a user in the Unified Message Processor. It is used in conjunction with the Subscriber Template.
Directory Number Blocks	Directory number block assigned for that Service Area.

- Common Device Config, Location and Partition fields apply only to Cisco Unified Communications Manager.
- Subscriber CoS with TTS Enabled, and Subscriber CoS without TTS Enabled fields apply only to Unity and Unity Connection.

Add Directory Number Block



Note

The Minimum Length field indicates the minimum number of digits that a directory number can contain before the prefix is added. This is used by the system to pad numbers with zeros. For example, if prefix = 408, first number = 0, last number = 100, and minimum length = 4, then the range of the directory number block would be 4080000 through 4080100.

To Edit, select the Directory Number Block, and click **Edit**. Make the necessary changes and click **Save**. To discard the changes, click **Cancel**.

To delete a Directory Number Block, click **Delete**.

Procedure

- Step 1** Choose **Design > User Provisioning Setup**.
 - Step 2** Expand the Domain and Service Area in the left selector pane, and select the required Service Area.
 - Step 3** In the Directory Number Block(s) field, click **Add Row**.
 - Step 4** Complete the fields as required and click **Save**.
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Add User Role

User roles control which products and services a user can order.

The default user roles are:

- **Employee**—Default role assigned to new users.
The Employee user role should be configured to match the typical setup of employees in your organization. If you do not configure the employee user role to meet your needs, you may not see all the desired options in the employee user record.
- **Executive**
- **Pseudo**—Used to order phones that do not have an associated user. Pseudo users cannot be renamed or removed.

A pseudo user is authorized to manage phone and directory number inventory.

These user roles exist in each Domain in Provisioning. Each set of user roles may be customized in each Domain by adding, removing, or changing these predefined user roles.

Before You Begin

You must first add a user, then assign the user the Pseudo user role.



Note If users already exist on Unified Communications Manager or if they have been synchronized from LDAP, you do not need to add users.

Procedure

- Step 1** Choose **Design > User Provisioning Setup**.
 - Step 2** In the **All Domains** pane, expand a specific domain and click **User Roles**.
 - Step 3** In the User Roles for a specific domain page, click **Add**.
 - Step 4** In the **User Role Configuration** page, enter the required details for user role name, domain, lines, services, service bundles, and click **Save**.
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- To change a user role configuration, select a user role, click **Edit** in the User Role for a specific domain, and save the modifications.
- To delete a user role, select a user role, click **Delete** in the User Role for a specific domain, and click **OK**.

Associate User Role with Service

A user whose role is associated with specific endpoints can order them. You can create orders for endpoints and services, individual services, or you can order bundled services.

Procedure

- Step 1** Choose **Design > User Provisioning Setup**.
- Step 2** In the **All Domains** pane, expand a specific domain, click **User Roles**.
- Step 3** In the User Roles for the selected domain pane, click **Add**.
- Step 4** Specify a name for the user role and associate it with the necessary Endpoints, Lines, Services and Service Bundles. You can check or uncheck as many Endpoints, Services and Service Bundles as needed.
- Note** To modify the user role configuration, select **User Roles**. In User Roles for a specific domain, select a user role and click **Edit**.
- Step 5** Click **Save**.
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Synchronize Domain

Before You Begin

Domain synchronization cannot be started without configuring synchronization rules.

Procedure

- Step 1** Choose **Design > User Provisioning Setup**.
- Step 2** From the Domains table, hover over quick view of the Domain you want to synchronize, and click **Start Domain Synchronization**.
- A popup appears saying that the Domain Synchronization has started successfully. The Last Synchronization field in Quick View displays the status of synchronization along with the start and completion time.
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What to Do Next

Partners can now customize Infrastructure by using the **Deploy** menu. The Infrastructure configuration window allows you to customize Core UC applications from one location.

Deploy Infrastructure

Procedure

- Step 1** Choose **Deploy > Infrastructure Configuration**.
All available devices are listed in the left pane.
- Step 2** Expand each device to view the infrastructure product of that device.
- Step 3** Click the desired infrastructure product to cross launch or launch it natively:
- When you cross-launch, the Find and List page of the device appears. Click Add New, enter the necessary information, and click **Save**.
 - Some of the infrastructure products (whose versions are earlier than 10.0) are launched natively, where you can add a product instance and configure it within Provisioning. Perform the following steps:
 - 1 Click **Add** and enter the necessary information in the Infrastructure Configuration - configure Product Instance page. An asterisk next to a field indicates a required field.
 - 2 Click **Apply** or **Save as Draft**.
Apply sends the configuration immediately to the device. **Save as Draft** saves the configuration locally. At a later time, the service can be pushed to the device either by clicking **Apply** or by using infrastructure configuration scheduling.

When you choose Save as Draft, the provisioning state of the object changes to Uncommitted Add. The operational status is inactive, meaning that the object has not been pushed to the device.

Note Clicking Apply may cause the devices to restart and end calls in progress.
