

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 delete function are disabled because the user directory is sync with LDAP.
(i.e. The Enable Synchronization From LDAP Server 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 Credentials
Name Dialing	GeorgiadisChristos
Number of Digits needed for the Unique AA Name	1

Device Information

Controlled Devices	SEP0003E386360F	Device Association
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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

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- New Order
- Personal Settings
- Subscriber Notes
- Move Services

View Orders

There were no Orders found.

Subscriber Record Details

Found 5 Products.

ProductName	Location	Status	Last Update
Enable Mobility Support (Mobility and Mobile Voice A...	BRJ	Active	19-10-2013 12:40:16 +0200
Enable Presence (UPS License Enabled)	BRJ	Active	19-10-2013 12:40:16 +0200
- Enable Presence Client (LPC License Enabled)	BRJ	Active	19-10-2013 12:40:16 +0200
Enable SoftPhone Support	BRJ	Active	19-10-2013 12:40:15 +0200
Extension Mobility Access (Cisco 7960: cgeorgia_dp)	BRJ	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:

Domain Configuration

Synchronize Domain

Options:

- [New Domain](#)
- [View Domain](#)
- [Configure Synchronization Rules](#)
- [Synchronize](#)

Domain ID: **Bel**

Description:

AAA Server: **Drama**

Call Processor(s): - Selected Processors -
CUCM Athens-CiscoUnifiedCM

Unified Message Processor(s): - Selected Processors -

Subscriber Role(s): Contractor
Employee
Executive
Manager

Service Area(s): - Selected Service Areas -
BRU
Bru

Last Synchronization:

Started: 19-Oct-2013 13:09:48 +0200

Completed: 19-Oct-2013 13:10:04 +0200

Message: **Successfully completed synchronization.**

[View Detailed Synchronization Log](#)

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 Type	Product	Attributes Matching Service Area
Call Processor	Phone	DevicePool
		Common Device Config
		Calling Search Space (Device)
		Location
		Phone Protocol
	Line	DevicePool
		Common Device Config
		Calling Search Space (Line)
		Location
		Route Partition
		Protocol
		Voice Gateway References
		Unified Message Processor (Voicemail)
	 Note Though Line belongs to the Call Processor, it is dependent on the Unified Message Processor for Voicemail.	
Email Processor (Email)		
 Note Though Line belongs to the Call Processor, it is dependent on the Email Processor for Email.		
Soft Phone	---	
Extension Mobility Access	---	
Extension Mobility Access Line	Calling Search Space	
	Route Partition	
Mobility	---	
Remote Destination Profile	Device Pool	
	Calling Search Space	
Enable Presence Client	Unified Presence Processor (Client User Settings). Enable Presence Client is associated with the Client User Settings product. Though Enable Presence belongs to Call Processor, it is dependent on the Unified Presence Processor for Client User Settings. Note Enable Presence, Enable Presence Client, and Client User Settings products are available only for Cisco Unified Presence 8.x.	
User Services	---	
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.

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 Manager 10.48.79.199
IP Address	10.10.0.121
Active Load ID	Unknown
<input checked="" type="checkbox"/> Device is Active	
<input checked="" type="checkbox"/> 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:

Domain: **Bel**

Call Processor Settings

Name: **CUCM Athens-CiscoUnifiedCM**

Phone Protocol: SIP SCCP

Call Search Space (Phone):

Call Search Space (Line):

Common Device Config:

*Location:

Route Partition:

*Device Pool:

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:

Subscriber Record Details

Found 7 Products

ProductName	Location	Status	Last Update
Enable Mobility Support (Mobility and Mobile Voice A...	BRU	Active	19-10-2013 13:05:18 +0200
Enable Presence (WPS License Enabled)	BRU	Active	19-10-2013 13:05:18 +0200
- Enable Presence Client (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*