Troubleshoot Webex Calling User Licensing and Device Onboarding Workflow Issues

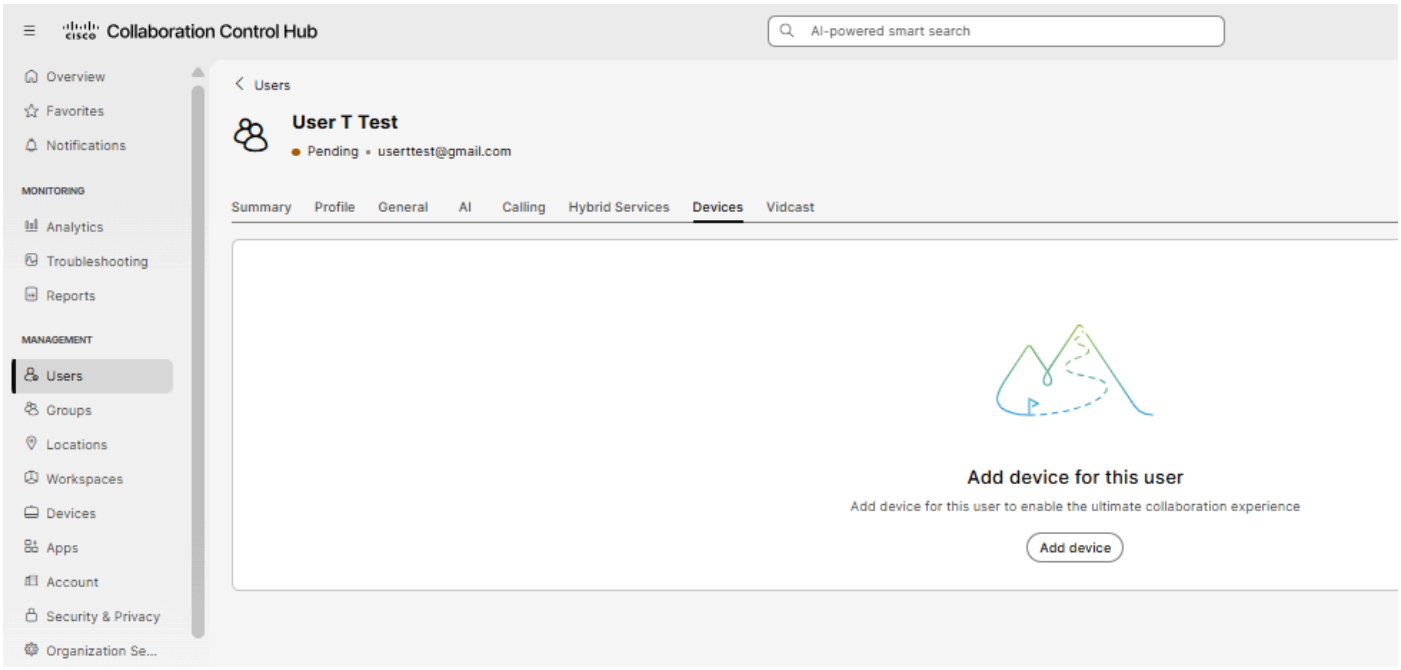
Contents

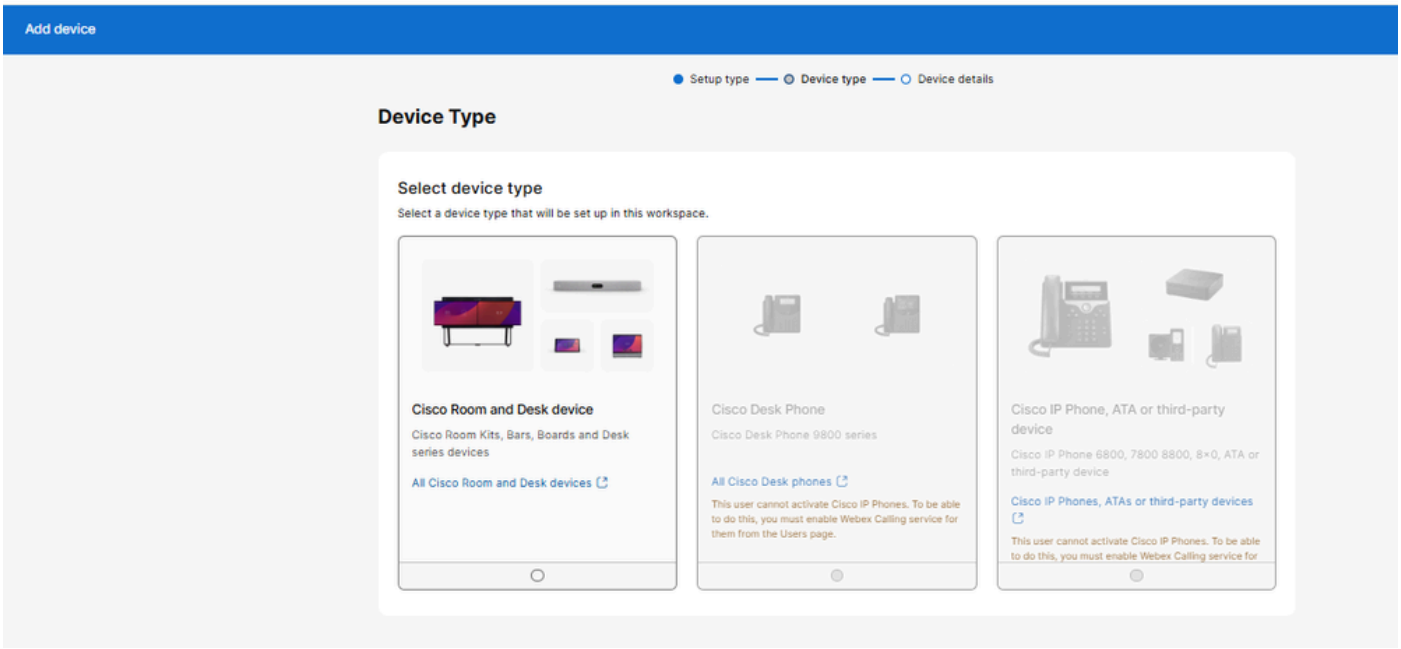
Issue

Users are unable to assign phone number or devices (Cisco Desk Phone or Cisco IP Phone) to Webex Calling users in Control Hub. The Add device option for Cisco Desk Phone and Cisco IP Phone appears greyed out when trying to Add device to a User.

Specific symptoms include:

- Add Device assignment options for Cisco Desk Phone and Cisco IP Phone unavailable (greyed out) at **User** > **Devices** tab for certain users in Control Hub.





Environment

- Webex Calling service with Control Hub administration
- Cisco 8865 IP phones
- Users assigned or not assigned to Webex Calling locations

Resolution

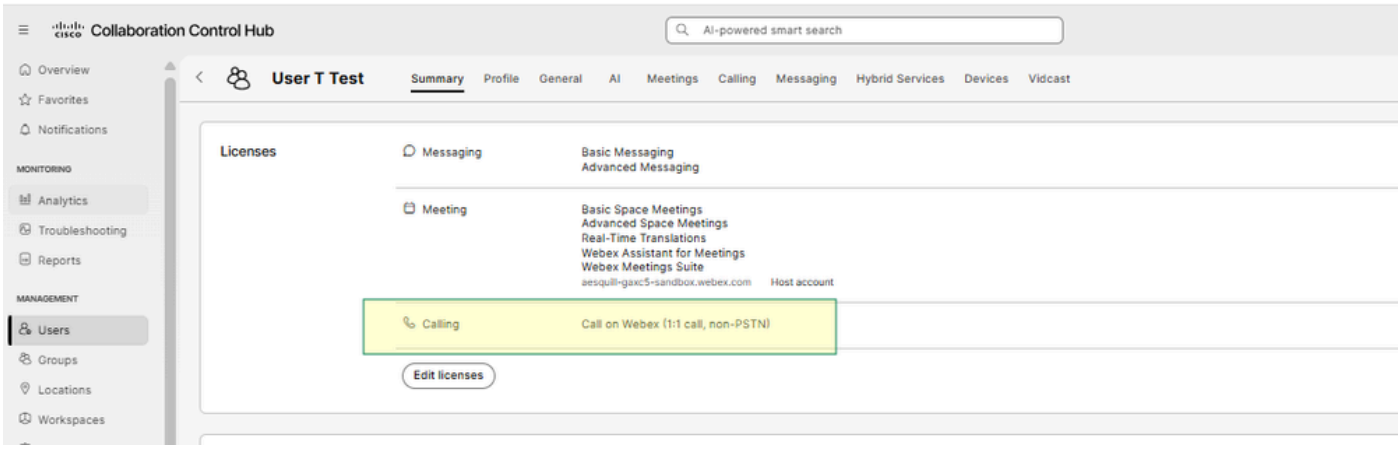
The resolution involves addressing both licensing requirements and proper workflow execution for adding a device and onboarding the device.

Step 1: Verify Lack of Webex Calling License Assignment

The affected user does not have a Webex Calling license assigned in Control Hub:

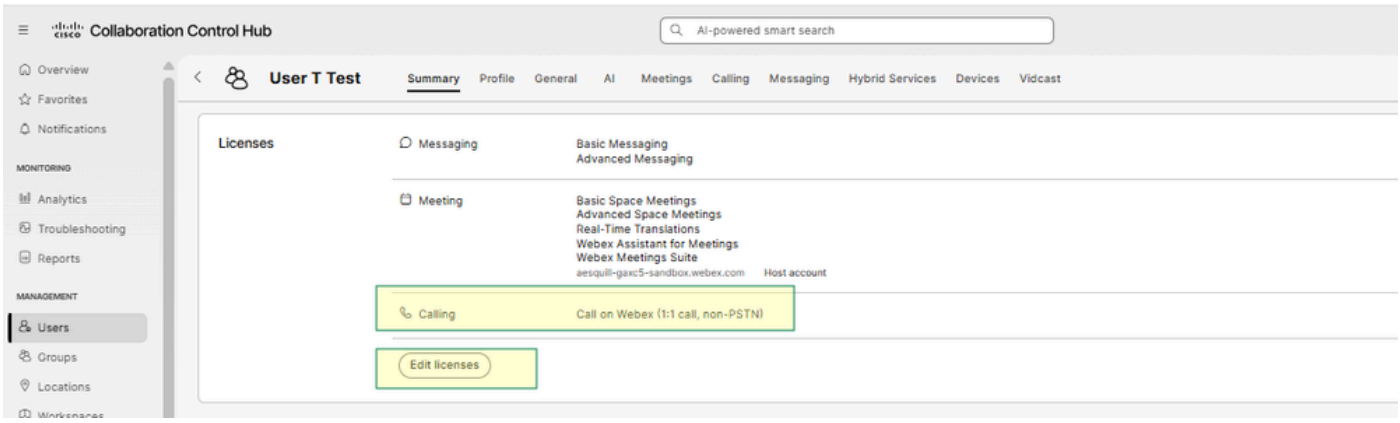
1. Navigate to **Control Hub > Management > Users**.
2. Select the **affected user account**.

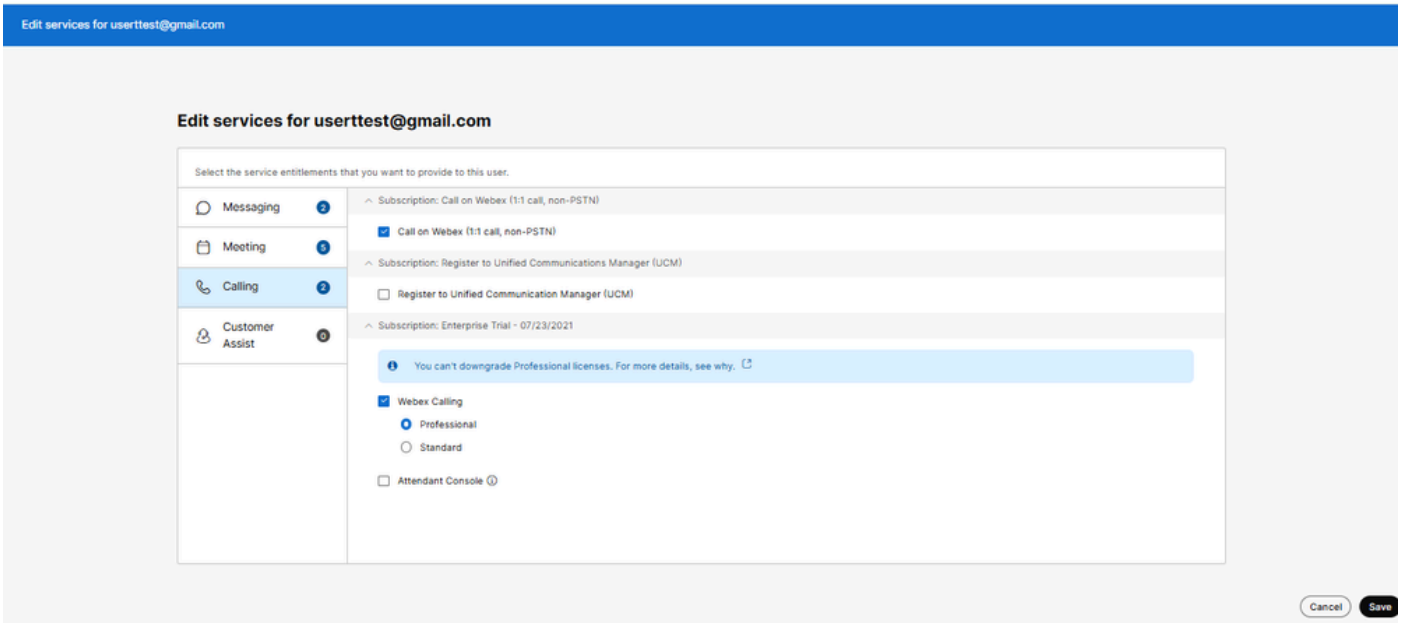
3. You see no Webex Calling license is assigned to the User at User Summary tab.
4. You need to assign the Webex Calling Professional license to the User to allow User to Add Device.

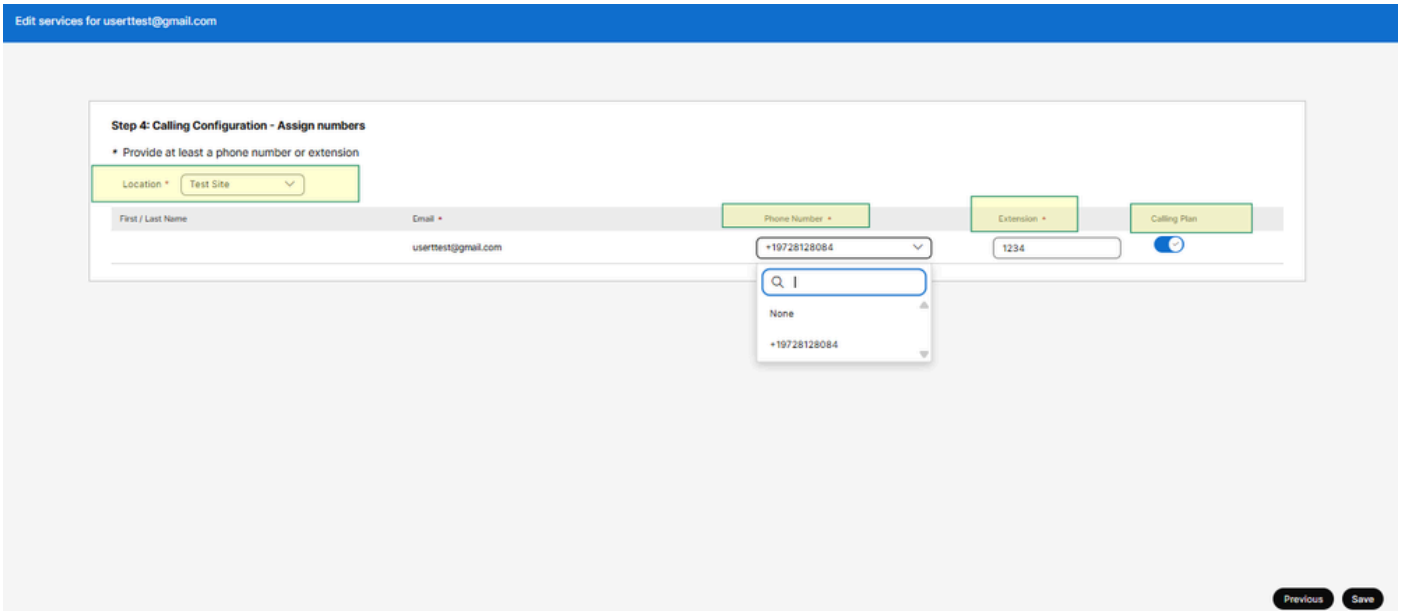


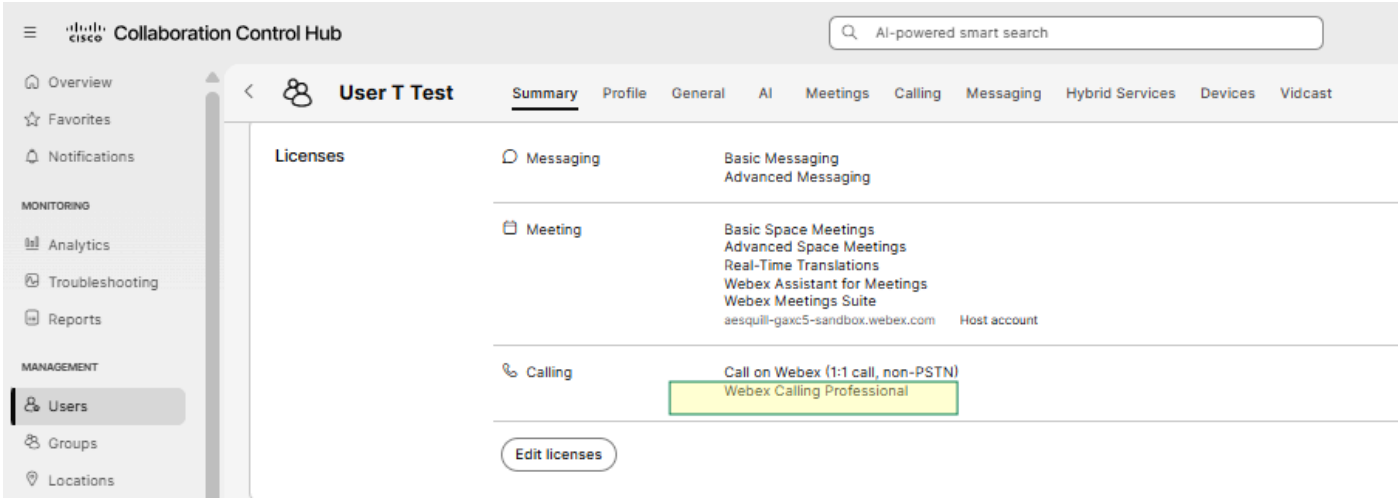
Step 2: Assign Webex Calling Professional License and Number Assignment Workflow

1. Navigate to **Control Hub > Management > Users**.
2. Open the **target user account**.
3. Navigate to **Summary > Licensing > Edit Licenses > Edit Licenses > Select Calling > Enable Webex Calling Professional**.
4. Complete the **Webex Calling Professional Wizard** by provisioning a Phone Number and/or Extension and enable Calling Plan if the PSTN Carrier is Cisco Calling Plan.




Edit services for userttest@gmail.com
Edit services for userttest@gmail.com
Select the service entitlements that you want to provide to this user.
Messaging
Meeting
Calling
Customer Assist
Subscription: Call on Webex (1:1 call, non-PSTN)
Call on Webex (1:1 call, non-PSTN)
Subscription: Register to Unified Communications Manager (UCM)
Register to Unified Communication Manager (UCM)
Subscription: Enterprise Trial - 07/23/2021
You can't downgrade Professional licenses. For more details, see why.
Webex Calling
Professional
Standard
Attendant Console
Cancel
Save

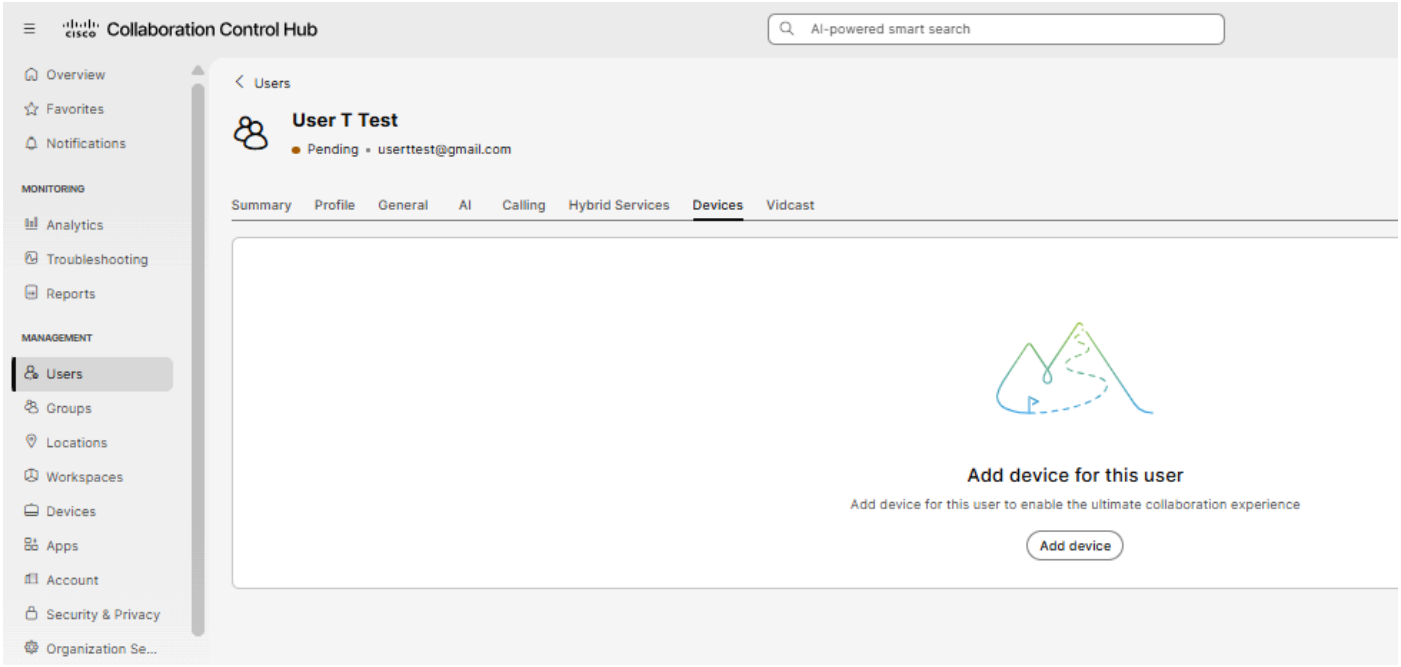

Edit services for userttest@gmail.com
Step 4: Calling Configuration - Assign numbers
* Provide at least a phone number or extension
Location * Test Site
First / Last Name
Email *
Phone Number *
Extension *
Calling Plan
userttest@gmail.com
+19728128084
1234
None
+19728128084
Previous
Save

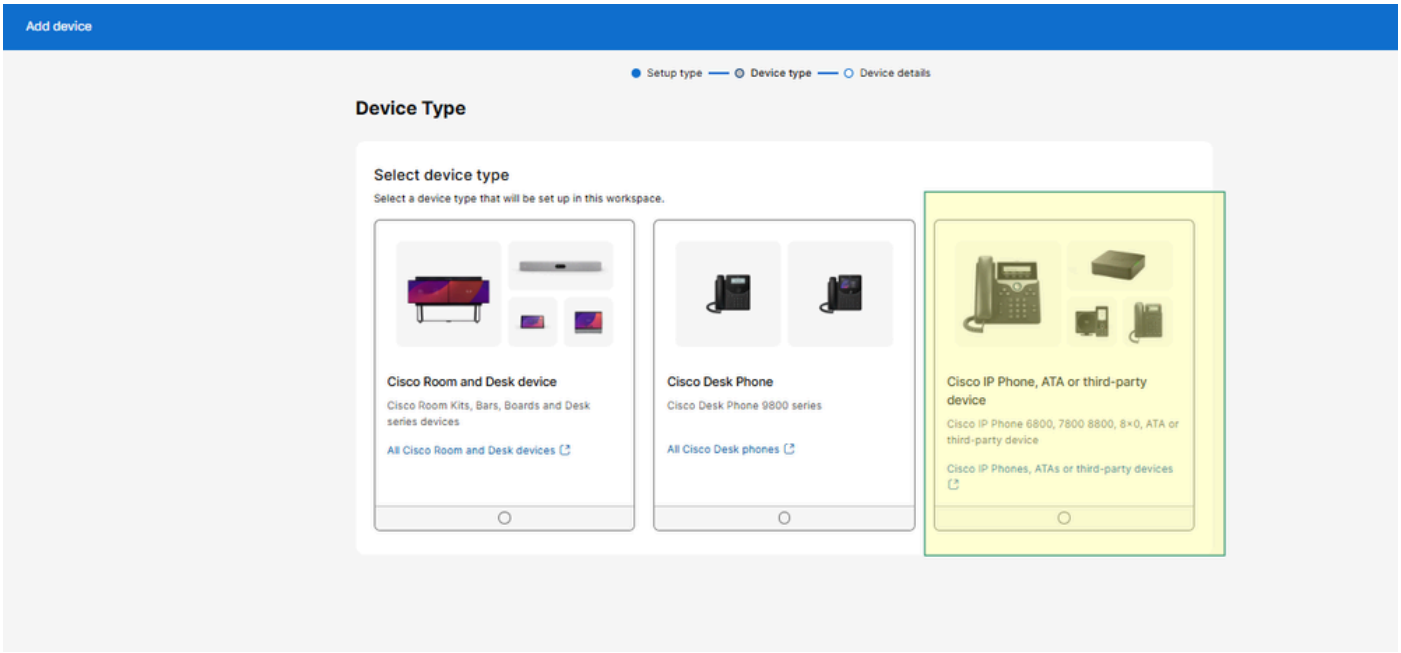

Collaboration Control Hub
AI-powered smart search
Overview
Favorites
Notifications
MONITORING
Analytics
Troubleshooting
Reports
MANAGEMENT
Users
Groups
Locations
User T Test
Summary
Profile
General
AI
Meetings
Calling
Messaging
Hybrid Services
Devices
Vidcast
Licenses
Messaging
Basic Messaging
Advanced Messaging
Meeting
Basic Space Meetings
Advanced Space Meetings
Real-Time Translations
Webex Assistant for Meetings
Webex Meetings Suite
aesquill-gaxc5-sandbox.webex.com
Host account
Calling
Call on Webex (1:1 call, non-PSTN)
Webex Calling Professional
Edit licenses

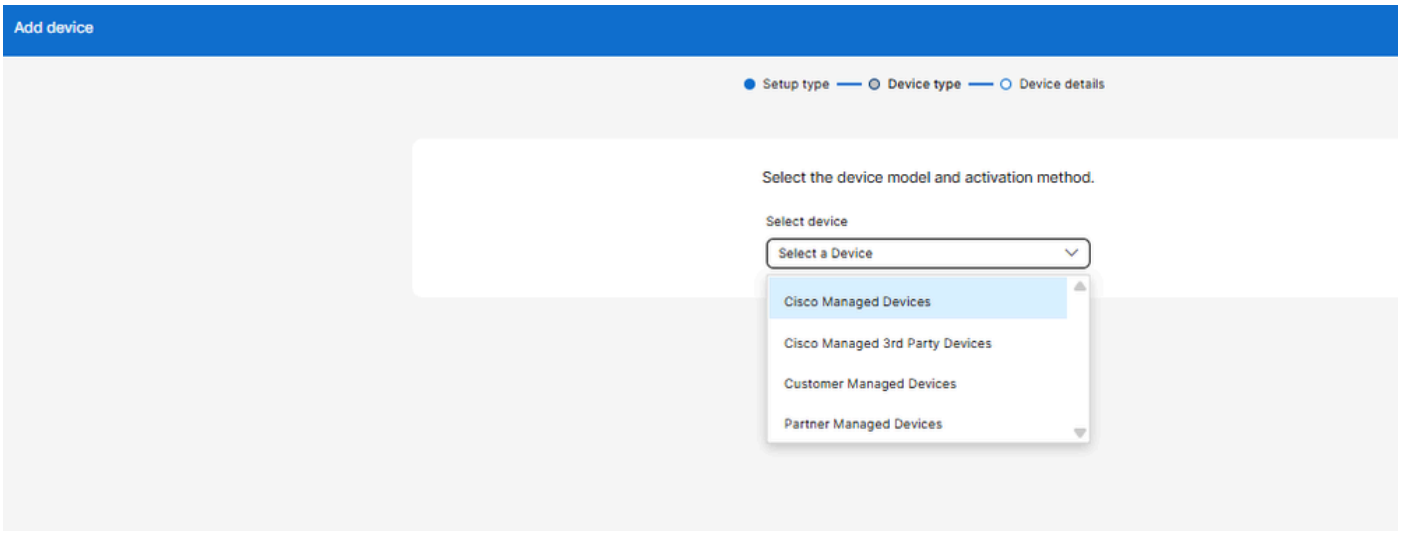
Step 3: Adding Device and Factory Resetting to Onboard Added Device to User

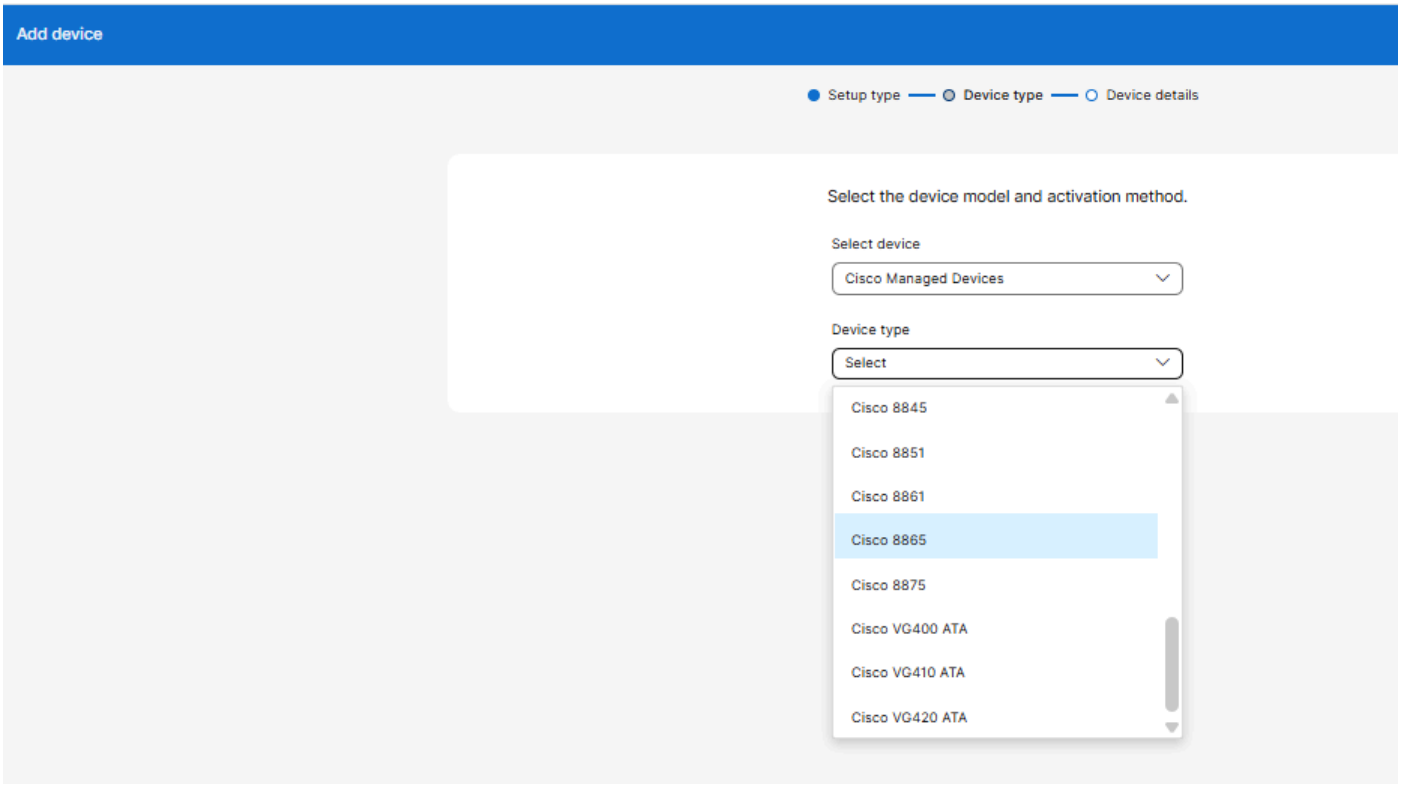
After completing Step 3, you see all 3 device types are available to add to the User; Cisco Room and Desk device, Cisco Desk Phone and Cisco IP Phone, ATA or third-party device.

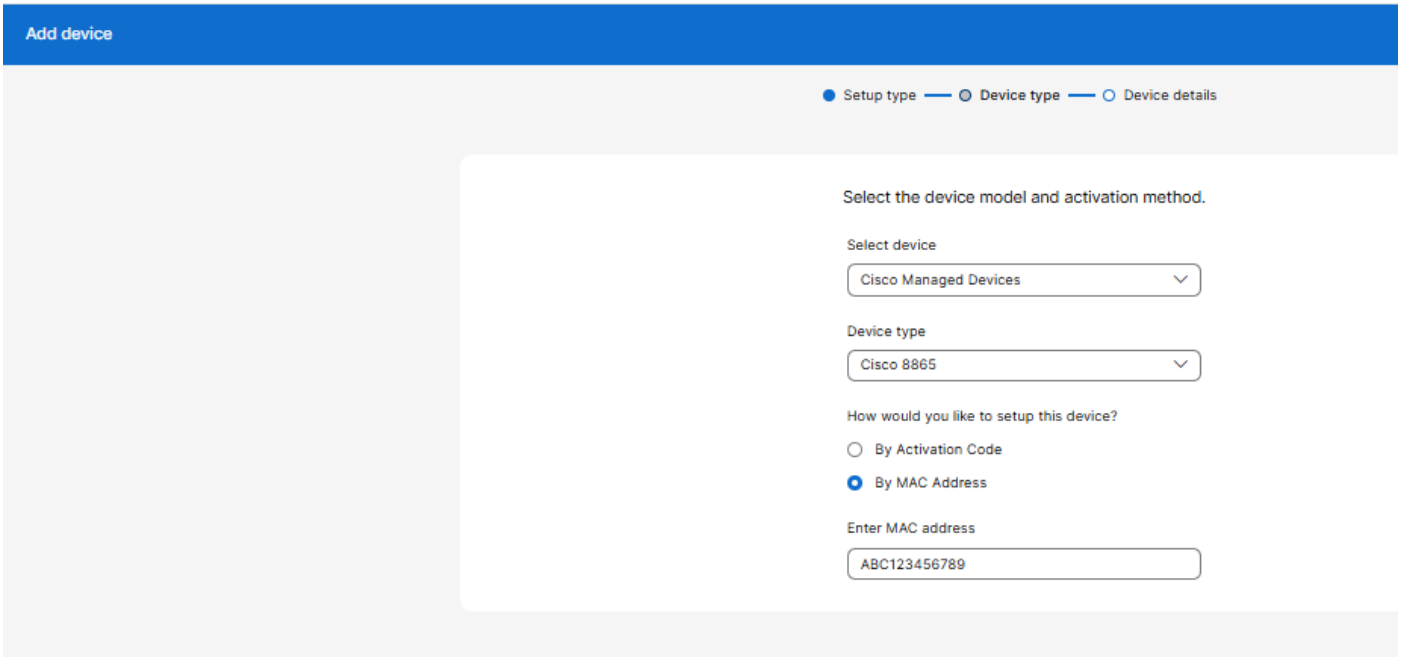
1. Navigate to **Control Hub > Management > Users**.
2. Open the **target user account** and navigate to **Devices tab**.
3. Add the **Cisco 8865 as a Cisco IP Phone, ATA or third-party device > Cisco Managed Devices** using by MAC address to setup the device.






Add device
Setup type
Device type
Device details
Select the device model and activation method.
Select device
Select a Device
Cisco Managed Devices
Cisco Managed 3rd Party Devices
Customer Managed Devices
Partner Managed Devices


Add device
Setup type
Device type
Device details
Select the device model and activation method.
Select device
Cisco Managed Devices
Device type
Select
Cisco 8845
Cisco 8851
Cisco 8861
Cisco 8865
Cisco 8875
Cisco VG400 ATA
Cisco VG410 ATA
Cisco VG420 ATA



1. Perform a factory reset on the phone using these steps:

Factory reset procedure for Cisco 8865:

```
Menu (Gear wheel) > Select 7. Device administration > Select 4. Factory reset > Do you want to perform
```

After the factory reset, the phone reaches out and onboards by MAC address automatically.

Step 4: Validation

Verify successful resolution:

1. Confirm the Add device assignment options are no longer greyed out.
2. Verify the phone registers successfully after factory reset.
3. Test that calls to the assigned number complete successfully.
4. Ensure no out-of-service messages are returned.

Cause

The issue was caused by multiple factors in the number-assignment and device-onboarding workflow:

- **Missing Webex Calling License:** Users without assigned Webex Calling licenses cannot have devices or phone numbers assigned, causing Control Hub to grey out assignment options.
- **Device Onboarding State:** Cisco 8865 phones can require factory reset to properly onboard and register by MAC address after Add device/provisioning changes.

Related Content

- Webex Calling User Management
- Webex Calling Device Configuration
- Generate a HAR File in Your Browser
- Cisco Technical Support & Downloads