

头等协作供应不展示产品在用户下在同步以后

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简介

本文描述遇到的问题产品不是列出的下面用户正如所料思科最初协作供应的，在域同步发生后的地方，并且提供解决方案对问题。

背景信息

思科最初协作提供服务器用于为了导入产品(电话、线路， Extension Mobility (EM)配置文件)和基础设施对象(路由模式， 转换模式)到其从处理器(Cisco Unified Communications Manager (CUCM)， Cisco Unity Connection)的数据库。

服务区域在思科设置最初的协作创建对于这些原因：

- 为了分类已导入产品
- 在命令期间，为了事前填充几个产品领域

本文着重前面的方案。

问题

有时在域以后同步顺利地结束，管理员注意几产品(例如电话、线路， Extension Mobility配置文件)没有显示在预计用户下。

当此示例显示，当您导航给**CUCM管理页面>用户管理>最终用户**时，用户只安排一个设备关联，其中应该有许多：

User Information

NOTE: The add and delete function are disabled because the user directory is sync with LDAP.
(i.e. The Enable Synchronization From LDAP Server flag on the LDAP System Configuration is checked).

LDAP Sync Status	Active
User ID*	cgeorgia
PIN	<input type="password"/>
Confirm PIN	<input type="password"/>
Last name*	Georgiadis
Middle name	
First name	Christos
Telephone Number	
Mail ID	cgeorgia@greece.lab
Manager User ID	
Department	
User Locale	English, United States
Associated PC	
Digest Credentials	<input type="password"/>
Confirm Digest Credentials	<input type="password"/>
Name Dialing	GeorgiadisChristos
Number of Digits needed for the Unique AA Name 1	

Device Information

Controlled Devices	<input type="text" value="SEP0003E386360F"/>	<input type="button" value="Device Association"/>
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在处理器和域以后同步发生，电话不显示在用户下。

在思科最初协作供应，请导航部署>搜索用户和搜索特定用户的用户ID的。

Subscriber Record Options

- ① Christos Georgiadis (cgeorgia)
- New Order
- Personal Settings
- Subscriber Notes
- Move Services

View Orders

There were no Orders found.

Subscriber Record Details

Found 5 Products.


ProductName	Location	Status	Last Update
Enable Mobility Support (Mobility and Mobile Voice A...	BRU	Active	19-10-2013 12:40:16 +0200
Enable Presence (BPS License Enabled)	BRU	Active	19-10-2013 12:40:16 +0200
- Enable Presence Client (UPC License Enabled)	BRU	Active	19-10-2013 12:40:16 +0200
Enable SoftPhone Support	BRU	Active	19-10-2013 12:40:15 +0200
Extension Mobility Access (Cisco 7960: cgeorgia_dp)	BRU	Active	19-10-2013 12:40:16 +0200

有MAC地址的0003E386360F电话不是列出的，虽然处理器和域同步顺利地完成。访问域被选派的同步洛金定货调查：

Domain Configuration

Synchronize Domain

Options:

- [New Domain](#)
- [View Domain](#) 
 - [Configure Synchronization Rules](#)
 - [Synchronize](#)

Domain ID: **Bel**
Description:
AAA Server: **Drama**
Call Processor(s): - Selected Processors -
CUCM Athens-CiscoUnifiedCM
Unified Message Processor(s): - Selected Processors -
Subscriber Role(s): Contractor
Employee
Executive
Manager
Service Area(s): - Selected Service Areas -
BRU
Bru

Last Synchronization:

Started: **19-Oct-2013 13:09:48 +0200**
Completed: **19-Oct-2013 13:10:04 +0200**
Message: **Successfully completed synchronization.**
[View Detailed Synchronization Log](#)

域被选派的同步日志显示此错误：

The phone SEP0003E386360F and its lines could not be added to the subscriber record because a service area with the following properties could not be determined in the domain Bel:



Call Processor: CUCM Athens-CiscoUnifiedCM
Voice Device Group: Default
Common Device Configuration: null
Call Search Space (Device): null
Location: Hub_None
Protocol: SCCP

解决方案

场景 1

在此方案中，服务区域配置不匹配电话配置。这与产品，是在此方案的电话，如何关连被映射到思科最初协作供应的配置的服务区域。

这是所有的匹配的规则产品：

Processor Type	Product	Attributes Matching Service Area
Call Processor	Phone	DevicePool
		Common Device Config
		Calling Search Space (Device)
		Location
		Phone Protocol
	Line	DevicePool
		Common Device Config
		Calling Search Space (Line)
		Location
		Route Partition
		Protocol
		Voice Gateway References
		Unified Message Processor (Voicemail)
		 Note Though Line belongs to the Call Processor, it is dependent on the Unified Message Processor for Voicemail.
Email Processor (Email)		
 Note Though Line belongs to the Call Processor, it is dependent on the Email Processor for Email.		
Soft Phone	---	
Extension Mobility Access	---	
Extension Mobility Access Line	Calling Search Space	
	Route Partition	
Mobility	---	
Remote Destination Profile	Device Pool	
	Calling Search Space	
Enable Presence Client	Unified Presence Processor (Client User Settings). Enable Presence Client is associated with the Client User Settings product. Though Enable Presence belongs to Call Processor, it is dependent on the Unified Presence Processor for Client User Settings. Note Enable Presence, Enable Presence Client, and Client User Settings products are available only for Cisco Unified Presence 8.x.	
User Services	---	
Unified Presence Processor	Client User Settings	---
Unified Message Processor	Unified Messaging Info	This product is added to the Service Area that is set on its associated email or voicemail product.

正如前一个镜像说明，为了有在服务区域安置的电话产品和可视，您必须有匹配电话配置关于这些字段的服务区域：

- 设备池
- 常见设备设置
- 呼叫搜索空间(设备)
- 位置
- 电话协议、会话初始化协议(SIP)或者小型客户机控制协议(SCCP)

这是电话的配置在本例中：

Product Type: Cisco 7960
Device Protocol: SCCP

Device Information

Registration	Registered with Cisco Unified Communications Manager 10.48.79.199
IP Address	10.10.0.121
Active Load ID	Unknown
<input checked="" type="checkbox"/> Device is Active	
<input checked="" type="checkbox"/> Device is trusted	
MAC Address*	0003E386360F
Description	cgeorgia phone
Device Pool*	Default View Details
Common Device Configuration	< None > View Details
Phone Button Template*	SEP0003E386360F-SCCP-Individual Template
Softkey Template	< None >
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	< None >
AAR Calling Search Space	< None >
Media Resource Group List	< None >
User Hold MOH Audio Source	< None >
Network Hold MOH Audio Source	< None >
Location*	Hub_None

这是服务区域设置：

Service Area ID: **BRU**

Domain: **Bel**

Call Processor Settings

Name: **CUCM Athens-CiscoUnifiedCM**

Phone Protocol: **SCCP**

Call Search Space (Phone): **CSS-Reception**

Call Search Space (Line): **CSS_Central**

Common Device Config:

Location: **Hub_None**

Route Partition:

Device Pool: **BRU**

Voice Gateway References: *None Assigned*

Unified Presence Processor Settings

Name: *None Assigned*

Unified Message Processor Settings

Name: *None Assigned*

当您比较这些配置，很清楚这些字段不配比：

- 呼叫搜索空间(设备)
- 设备池

一个可能的解决方案将调整服务区域配置如显示此处：

注意：呼叫搜索空间(线路)配置不影响在这种情况下匹配。

Service Area ID:

Domain: **Bel**

Call Processor Settings

Name: **CUCM Athens-CiscoUnifiedCM**

Phone Protocol: SIP SCCP

Call Search Space (Phone):

Call Search Space (Line):

Common Device Config:

*Location:

Route Partition:

*Device Pool:

另一个可能的解决方案将修改在CUCM的电话设置为了匹配服务区域的设置在五个匹配的属性的。

在另一域同步发生后，成功电话显示在用户的已分配产品下：

Subscriber Record Details

Found 7 Products.

Product Name	Location	Status	Last Update
Enable Mobility Support (Mobility and Mobile Voice A...	BRU	Active	19-10-2013 13:05:18 +0200
Enable Presence (NPS License Enabled)	BRU	Active	19-10-2013 13:05:18 +0200
- Enable Presence Client (UPC License Enabled)	BRU	Active	19-10-2013 13:05:18 +0200
Enable SoftPhone Support	BRU	Active	19-10-2013 13:05:18 +0200
Extension Mobility Access (Cisco 7960: cgeorgia_dp)	BRU	Active	19-10-2013 13:05:18 +0200
Phone (Cisco 7960: SEP0003E386360F)	BRU	Active	19-10-2013 13:05:18 +0200
Remote Destination Profile (cgeorgia_rdp)	BRU	Active	19-10-2013 13:05:19 +0200

场景 2

在此方案中，有匹配电话配置的服务区域，但是关联到该电话的用户属于跟服务区域属于的域不同的一个域。

有两个可能的解决方案：

- 移动用户向正确域，可能只完成，如果删除并且再创域。
- 创建匹配在域的电话配置用户存在的服务区域。

相关信息

- [思科最初协作供应指南， 9.5](#)
- [技术支持和文档 - Cisco Systems](#)