



# Entitlement Management

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## Entitlement Enforcement

### Service Levels

The following table shows the impact to a user when a service is disabled in the entitlement profile applied to the user.



**Note**

An entitlement profile can be explicitly assigned to a user, or implicitly applied if an entitlement profile is designated as the default entitlement profile in a hierarchy node at or above the user's hierarchy node.

Service disabled	Result
Voice	Adding a phone to a user in Subscriber Management will fail. For an existing user with a phone, updates to the user in Subscriber Management will fail after an entitlement profile with Voice disabled is applied to the user.
Voicemail	Adding Voicemail to a user in Subscriber Management will fail. For an existing user with Voicemail, updates in Subscriber Management will fail after an entitlement profile with Voicemail disabled is applied to the user.
Presence	Enabling Cisco Unified Communications Manager IM and Presence Service for a user in Subscriber Management will fail. For an existing user with Cisco Unified Communications Manager IM and Presence Service enabled, updates in Subscriber Management will fail after an entitlement profile with Presence disabled is applied to the user.

Service disabled	Result
Extension Mobility	Adding Extension Mobility to a user in Subscriber Management will fail. For an existing user with Extension Mobility, updates in Subscriber Management will fail after an entitlement profile with Extension Mobility disabled is applied to the user.
Single Number Reach	For a new user, adding Single Number Reach in Subscriber Management will fail, and for an existing user with <b>Enable Mobility</b> checked, adding Single Number Reach will fail after an entitlement profile with Single Number Reach disabled is applied to the user.

### Device Groups

A user to whom an entitlement profile is applied is limited to devices in the device groups assigned in the entitlement profile. Adding a Phone to a user in Subscriber Management will fail if the added Phone is not in a device group assigned to the entitlement profile applied to the user.

### Device Limits

A user to whom an entitlement profile is applied is subject to the following device limits set in the entitlement profile:

- Total number of devices
- Total number of devices in a device group

Adding a Phone to a user in Subscriber Management will fail if the total number of devices limit or the total number of devices in a device group limit is exceeded.

### Transaction Log

The transaction log messages contain detailed information that can be used to determine what entitlement profile limitation caused an action to fail.

## Entitlement Workflow

### Procedure

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- Step 1** (Optional) Define additional device types.
  - Step 2** Create device groups to define sets of device types that users may be entitled to.
  - Step 3** Create entitlement catalogs to define limits on devices and services that entitlement profiles may entitle users to.
  - Step 4** Create entitlement profiles to define the devices and services users are entitled to.
  - Step 5** Identify the entitlement profile for users synced from Cisco Unified Communications Manager.
  - Step 6** Identify the entitlement profile for users synced from LDAP.
  - Step 7** Assign entitlement profiles to existing users in Cisco Unified Communications Domain Manager 10.6(1).
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## Add Device Type

Cisco Unified Communications Domain Manager 10.6(1) is prepopulated with a list of current product types. However, the provider admin may add additional device types as needed.

### Procedure

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- Step 1** Login as provider admin.
  - Step 2** Select **Entitlement > Device Types**.
  - Step 3** Click **Add**.
  - Step 4** Enter the new device type.
  - Step 5** Click **Save**.
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The new device type is added to the list of available device types that can be assigned to a device group.

## Create Device Group

Device groups are used to limit entitlement to a defined subset of available device types.

### Procedure

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- Step 1** Login as provider admin.
  - Step 2** Select **Entitlement > Device Groups**.
  - Step 3** Click **Add**.
  - Step 4** Enter a name and optional description for the device group.
  - Step 5** Select devices from the list of available device types and move them into the selected list by clicking **Select**.
  - Step 6** Click **Save**.
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The device group is created and can now be used in entitlement catalogs and entitlement profiles.

## Create an Entitlement Catalog

Entitlement catalogs limit the capabilities of entitlement profiles defined at hierarchy nodes at the same level or below where the entitlement catalog is defined.

Entitlement catalogs can be defined at the provider, reseller, or customer hierarchy level. Only one entitlement catalog may be defined at a given hierarchy node.

## Procedure

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- Step 1** Log in as the provider administrator.
- Step 2** Set the hierarchy path to the location where you want to create the entitlement catalog.
- Step 3** Select **Entitlement > Catalogs**.
- Step 4** Click **Add**.
- Step 5** Enter a name and optional description for the entitlement catalog.
- Step 6** Check the services to include in the entitlement catalog.  
The available services are Voice, Voicemail, Presence, Extension Mobility, and Single Number Reach.
- Step 7** Specify the maximum number of devices allowable for the entitlement catalog.  
The maximum number cannot exceed the total of the maximums for all of the device groups included in the entitlement catalog.
- Step 8** Select a Device Group to include in the entitlement catalog.
- Step 9** For the selected device group, specify the maximum number of device allowed.  
The maximum number for any device group cannot exceed the maximum number of devices for the catalog.
- Step 10** Click + to add additional device groups to the entitlement catalog.
- Step 11** Click **Save**.
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The entitlement catalog is created. Entitlement profiles can now be created at or below the level of the entitlement catalog.

# Create an Entitlement Profile

Entitlement Profiles are used to define the services and devices a user is entitled to. An Entitlement Profile can be assigned to a user in the following situations:

- When the user is synched into Cisco Unified Communications Domain Manager 10.6(1) from LDAP.
- When the user is synched into Cisco Unified Communications Domain Manager 10.6(1) from Cisco Unified Communications Manager.
- When the user is created in Cisco Unified Communications Domain Manager 10.6(1) via the GUI, API, or bulk load.
- When the user is modified in Cisco Unified Communications Domain Manager 10.6(1).



### Note

The maximum number of devices and maximum number of devices in a group are limitations for an individual user, not for all users in the system.

## Before You Begin

An Entitlement Catalog must be defined at a hierarchy node at the same level as or above the hierarchy node where the Entitlement Profile is to be created. The Entitlement Catalog restricts the service and devices that can be entitled in the Entitlement Profile. An Entitlement Profile can further restrict services and devices a

user is entitled to, but it cannot expand the services and devices beyond the restrictions defined in the Entitlement Catalog.

## Procedure

- Step 1** Log in as the provider administrator.
- Step 2** Set the hierarchy path to the location where you want to create the Entitlement Profile.
- Step 3** Select **Entitlement > Profiles**.
- Step 4** Click **Add**.
- Step 5** Complete the following fields:

Field	Description
Name	Entitlement Profile name. This field is mandatory.
Description	An optional description of the entitlement Profile
Default Profile	Check to make this the default Entitlement Profile for the hierarchy node. Any previously-designated User Entitlement Profile will automatically have this field toggled off.
Voice	Check to entitle voice services.
Voicemail	Check to entitle voicemail services.
Presence	Check to entitle presence services.
Extension Mobility	Check to entitle Extension Mobility services.
Single Number Reach	Check to entitle Single Number Reach service.
Maximum Number of Devices	Specify the maximum number of devices allowable for the Entitlement Profile. This field is mandatory.  The maximum number cannot exceed the total of the maximums for all of the device groups included in the Entitlement Profile.
Device Group	Select a Device Group to include in the Entitlement Profile. This field is mandatory.
Maximum Number of Devices in Group	For the selected device group, specify the maximum number of devices allowed. This field is mandatory.  The maximum number for any device group cannot exceed the maximum number of devices for the profile.

- Step 6** Click **+** to add additional device groups to the Entitlement Profile.
- Step 7** Click **Save**.

The Entitlement Profile is defined and can be assigned to users.