Troubleshoot Webex Calling Workspace Floor Assignment Failures Due to Missing Calling Licenses

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Issue

When attempting to bulk update workspace floor assignments for Cisco 98xx series phones using Control Hub workspace CSV import, the import fails with this error message:

```
Error,Floor is either not provisioned in Webex Calling or belongs to a different location,ATLAS_xxxxxxx
```

The Tracking ID ATLAS logs show Error 28311 "Floor not found" indicating the specified floor is not recognized as existing in the Webex Calling backend for the organization. Location-only CSV updates work successfully, but floor updates consistently fail despite using correct location and floor IDs obtained from Control Hub.

Additionally, attempting to manually assign floors to workspaces that already have a Calling license results in the same error.

Environment

- Webex Calling environment with locations and floors
- Cisco 98xx series phones configured as workspaces
- Control Hub workspace CSV import functionality
- Workspaces with extensions and desk phones but missing Webex Calling Professional licenses.

Resolution

The floor assignment failures occur because workspaces lack the required Webex Calling Professional license. In Control Hub, the workspace overview page does not show the option (gear icon) to assign or modify licensing.

Follow these steps to resolve the issue:

Step 1: Assign Webex Calling Professional License via CSV

Navigate to **Devices > Add Device** and select **Bulk add Cisco devices**, then click **Next**.

From the dropdown options, select **Export users and workspaces in this organization**, then select **Workspaces in my organization** and click **Download**.

Open the downloaded CSV file and locate the column **Webex Calling Professional Workspace [SubXXXXXXX]**. Change the value from **FALSE** to **TRUE**.

The **Device Type** column must be set to **WEBEX_CALLING**, and a **Phone Number** or **Extension** must be assigned.

Save the **changes** and upload the modified CSV file by navigating to **Devices > Add Device > Bulk add Cisco devices > Upload CSV data**.

Step 2: Retry Floor Assignment via CSV

After successfully assigning the Webex Calling Professional licenses, download a fresh workspace CSV export. **Control Hub > Workspaces >[select workspaces] > Export CSV > Editable file export.**

Update the **Floor column** with the correct floor IDs (UUIDs) obtained from **Control Hub > Locations > [select location] > Floors tab**.

Ensure the Floor IDs correspond to the correct Location IDs in the same CSV rows.

Upload the **updated CSV file** to apply the floor assignments.

Cause

The root cause is a missing Webex Calling Professional license on workspaces that have extensions and desk phones configured. When Control Hub attempts to assign a floor to a workspace during CSV import, it validates that the workspace has appropriate Webex Calling licensing. Workspaces without the required license fail this validation, resulting in Error 28311 "Floor not found" in the backend logs.

Related Content

- Bulk upload workspaces using a CSV file
- Locations in Control Hub
- Cisco Technical Support & Downloads