# Prime Collaboration Provisioning Does Not Display Products Under Subscribers After Synchronization



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### Introduction

This document describes the problem encountered where products are not listed under subscribers as expected in Cisco Prime Collaboration Provisioning after domain synchronization occurs, and offers solutions to the problem.

# **Background Information**

The Cisco Prime Collaboration Provisioning Server is used in order to import products (phones, lines, Extension Mobility (EM) profiles) and infrastructure objects (route patterns, translation patterns) into its database from the processors (Cisco Unified Communications Manager (CUCM), Cisco Unity Connection).

Service areas are created in Cisco Prime Collaboration Provisioning for these reasons:

- In order to categorize the imported products
- In order to prepopulate several product fields during an order

This document focuses on the former scenario.

# Problem

Sometimes after the domain synchronization ends successfully, the administrator notices that several products (phones, lines, extension mobility profiles, for example) are not displayed under the expected subscribers.

As this example shows, when you navigate to the *CUCM Administration pages > User Management > End User*, the user has only one device associated, where there should be many:

User Information		
NOTE: The add and delet	e function are disabled l	because the user directory is sync with LDAP.
(i.e. The Enable Synchron	nization From LDAP Serv	ver flag on the LDAP System Configuration is checked).
LDAP Sync Status		Active
User ID*		cgeorgia
PIN		Edit Credential
Confirm PIN		•••••
Last name*		Georgiadis
Middle name		
First name		Christos
Telephone Number		
Mail ID		cgeorgia@greece.lab
Manager User ID		
Department		
User Locale		English, United States 👻
Associated PC		
Digest Credentials		•••••••••
Confirm Digest Credentia	ls	•••••
Name Dialing		GeorgiadisChristos
Number of Digits needed	for the Unique AA Name	e 1
Device Information		
Controlled Devices		-
Controlled Devices	SEP0003E386360	ir 🔺
		Device Association

After a processor and domain synchronization occurs, the phone does not display under the subscriber.

In Cisco Prime Collaboration Provisioning, navigate to *Deploy > Search Subscribers*, and search for the User ID of the specific subscriber.

Subscriber Record Options					
③ Christos Georgiadis (cgeorgia)	Subscriber Record Details	Subscriber Record Details			
New Order     Personal Settings	Found S Products. 🚦				
Subscriber Notes     Move Services	ProductName	Location	Status	Last Update	
	Enable Mobility Support (Mobility and Mobile Voice A	BRU	Active	19-10-2013 12:40:16 +0200	
View Orders	Enable Presence (UPS License Enabled)	BRU	Active	19-10-2013 12:40:16 +0200	
There were no Orders found.	- Enable Presence Clent (UPC License Enabled)	BRU	Active	19-10-2013 12:40:16 +0200	
	Enable SoftPhone Support	BRU	Active	19-10-2013 12:40:15 +0200	
	Extension Mobility Access (Cisco 7960: cgeorgia_dp)	BRU	Active	19-10-2013 12:40:16 +0200	

The phone with the MAC address *0003E386360F* is not listed, although the processor and domain synchronization has completed successfully. Access the *Domain Detailed Synchronization Log* in order to investigate:



The Domain Detailed Synchronization Log shows this error:

```
The phone SEP0003E386360F and its lines could not be added to the subscriber
record because a service area with the following properties could not be
determined in the domain Bel:
Call Processor: CUCM Athens-CiscoUnifiedCM
Voice Device Group: Default
Common Device Configuration: null
Call Search Space (Device): null
Location: Hub_None
Protocol: SCCP
```

### Solution

#### Scenario 1

In this scenario, the service area configuration does not match the phone configuration. This relates to how the product, which is the phone in this scenario, is mapped to the configured service area in Cisco Prime Collaboration Provisioning.

Here are the matching rules for all of the products:

Processor         Product         Attributes Matching Service Area           Call Processor         Pointe         DevicePoil         DevicePoil           Calling Search Space (Device)         Location         Common Device Config         Common Device Config           Calling Search Space (Device)         Location         Pointe Protocol         Common Device Config           Calling Search Space (Line)         Coation         Coation         Coation           Calling Search Space (Line)         Coation         Coation         Coation           Calling Search Space (Line)         Coation         Coation         Coation           Route Partition         Protocol         Voice Calleway References         Voice Calleway References           Unified Message Processor (Voicemat)         Note         Though Line belongs to the Call Processor, it is dependent on the Unified Message Processor for Voicemat.           Email Processor (Email)         Note         Though Line belongs to the Call Processor, it is dependent on the Email Processor for Voicemat.           Soft Phone         -         Email Processor (Email)         Role Partition           Note         Though Line belongs to the Call Processor, it is dependent on the Email Processor for Voicemat.         Role Partition           Role Partition         -         Coating Partit Processor (Clear All Processor, it is dependent on the						
Call Processor         Phone         Device/Indo           Calling Search Space (Device)         Calling Search Space (Device)           Location         Phone Protocol           Location         Phone Protocol           Line         Device/Pool           Calling Search Space (Line)         Commo Device Config           Route Partition         Phone           Protocol         Torough Line beings to the Call Processor, E is dependent on the Unified Message Processor for Voicemal.           Final Processor (Calling)         Torough Line beings to the Call Processor, E is dependent on the Email Processor for Voicemal.           Soft Phone         —           Entersion Mobility Access         —           Route Partition         Phone           Mobility         —           Entersion Mobility Access         —           Route Destination Profile         Calling Search Space           Route Destination Profile         Device Pool           Calling Search Space         Calling Search Space           Route Pre	Processor Type	Product	Attributes Matching Service Area			
Soft Priore	Call Processor	Phone	DevicePool			
Celling Search Space (Device)           Location           Phone Protocol           Line         DevicePool           Celling Search Space (Line)           Celling Search Space (Line)           Celling Search Space (Line)           Location           Route Pertition           Protocol           Voice Gateway References           Caling Search Space           Entension Mobility Access           –           Extension Mobility Access           Reute Partition           Mobility           Processor (Client User Settings)           Gating Search Space           Reute Destination Profile           Device Pool           Gating Search Space <t< td=""><td></td><td></td><td colspan="4">Common Device Config</td></t<>			Common Device Config			
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Soft Phone         -           Extension Mobility Access         -           Extension Mobility Access         -           Route Partition         -           Remote Destination Profile         Calling Search Space           Remote Destination Profile         Device Processor (Cleart User Settings).           Enable Presence Cleart         Unified Presence Processor (Cleart User Settings).           Enable Presence Cleart         Unified Presence Processor (Cleart User Settings).           Enable Presence Cleart         Unified Presence Processor (Cleart User Settings).           Enable Presence Cleart         Unified Presence Processor (Cleart User Settings).           Enable Presence Cleart         Unified Presence Enable Presence Cleart is associated with the Cleart User Settings product.           Note Enable Presence Enable Presence Cleart, and Cleart User Settings product.         Though Enable Prese		Line	DevicePool			
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User Services —			Note Enable Presence, Enable Presence Client, and Client User Settings products are available only for Clisco Unified Presence 8.x.			
		User Services	-			
Unified Presence Processor Client User Settings -	Unified Presence Processor	Client User Settings	-			
Unified Message Processor Unified Messaging Info This product is added to the Service Area that is set on its associated email or voicemail product.	Unified Message Processor	Unified Messaging Info	This product is added to the Service Area that is set on its associated email or voicemail product.			

As the previous image illustrates, in order to have the phone product placed in a service area and to be visible, you must have a service area that matches the phone configuration with respect to these fields:

- Device Pool
- Common Device Config
- Calling Search Space (Device)
- Location
- Phone Protocol, Session Initiation Protocol (SIP) or Skinny Client Control Protocol (SCCP)

Here is the configuration for the phone in this example:

Product Type: Cisco 7960			
Device Protocol: SCCP			
Device Information			
Registration	Registered with Cisco Unified Communications Ma	nager 10.48	.79.19
IP Address	10.10.0.121		
Active Load ID	Unknown		
Device is Active			
Device is trusted			
MAC Address*	0003E386360F		
Description	cgeorgia phone		
Device Pool*	Default	• View	Details
Common Device Configuration	< None >	• View	Details
Phone Button Template*	SEP0003E386360F-SCCP-Individual Template	*	
Softkey Template	< None >	•	
Common Phone Profile*	Standard Common Phone Profile	•	
Calling Search Space	< None >	•	
AAR Calling Search Space	< None >	•	
Media Resource Group List	< None >	•	
User Hold MOH Audio Source	< None >	•	
Network Hold MOH Audio Source	< None >	•	
Location*	Hub_None	•	

Here are the service area settings:

Service Area ID: BRU Domain: Bel

Call Processor Settings					
Name:	CUCM Athens-CiscoUnifiedCM				
Phone Protocol:	SCCP				
Call Search Space (Phone):	CSS-Reception				
Call Search Space (Line):	CSS_Central				
Common Device Config:					
Location:	Hub_None				
Route Partition:					
Device Pool:	BRU				
Voice Gateway References:	None Assigned				
Unified Presence Processor Settings					
Name:	None Assigned				
Unified Message Processor Settings					

Name: None Assigned

When you compare these configurations, it is clear that these fields do not match:

- Call Search Space (Device)
- Device Pool

One possible solution is to adjust the service area configuration as shown here:

Note: The Call Search Space (Line) configuration does not affect the matching in this case.

Service Area ID:	BRU	]
Domain:	Bel	-
Call Processor Settings		
Name:	CUCM Athens-CiscoUnifiedCM	
Phone Protocol:	○ SIP ● SCCP	
Call Search Space (Phone):	- Select -	,
Call Search Space (Line):	CSS_Central +	,
Common Device Config:	- Select -	•
*Location:	Hub_None 🔻	,
Route Partition:	- Select -	,
*Device Pool:	BRU	,

Another possible solution is to modify the phone settings in CUCM in order to match the settings of the service area on the five matching attributes.

After another domain synchronization occurs, the phone displays successfully under the assigned products for the subscriber:

Christos Georgiadis (cgeorgia)	Subscriber Record Details				
Hew Order     Personal Settings	Found 7 Products.				
Subcriber Notes     Nove Services	ProductName	Location	Status	Last Update	
	Enable Mobility Support (Mobility and Mobile Voice A	BRU	Active	19-10-2013 13:05:18 +0200	
View Orders	Enable Presence (UPS License Enabled)	BRU	Active	19-10-2013 13:05:18 +0200	
There were no Orders found.	- Enable Presence Clent (UPC License Enabled)	BRU	Active	19-10-2013 13:05:18 +0200	
	Enable SoftPhone Support	BRU	Active	19-10-2013 13:05:18 +0200	
	Extension Mobility Access (Cisco 7960: cgeorgia_dp)	BRU	Active	19-10-2013 13:05:18 +0200	
	Phone (Cisco 7960: SEP0003E386360F)	BRU	Active	19-10-2013 13:05:18 +0200	
	Remote Destination Profile (cgeorgia_rdp)	BRU	Active	19-10-2013 13:05:19 +0200	

#### Scenario 2

In this scenario, there is a service area that matches the phone configuration, but the subscriber who is associated to that phone belongs to a domain that is different than the domain to which the service area belongs.

There are two possible solutions:

- Move the user to the correct domain, which can only be done if you delete and recreate the domain.
- Create a service area that matches the phone configuration on the domain where the user exists.

### **Related Information**

- Cisco Prime Collaboration Provisioning Guide, 9.5
- Technical Support & Documentation Cisco Systems

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