Resolve "Device Already in Use" Error When Adding 8841 Phone to Webex Calling

Contents

Issue

When attempting to add a Cisco 8841 phone to Webex Calling, the operation fails with an ATLAS error indicating the device is already in use. The specific error message received is:

```
Add device failed. TrackingID: ATLAS_12345678-ec69-4de1-8e8d-43b4b773801e_30. Timestamp: 2026-07-14 10:
```

This error occurs even when the device does not appear to be provisioned in any Multitenant or Carrier organization, preventing the successful addition of the phone to the Webex Calling service.

Environment

- Cisco 8841 IP Phone
- Webex Calling service
- Partner organization type
- Admin persona attempting device configuration

Resolution

The resolution requires a Webex Calling TAC case to be opened and involves manually disassociating the MAC address from the backend system through Cisco support intervention. These next steps outline the resolution process.

Step 1: Verify Device Status in Provisioning Tools

The support engineer reviews internal provisioning tools and lookup outputs to confirm the MAC address status. In this case, the tools showed that the device was not provisioned in any Multitenant or Carrier organization, but the MAC address was identified as "stuck" in the backend and unable to disassociate automatically.

Step 2: Manual Backend Disassociation

The support engineer performs a manual disassociation of the MAC address from the backend system. This action frees up the device and removes the association that was preventing the device from being added to the new organization.

Step 3: Retry Device Addition

After the manual disassociation is completed, attempt to add the Cisco 8841 phone to Webex Calling again using the same MAC address and user configuration that previously failed.

Step 4: Verify Successful Addition

Confirm that the device can now be successfully added to the Webex Calling service without receiving the "device already in use" error. The device must appear properly provisioned for the intended user.

Cause

The MAC address becomes stuck in the backend system and is unable to disassociate automatically from previous associations. This condition prevents the device from being added to a new organization or user configuration, even when the device does not appear to be actively provisioned in any current Multitenant or Carrier organization. The automatic disassociation process fails to clear the backend association, requiring manual intervention to free the device.

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