Webex Calling PSTN Number Assignment Error Message

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Issue

When attempting to add PSTN numbers to a Webex Calling organization, the system displays an error message stating that the numbers are "currently in use by another org," even when the numbers are already provisioned to the same organization that is trying to add them. This misleading error message occurs because the system does not distinguish between numbers assigned to another org versus numbers already assigned to this org in its error handling logic.

Specifically, when trying to add these PSTN numbers:

- (419) 671-1111
- (419) 671-2222

The error message incorrectly indicates that these numbers are in use by another organization, when they are actually already provisioned to the requesting organization.

Environment

- Webex Calling platform
- Cloud and Hybrid Products
- Webex Calling Locations, Features, and settings
- Organization attempting to add PSTN numbers through the administrative interface

Resolution

To resolve this issue and verify the actual provisioning status of PSTN numbers.

Step 1: Verify Number Provisioning Status

Contact Cisco Technical Support to check the provisioning state of the PSTN numbers in question. The support engineer can verify whether the numbers are actually assigned to your organization or to another organization. Alternatively, a Control Hub Admin can check at PSTN & Routing > Numbers to verify the numbers are already provisioned for the organization.

Step 2: Understand the Error Message

Recognize that the error message "currently in use by another org" is misleading when the numbers are already provisioned to your organization. The system error handling does not distinguish between:

- Numbers assigned to a different organization
- Numbers already assigned to your organization

Step 3: Confirm Current Assignment

If the numbers are confirmed to be already provisioned to your organization, no further action is required for number provisioning. The numbers are already available for use within your Webex Calling environment.

Step 4: Request Engineering Enhancement (Optional)

If desired, you can request that the engineering team improve the error handling to provide more specific messaging that distinguishes between "in use by another org" and "already assigned to this org." However, this would require a product enhancement and is not part of immediate troubleshooting.

Cause

The root cause is a usability issue in the Webex Calling system error handling logic. The system does not differentiate between PSTN numbers that are assigned to different organizations versus numbers that are

already provisioned to the requesting organization. This results in a misleading error message that indicates the numbers are "in use by another org" when they are actually already assigned to the same organization attempting to add them.

The error handling code would need to be enhanced by the engineering team to distinguish between these two different scenarios and provide more accurate error messaging to administrators.

Related Content

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