Resolve Webex Control Hub Partner View Subscription Display Discrepancy

Contents

Issue

A partner organization experienced inconsistent Webex subscription visibility across different Cisco management platforms. The Partner Hub view in Control Hub displayed only an expired subscription while failing to show the active subscription. However, the customer view within Control Hub correctly displayed the active subscription assigned to the Webex Calling plan, and Cisco Commerce Workspace (CCW) accurately showed all three subscriptions with their current statuses. This discrepancy was impacting API-based billing processes, preventing proper subscription management and billing operations.

Environment

- Webex Calling organization with multiple subscriptions.
- Partner organization accessing Control Hub Partner View.
- Cisco Commerce Workspace (CCW) for subscription management
- Three subscriptions involved: Expired, Suspended, Active.
- API-based billing integration affected by subscription visibility issues.

Resolution

The issue was resolved through escalation to the XaaS Operations Support team, who applied a subscription patch to correct the entitlement visibility in Partner Hub.

Investigation Steps Performed

Step 1: Initial Problem Validation

The case owner reviewed customer-provided screenshots confirming the subscription display discrepancy across the three platforms:

- Partner Hub: Showed only expired subscription.
- Customer Control Hub: Correctly displayed active subscription.
- CCW: Accurately reflected all three subscriptions with proper status information.

Step 2: Partner Organization Identification

Step 3: Escalation to Internal Resources

The case was escalated to the Webex Cloud Team escalation engineer who confirmed that the issue extended beyond Control Hub and involved subscription entitlement reporting discrepancies.

Step 4: XaaS Operations Support Engagement

Based on escalation guidance, a case was opened with the XaaS Operations Support team to investigate the subscription entitlement discrepancies and determine if subscription patching was required.

Resolution Implementation

The XaaS Operations Support team applied a subscription patch to resolve the Partner Hub visibility issue:

Step 1: Subscription Patching

The XaaS team patched the active subscription to the partner organization.

Step 2: Verification

After the patch was applied, the customer confirmed that the subscription visibility issue was resolved and that Partner Hub now correctly displayed the active subscription status.

Cause

The root cause was a subscription entitlement synchronization issue between the backend subscription database and the Partner Hub display interface. The active subscription was properly provisioned in the system and visible in CCW and the customer Control Hub view, but the entitlement information was not correctly synchronized to the Partner Hub view. This required a subscription patch from the XaaS Operations Support team to correct the entitlement mapping and restore proper visibility across all management platforms.

Related Content

- Open a Case and Escalate to XaaS Ops Support
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