



## Managing Inventory

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## Managing Endpoint Inventory

You can add, update, or remove endpoints using the endpoint inventory. You can add and update directory numbers, reserve them for specific users, and clear directory numbers whose designated length of time in the Reserved state has been exceeded.

In addition to the above, you can also search for endpoints that are not associated to any users and those unused endpoints can be associated to a specific user.

Cisco Prime Collaboration Provisioning tracks the information about all services and users in an internal asset management inventory system. This information can be viewed by an administrator.

You can view the endpoint inventory report based on the Domain. The following details are displayed in the Endpoint Inventory page:

**Table 1: Endpoint Inventory Management Page Field Descriptions**

Field	Description
Call Processor	List of call processors.
Model	List of endpoint models.
Endpoint	You can add a new endpoint by specifying the domain, model, MAC address, and status. You can also click the Chooser icon to view the list of existing endpoints.
Domains	List of managed Domains.
Model	List of endpoint types.
MAC Address	Hexadecimal value that identifies the endpoint. The MAC address must be 12 characters in length. Valid values are alphanumeric characters (A-Z, a-z, 0-9), for example, 201B79989002.

Field	Description
Status	<p>The status of the endpoint. Possible values are the following:</p> <ul style="list-style-type: none"> <li>• In-use—The endpoint is being used by a user.</li> <li>• Reserved—The endpoint is booked for a specific user.</li> <li>• Available—The endpoint is available, and can be manually or automatically assigned to a user.</li> <li>• Returned—The endpoint is returned to inventory, but its arrival is not confirmed.</li> <li>• Provisioning—The endpoint is currently being provisioned.</li> </ul>
Reserved For (optional)	Specific user that the endpoint is reserved for.
Reserved On (optional)	Date that the endpoint was reserved on. It automatically appears after the endpoint information has been added or updated.
Reservation Timeout (optional)	<p>Period of time, in days, that an endpoint will stay reserved in the system. Provisioning administrator sets the reservation timeout, therefore this field is non editable.</p> <p>The endpointReservationTimeout rule determines the endpoint reservation timeout for a Domain (see <a href="#">Overview of Business Rules</a>).</p>



**Note** Self-Care option is available for users to set up lines, manage services, and configure endpoint options quickly and easily. For more information, see [Customizing Your Personal Settings](#).

If you are assigned the Ordering authorization role, you can perform the following tasks to manage the endpoint inventory:

Task	Description	Procedure
Search Endpoints Without Associated User	<p>You can search for the endpoints that are not associated to any user and assign the endpoints to a specific user.</p> <p><b>Note</b> Orphaned search results contain orphaned endpoints present in your domain along with global resource endpoints.</p>	<ol style="list-style-type: none"> <li>1. Choose <b>Advanced Provisioning &gt; Manage Endpoints</b>.</li> <li>2. Select the endpoints and click <b>Assign Selected Endpoints to User</b>.                             <p><b>Note</b> If you select more than one endpoint associated to different call processors, users associated to the respective call processor across the domain are listed.</p> </li> <li>3. Select a user and click <b>Save</b> to create an order.</li> </ol>

Task	Description	Procedure
Add	You can add endpoints that are available to all users, or you can designate endpoints for specific users.	<ol style="list-style-type: none"> <li>1. Choose <b>Advanced Provisioning &gt; Manage Endpoints</b>.</li> <li>2. Enter the value in the Endpoint Inventory Management page and click <b>Add</b>.</li> </ol> <p><b>Note</b> Third-party devices must be added as SIP devices in Cisco Prime Collaboration Provisioning. See <a href="#">Supported Devices for Prime Collaboration</a> for more information.</p>
Update endpoint information	You can change endpoint information.	<ol style="list-style-type: none"> <li>1. Choose <b>Advanced Provisioning &gt; Manage Endpoints</b>.</li> <li>2. In the Endpoint field, click the Chooser icon. <p><b>Note</b> You can search for the endpoint based on a complete or partial MAC address. You can use an asterisk (*) as a wildcard character at the beginning or end of the MAC address, but not in the middle. Do not specify SEP in the search criteria.</p> </li> <li>3. In the Choose an Endpoint dialog box, select the endpoint that you require.</li> <li>4. Update the endpoint information as required and click <b>Update</b>. <p><b>Note</b> You cannot update an endpoint that is in In-use state).</p> </li> </ol>
Remove endpoints	You can delete endpoints from the inventory list.	<p>In the Endpoint Inventory Management page, click the Chooser icon. In the Choose an Endpoint dialog box, select the desired endpoint, and click <b>Remove</b>.</p> <p>You cannot delete an endpoint that is In-use state.</p> <p>The endpoints that are not associated to any users are called as orphan endpoints. You can identify these endpoints and delete them if not required. To identify orphan endpoints, in the Endpoint Inventory Management page, click <b>Search Endpoints Without Associated User</b>. To delete orphan endpoints, select one or multiple endpoints from the list, and click <b>Delete Selected Endpoints</b>.</p>

Task	Description	Procedure
Clear expired reservations	<p>If required, you can clear all endpoints whose reservation time has expired, from the inventory.</p> <p>You can clear expired reservations for endpoints to change the status of the endpoints from Reserved to Available.</p>	In the Endpoint Inventory Management page, select the appropriate domain and then click <b>Clear Expired Reservations</b> .

## Managing Directory Number

In most cases, Service Area Directory Number Blocks (DNBs) are used to allocate directory numbers. However, you can explicitly track (store and manage) directory numbers that are associated with each Service Area in the Provisioning inventory.

You can add and update directory numbers, reserve them for specific users, and clear directory numbers whose designated length of time in the Reserved state has been exceeded.



### Note

To change the length of time that a directory number can remain in the Reserved state, you can modify the DNReservationTimeout rule. For more information, see [Overview of Business Rules](#).

Directory numbers can be in these states: In-use, Reserved, or Available.

When a line is added, Cisco Prime Collaboration Provisioning allocates directory numbers using the following process:

1. Checks if a directory has been reserved for the user.
2. Checks for a directory number in the Available state.
3. Checks the Service Area DNB for next available directory number.

In the Service Area component of the Domain, you can create DNBs, not individual directory numbers. After a directory number has been allocated to a user, Cisco Prime Collaboration Provisioning tracks the individual directory number.

The following details are displayed in the Directory Number Inventory page.

**Table 2: Directory Number Inventory Management Page Fields**

Field	Description
Directory Number	Specify the Directory Number that you want to add or update.
Call Processor/Route Partition	<p>The Call Processor and route partition that the directory number is added to.</p> <p><b>Note</b> The directory number is not added at this time. It is reserved for adding to the Call Processor once an order that requires one is received.</p>

Field	Description
Status	The status of the number. Possible values are: <ul style="list-style-type: none"> <li>• In-use—The directory number is currently being used by a user.</li> <li>• Reserved—The directory number is booked for a specific user for a specific period of time.</li> <li>• Available—The directory number is available, and can be assigned to any user.</li> </ul>
Reserved For (Optional)	Specific user that the directory number is reserved for.
Reserved On (Optional)	Date that the directory number was reserved on. It appears automatically after the endpoint information has been added or updated.

You can perform the following tasks to manage the directory numbers in the inventory:

Task	Description	Procedure
Add	When you add a directory number, you can specify a status for it and/or reserve it for a particular user.  The same directory number can exist in different Call Processors. When you add a directory number, you must specify both the Call Processor and route partition.	<ol style="list-style-type: none"> <li>1. Choose <b>Advanced Provisioning &gt; Manage Directory Numbers</b>.</li> <li>2. In the Directory Number Inventory Management page, click Add New Directory Number. The fields in the right pane become editable.</li> <li>3. Complete the fields as required (see <a href="#">Table 2: Directory Number Inventory Management Page Fields</a>), and click <b>Save</b>.</li> </ol>
Update directory number	You can search for and select a directory number to update.  <b>Note</b> You cannot update the status of a directory number that is in In-use state.	<ol style="list-style-type: none"> <li>1. Choose <b>Advanced Provisioning &gt; Manage Directory Numbers</b>.</li> <li>2. In the Directory Number field, do one of the following: <ul style="list-style-type: none"> <li>• If you know the directory number, enter it and then click <b>Search</b>.</li> <li>• Search for the directory number, using an asterisk (*) as a wildcard. From the Choose a Directory Number dialog box, click the required directory number.</li> </ul> </li> <li>3. Click <b>Update Current Directory Number</b>. The fields in the right pane become editable.</li> <li>4. Complete the fields as required (see <a href="#">Table 2: Directory Number Inventory Management Page Fields</a>), and click <b>Save</b>.</li> </ol>

Task	Description	Procedure
Clear expired reservations	You can clear expired reservations for directory numbers to place the directory numbers back into the available pool.	In the Directory Number Inventory Management page, click <b>Clear Expired Reservations</b> To set the number of days that the directory number is reserved for, see <a href="#">Overview of Business Rules</a> .
Delete directory number	You cannot delete a directory number that is in use.	In the Directory Number Inventory Management page, select the directory number and click <b>Delete</b> .

## Managing Voicemail

You can search and delete voicemails that are not associated with any user.

To search and delete orphan voicemails:

### Procedure

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- Step 1** Choose **Advanced Provisioning > Manage Voicemails**.
  - Step 2** In the **Unity Connection** field, select a Unity Processor.
  - Step 3** Click **Search**.  
Search result lists orphaned voicemails present in the domain related to the specific user along with global resources if any.
  - Step 4** To delete orphan voicemails, select one or multiple voicemails from the list, and click **Delete Voicemail**.
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## Attach Voicemail

If you delete a DN from Cisco Unified Communications Manager, the line is deleted and the voicemail associated with the line becomes an orphaned voicemail. You can associate an orphaned voicemail if you re-add the same DN or if you create a new DN for the user. An orphaned voicemail can only be associated to the user to which it belongs to and not any other user.




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**Note** In **Action for stale LDAP users** field, when you set the option 'Deleteuser, but keep services in Provisioning and CUCM', Cisco Prime Collaboration Provisioning creates an orphaned voicemail. The Managed VoiceMail page lists the orphaned voicemail and you can delete it from the list.

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To associate the orphaned voicemail with a line:

### Procedure

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- Step 1** Click on the **Attach Voicemail** link.
  - Step 2** Select the voicemail alias from the drop-down list.
  - Step 3** Click **Provision Services**.
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## Managing Extension Mobility Access

This feature allows you to delete or assign an orphaned Extension Mobility Access. You must have access privileges to manage Extension Mobility to use this feature.

Use this procedure to delete an orphaned Extension Mobility Access:

### Procedure

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- Step 1** From Cisco Prime Collaboration Provisioning, choose **Advanced Provisioning > Manage EM Access**.
  - Step 2** (Optional) From the **Call Processor** drop-down list, choose a call processor.
  - Step 3** (Optional) In the **EM Name** field, enter the name of the Extension Mobility which you want to search.
  - Step 4** Click **Search**.  
Search result lists orphaned Extension Mobility in your domain.
  - Step 5** To delete orphan Extension Mobility, select one or multiple Extension Mobilities from the list, and click **Delete EM**. A window appears to confirm the deletion.
  - Step 6** On the confirmation window, click **Yes**.
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## Assign Extension Mobility

Use this procedure to assign an orphaned Extension Mobility to a user.

### Procedure

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- Step 1** From Cisco Prime Collaboration Provisioning, choose **Advanced Provisioning > Manage EM Access**.
- Step 2** (Optional) From the **Call Processor** drop-down list, choose a call processor.
- Step 3** (Optional) In the **EM Name** field, enter the name of the Extension Mobility which you want to search.
- Step 4** Click **Search**.  
Search result lists orphaned Extension Mobility in your domain.
- Step 5** To assign an orphaned Extension Mobility, select the Extension Mobility from the list, and click **Assign EM**.
- Step 6** On the window, select the **User ID** to which you want to assign the Extension Mobility.
- Step 7** Click **Save**.

**Note** If the Extension Mobility is associated with a Line. Assign EM provisions the Line along with the Extension Mobility.

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