Troubleshoot Webex Calling User Provisioning Failure Due to Existing Carrier Organization Association

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Issue

When attempting to assign a "Webex Calling - Professional" license and extension to user userx@userorg.com in a Webex Calling organization, the provisioning fails with this error:

```
userx@userorg.com: An error occurred. Verify your input and try again. TrackingID: ATLAS_12345678-3d82-
```

The backend logs show HTTP 409 Conflict with Error 10991:

```
[Error 10991] Url already exists: userx@userorg.com
```

This error occurs specifically when trying to update the user's license from the default to "Webex Calling - Professional" and assign an extension. The provisioning failure triggers an automatic rollback of license assignment changes. Other users in the same organization can be licensed successfully, indicating the issue is isolated to this specific user account.

Environment

- Webex Calling Multi-Tenant environment
- User exists in destination Webex Calling organization but cannot be fully provisioned.
- User email address is simultaneously associated with an active Carrier organization.
- Carrier organization contains active users, phone numbers, registered devices, and calling services.
- User serves as owner/admin of the Carrier organization with contractual ties to Verizon Business.

Resolution

The resolution requires coordination between the user, the Partner, the Carrier organization, and Verizon Business to properly decommission the existing Carrier organization:

Step 1: Identify the Conflicting Organization

Open a TAC Case with Webex Calling in order for them to identify the existing Carrier organization.

Webex Calling Team is able to determine whether there is a Conflicting Carrier Org and obtain this information:

- Carrier org organization ID/name
- Active phone numbers and devices
- User's role in the organization

Step 2: Coordinate Carrier Organization Decommissioning



Note: This was a case, in which the owner of the org was the user migrating from Carrier org to a WxC Multitenant org. The owner of the org was working with both the Partner and Verizon Business to decommission his Carrier org so he could be added to the WxC Multitenant org.

Since the user cannot be removed directly from an active Carrier organization without proper authorization, this coordination is required:

- The user (as owner/admin of the Carrier org) must contact Verizon Business.
- Work with Verizon Business to schedule decommissioning of the Carrier organization.
- Ensure all numbers, devices, and users are unassigned before org deletion.
- Coordinate any required number porting activities during the decommissioning process.

Step 3: Verify Resolution

After the Carrier organization is deleted:

- Attempt to assign the Webex Calling - Professional license to the user in the WxC Multitenant Org through Control Hub.
- Assign the desired extension.
- Verify successful provisioning without rollback.

Alternative Resolution

If the user needs to retain the existing Carrier organization, provide the user with a different email address that is not currently associated with any organization.

Cause

The provisioning failure occurs because the user's email address is simultaneously associated with two different organizations: the target Webex Calling organization and an existing active Carrier organization. The Webex Calling backend prevents duplicate user provisioning across organizations, resulting in Error 10991 when attempting to fully provision the user in the second organization.

The specific technical cause is that the user serves as the owner/admin of an active Carrier organization with contractual ties to Verizon Business. This prevents the WxC Engineering team from removing the user directly, as such removal requires proper authorization from the Carrier organization owner.

Related Content

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- Cisco Technical Support & Downloads