



Managing Orders

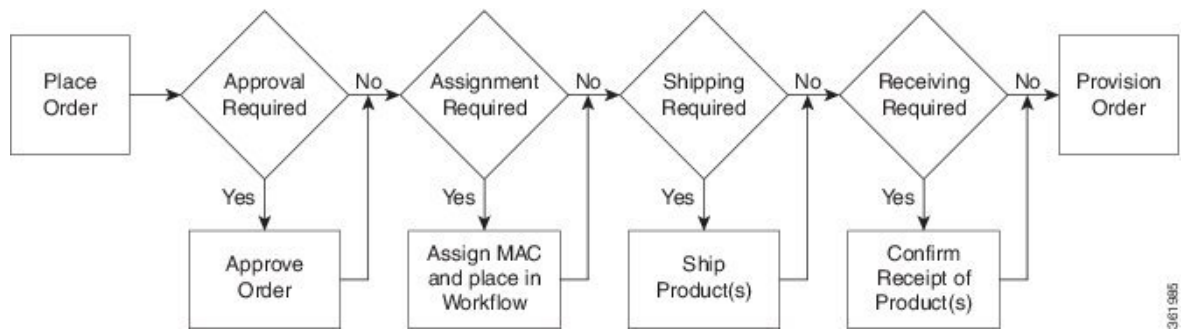
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Orders Overview

You can provision individual or bundled services. Users with Ordering authorization role (see [Table 1](#)) can add, change, or cancel their own orders or those of other users.

Cisco Prime Collaboration Provisioning contains an automation engine which performs the order processing, including service activation and business flow based on how Cisco Prime Collaboration Provisioning is configured. The ordering process involves several workflow activities such as approval assignment, shipping and receiving (See [Figure 1: Processing an Order](#), on page 2 for details. These individual workflow activities can be enabled or disabled, and assigned to different provisioning user roles per domain (see [Table 1](#) for Ordering Roles). If any of the activities are enabled, the order processing stops until the assigned provisioning user takes appropriate action. After the action is acknowledged, the processing continues and any disabled activity is automatically acknowledged by Cisco Prime Collaboration Provisioning.

Figure 1: Processing an Order



The length of time it takes to provision an order can vary. To verify if the order has successfully completed, go to the user record of the user (choose **User Provisioning**). Hover over **Orders** at the top right corner of the user record page to view the order details. The View Orders section shows the services with the status as Complete. Also, you can perform an order search for the order number.



Note After the system has been idle for a long period of time, the first order placed may take longer than usual.

While placing orders, remember the following:

- While ordering services on a Message Processor (Cisco Unity Connection, and Cisco Unity Express), not all the services are available. This is because the processors do not support all services. [Supported Cisco Unity Services, on page 2](#) lists the orderable and nonorderable voice services for Cisco Unity processors.
- While ordering services on either Cisco Unified Communications Manager Express or Cisco Unity Express, be careful when entering Cisco IOS CLI commands (when configuring provisioning attributes through the Advanced Order Configuration pane). Your authorization role does not restrict what you can configure.
- Some attributes may not be supported by a particular endpoint type on a given protocol, so when placing endpoint orders, you should only set values for attributes that are supported by the chosen endpoint type and protocol. Else, you cannot provision services successfully.
- Cisco Prime Collaboration Provisioning synchronizes unsupported infrastructure objects like Intercom Calling Search Space and Intercom Route Partition from Cisco Unified Communications Manager. If these unsupported objects are used in provisioning services, it will result in error.
- If the Enable Voice Gateway feature property is set to N, the Order Entry screen will display analog endpoints. If the property is set to Y, then the analog endpoints are not shown in the screen.
- To order Analog endpoints, you must add Voice Gateway References to the service area in the Service Area Configuration screen.

Supported Cisco Unity Services

The following table lists the products and services supported by Cisco Unity.

Table 1: Supported Cisco Unity Products and Services

Message Processor	Services
Cisco Unity Connection	Orderable: <ul style="list-style-type: none"> • Voicemail • Enhanced Endpoint Service
Cisco Unity Express	Orderable: <ul style="list-style-type: none"> • Enhanced Endpoint Service • Voicemail

Ordering Service for a User

Creating orders for all the services follow the same basic procedure.

A user may not have access to all services. Cisco Prime Collaboration Provisioning implements a form of policy enforcement to allow users to get endpoints and services appropriate for the role assigned. The list of services that appear at order time depends on the following:

- User role that is assigned to the user, and the Domains and Service Areas available to the user.
- Availability of resources to support delivery within the Service Areas (for example, a Cisco Unity Connection system must be available to provide Unified Messaging).
- Provisioning system configuration.

Service dependencies:

- Line requires an existing endpoint.
- Voicemail and Email require an existing Line.
- Extension Mobility Line requires Extension Mobility Access.

To order a service for a user:

Procedure

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- Step 1** From the Cisco Prime Collaboration Provisioning navigation pane, choose **User Provisioning**.
 - Step 2** On the User Provisioning page, click a specific user.
 - Step 3** On the Service Details page, click **Custom Services Wizard**.
 - Step 4** Select a Service Area from the drop-down list. Rest your mouse pointer over the quick view icon for information on a Service Area in the drop-down list.
 - Step 5** Click **Continue**.

All available services which you can provision are displayed. Refer to [Table 2: Provisioning Services, on page 5](#).

Step 6 Select the service that you want to provision and click **Continue**.

Note If endpoints are not displayed in the list for a user, you must associate the user role of a specific user to endpoints. If you are trying to add an endpoint and endpoints are not displayed, it is because the user role does not allow endpoints or endpoints cannot be provisioned for the user within that service area.

Step 7 On the Service Provisioning page, follow the Order Entry wizard, entering the required information for the service. For details of required fields, see [Table 3: Order Entry Fields, on page 13](#).

When placing orders, note the following:

- The <Service Type> Information and Advanced Order Configuration panes provide specifications for the selected service.

- Users with Advanced Order or Administrator authorization role can access the Advanced Order Configuration pane. However, an order can be completed or an endpoint can be provisioned without using the Advanced Order configuration.

Note To clear the value of a provisioning attribute that has a numeric value in the Cisco Unified Communications Manager, you must enter zero as the value. If you do not specify any value and leave the field blank, you cannot clear the value of the provisioning attribute.

- When selecting the service template, Base Line Information attributes with keywords are replaced with the user information automatically. You can also enter keywords while in the process of ordering a service.

Note If the selected service template is mapped to a non-configured Service Area during User Provisioning, the Cisco Prime Collaboration Provisioning maps that Service Area to the selected Service Template.

Select the **Show All Templates** checkbox to display all the service templates that are associated with the selected service and the product model irrespective of the Service Area and the User Role within the domain.

Step 8 Click **Continue** to create the order.

Step 9 Click **Confirm**, and then click **OK**. You can view the order number on the Service Details page. Verify the order status by reviewing the Provisioning History pane.

You can use the global search field at the top of the view pane to search User ID, Name, MAC address, Directory Number, DN Description, Phone Description, VM Alias Name, and EM Name.

- For User ID and Name search, alphanumeric characters (A-Z, a-z, 0-9), hyphens (-), underscores (_), dots (.), at signs (@), space, and apostrophe are allowed (for example, AASJKUser006, AAS*, AA*, *SJKUser006, 3242#@!#####&@!*@(3), AANewRDUser00*).
- For MAC Address search, alphanumeric characters (A-Z, a-z, 0-9), dash (-), period (.), and underscore (_) are allowed (for example, 0024C444C3C6, 0024*, *24).
- For Directory Number search, alphanumeric characters, period, and underscore are not allowed. Special characters such as +, ?, (), and - are allowed in the directory number (for example, \+0000057, \+0000*, \+*, *0000*, *57).

- For DN Description, Phone Description, VM Alias Name, and EM Name search, all characters except non-printing characters such as tabs, quotes ("), close angle bracket (>), open angle bracket (<), ampersand (&), percent (%) are allowed.

- Note**
- When you search for phones using the MAC address in the global search option, use the format xxxxxxxxxxxx.
 - A minimum of three characters in the search string is recommended to enable faster retrieval of search results.

To view the provisioning attributes for an ordered service, on the Service Details page, hover over the desired service, and then click View in the Actions list.

To add user notes to an ordered service, on the Service Details page, hover over quick view, and then click User Notes.

To create a template from an existing service, click **Create Template** from Quick View. Enter the necessary details and click **Create Template**. A template is created for the service with all its values.

If you are deploying many services, you may want to combine these activities into a single activity. The batch provisioning functionality of Cisco Prime Collaboration Provisioning enables you to create a single batch that contains multiple types of orders. You can also combine multiple types of services into a single batch operation.

To configure a batch project, choose **Advanced Provisioning > Batch Provisioning**.



- Note** While provisioning a service, if selecting the Security Profile Provisioning Attribute results in an error, uncheck the Protected Device option for the order to complete successfully. Ensure that the Cluster and Device Security Modes are configured appropriately for the Cisco Unified Communications Manager cluster. For information on the security parameters in Cisco Unified Communications Manager, see Cluster and Security Modes, in the [Cisco Unified Communications Manager Security Guide](#).



- Note** The following services are not displayed for ordering until you associate the service to a user role.

Table 2: Provisioning Services

Service	Description
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Enable Mobility Support	<p>Enables Mobility for the selected user on the selected Call Processor. When ordering using default parameters, the following provisioning attributes are used:</p> <ul style="list-style-type: none"> • Enable Mobility: True • Enable Mobile Voice Access: True • Max Desk Pickup Wait Time: 1000 ms • Remote Destination Limit: 4 <p>This service is available only for Cisco Unified Communications Manager 10.x and later.</p>
Enable Presence	<p>Enables presence messaging updates by enabling the Presence Server license on a Call Processor for the user. This option is available only for Cisco Unified Communications Manager 10.x and later. You cannot see this service for ordering until you associate the service to a user role.</p>
Enable Presence Client	<p>Enables the use of Cisco Unified Personal Communicator by enabling the Unified Personal Communicator license on a Call Processor for the user. This is a bundle of Enable Presence Client and Client User Settings.</p> <p>Enable Presence Client is available only for Cisco Unified Communications Manager 10.x and later. This service is available only when you order Enable Presence.</p> <p>You cannot see this service for ordering until it is associated with the user role.</p>
Enhanced Mobility Service	<p>Includes an Extension Mobility device profile, line, and voicemail for the selected user on the selected Call Processor.</p> <p>This bundle enables you to create standard provisioning services such as Extension Mobility, line, and voicemail in a single order. You cannot see this service for ordering until it is associated with the user role.</p>
Client User Settings	<p>Enables Unified Personal Communicator User Settings on a Unified Presence Processor. Client User Settings can be ordered only through bundle services such as Enable Client Service or Presence Service.</p> <p>You cannot see this service for ordering until it is associated with the user role.</p>

Enable SoftPhone Support	<ul style="list-style-type: none"> • Enables use of a personal computer along with a physical endpoint (both ring at the same time), or a CTI port (a virtual phone defined on Cisco Unified Communications Manager). • Not supported on Cisco Unified Communications Manager Express, or when ordering from a Call Processor based on Cisco Unified Communications Manager Express. • Does not appear in the service list if all available Call Processors already support SoftPhone. A list of valid Service Areas appears for specific Call Processors that are available to you. Though you enable this service based on the Service Area, you can do so only once per Unified CM, even if more Service Areas are associated with it. • When ordering, specify the server name or IP address of the user's computer in the Associated PC field. • Applies only to a Cisco SoftPhone that uses a CTI port. Cisco IP Communicator does not use CTI ports to communicate with Cisco Unified Communications Manager, but acts as a physical endpoint with a MAC address. To order Cisco IP Communicator, you must order a physical endpoint and select Cisco IP Communicator as the endpoint type. • Required for Cisco Jabber to control the desk phone.
Enhanced Endpoint Service	<p>Includes an endpoint, line, and voicemail. The line is automatically associated with the endpoint that you ordered, and the voicemail is automatically associated with the line.</p> <p>When placing an order for Enhanced Endpoint Service on a Cisco Unified Communications Manager Express, you must enter the call-forward provisioning attributes. When entering an order, click Advanced Order Configuration and in the Voicemail Configuration Template provisioning attribute, enter the following commands: <code>call-forward busy <voice mail port/dn> call-forward noan <voice mail port/dn> timeout <seconds></code></p> <p>For a Cisco Unity Express Service Area, enter only alphabetical characters in the Voice Mail Display Name field. If you use other types of characters, orders for the user fail.</p> <p>For Cisco Unity Express Service Area, you cannot add, modify, or cancel orders when the infrastructure or user synchronization is in progress.</p>

Extension Mobility Access or Access with Line	<p>Enables users to log into a specific endpoint type and have their endpoint device profile applied to it. This service is available either by itself, or bundled with a line.</p> <p>Extension Mobility is available for ordering only if the optional Extension Mobility details are entered for a Call Processor when it is added to Cisco Prime Collaboration Provisioning.</p> <p>While ordering Extension Mobility Access for iPhones, order may fail if you use the default values for the following attributes:</p> <ul style="list-style-type: none"> • DND Option • DND Incoming Call Alert (Set-only Attribute) • MLPP Indication <p>For ordering Extension Mobility Access for iPhones, we recommend that you create a service template with the following values for these attributes and apply the template while creating an order:</p> <ul style="list-style-type: none"> • DND Option—Call Reject • DND Incoming Call Alert—Disable • MLPP Indication—Off
Extension Mobility Line	<p>The directory number or the line ordered for a device profile on a Cisco Unified Communications Manager. It can be ordered as an upgrade when the user already has Extension Mobility Access.</p>
Cisco Jabber Service	<p>Allows you to order Jabber service. Cisco Jabber service is orderable for Cisco Jabber for Tablet, Cisco Jabber for Desktop, Cisco Jabber for Android, Cisco Jabber for BlackBerry, and Cisco Jabber for iPhone. You must have a user role to view the Cisco Jabber Service in the order page.</p> <p>If you are upgrading from Prime Collaboration 9.0 to Prime Collaboration 9.5 and later versions, you cannot see this service for ordering until you associate the service to a user role.</p> <p>Note Check the Provision Line for Selected Services check box to provision a shared line for the selected Cisco Jabber Services.</p>

<p>Line</p>	<p>Line service can be provisioned for a user with or without an endpoint. No shipping, assignment, receipt, or tracking (for returns) steps are required for provisioning a new Line service.</p> <p>The Upgrade designation next to the Line service indicates that a line is being ordered for an existing endpoint.</p> <p>For Call Processors, the display for a line cannot exceed 30 characters. Ensure that the combination of characters for First Name and Last Name does not exceed 30 characters. If this limit is exceeded, when you place an order, the Call Processor sends an error. Using service templates, you can create keyword-based automatic settings, with automatic truncation, that prevents the character count from exceeding 30 characters.</p> <p>End User Association is automatically provisioned for Line services.</p>
<p>Line on a Shared Endpoint</p>	<p>Order a line on a shared endpoint when users require their own separate lines on the same physical endpoint. When this service is provisioned, the endpoint and all lines on it are displayed in each of the user record.</p> <p>The Shared icon appears next to the endpoint that is shared in the user record.</p>

Endpoint	<p>Order an endpoint that does not have a line or a directory number associated with it. Must not be associated with a line or a directory number.</p> <p>Extension Mobility functionality extends to most Cisco Unified IP Phones. Check the Cisco Unified IP Phone documentation to verify that Cisco Extension Mobility is supported. See the following URLs:</p> <ul style="list-style-type: none"> • http://www.cisco.com/en/US/partner/products/ps10326/products_user_guide_list.html • http://www.cisco.com/en/US/partner/products/hw/phones/ps379/products_user_guide_list.html • http://www.cisco.com/en/US/partner/products/ps10451/products_user_guide_list.html • http://www.cisco.com/en/US/partner/products/ps10453/products_user_guide_list.html <p>Guidelines for endpoint names:</p> <ul style="list-style-type: none"> • Unified Personal Communicator: <ul style="list-style-type: none"> • Must match the username. UPC is automatically added to the endpoint name after the order is provisioned. • Must contain uppercase letters (A-Z) or numbers (0-9). Other characters are ignored. • May contain 12 additional characters after UPC. <p>For example, if the username is john_jackson, enter JOHNJACKSON.</p> • Cisco Jabber for iPhone: <ul style="list-style-type: none"> • Must contain the prefix TCT. If you do not enter it, Cisco Prime Collaboration Provisioning automatically adds it. • Must contain no more than 15 characters, including the prefix. • Must consist only of alphanumeric characters (A-Z, a-z, 0-9). Cisco Prime Collaboration Provisioning converts lowercase letters to uppercase before pushing the information to the endpoint. • CTI port-Must contain 1-15 characters: alphanumeric (A-Z, a-z, 0-9), underscore (_), hyphen (-), or period (.). • IP Communicator-Must contain 1-15 characters: alphanumeric (A-Z, a-z, 0-9), underscore (_), hyphen (-), or period (.). <p>Client Services Framework-Must contain 1-15 alphanumeric characters (A-Z, a-z, 0-9).</p> <p>Note Endpoint attributes are displayed based on the supported features for the selected endpoint type.</p>
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<p>Endpoint Service</p>	<p>Adds a new endpoint and a line.</p> <p>While ordering Endpoint service, the maximum number of lines depends on the phone button template for the phone type (if a phone button template is available). For Cisco Unified Communications Manager Express, because no phone button templates are available, the maximum number of lines is defined in the product catalog for each endpoint type.</p> <p>When placing endpoint service orders for Cisco Unified Communications Manager Express, note the following: Cisco Prime Collaboration Provisioning always provisions the ephone-dn with a dual-line.</p> <ul style="list-style-type: none"> • Cisco Prime Collaboration Provisioning always provisions the ephone-dn with a dual-line. • During user synchronization, Cisco Prime Collaboration Provisioning synchronizes all the ephone-dns with single-line, dual-line, and octo-line. • The endpoint must not have orphan ephone-dns (those that are not used by, or associated to, an ephone). <p>Note Endpoint attributes are displayed based on the supported features for the selected endpoint type.</p>
<p>Remote Destination Profile</p>	<p>Order Remote Destination Profile for users, configure their attributes, and allow selection or configuration of a Remote Destination Profile Line, which supports Single Number Reach (SNR).</p> <p>Remote Destination Profile does not support Change Owner and Replace operations.</p> <p>You cannot see this service for ordering until you associate the service to a user role.</p>
<p>Remote Destination Profile Line</p>	<p>Order unlimited Remote Destination Profile Lines in a single Remote Destination Profile. Remote Destination Profile Line supports Autoassign or Chosen types of Lines.</p> <p>Remote Destination Profile Line can be shared among users and the same destination can be shared between Remote Destination Profile, Line, and Enable Mobility Access Line. In this scenario, all types of lines are displayed as shared lines.</p> <p>In Remote Destination Profile, you can order Voice Mail or Extension Mobility as they are ordered in the Line services.</p> <p>You can order Remote Destination Profile with any user role but not as a pseudo user.</p> <p>You cannot see this service for ordering until you associate the service to a user role.</p>

Remote Destination Profile Service	<p>Enable the Remote Destination Profile service for all Service Areas to share this Call Processor and also add a Remote Destination Profile Line.</p> <p>You can order Remote Destination Profile with any user role but not as a pseudo user.</p> <p>You cannot see this service for ordering until you associate the service to a user role.</p>
Single Number Reach Service	<p>Configure an Enable Mobility, Remote Destination Profile, and Remote Destination Profile Line.</p> <p>For mobility to work on a desk phone, you must do the following:</p> <ul style="list-style-type: none"> • Configure the Line on the phone and Remote Destination Profile to be shared. • Configure the User ID that is used for the Remote Destination as an Owner. • Create a softkey template in Cisco Unified Communications Manager and assign it to a desk phone. Cisco Prime Collaboration Provisioning does not support softkey customization. Create a customized template in Cisco Unified Communications Manager. <p>You cannot see this service for ordering until you associate the service to a user role.</p> <p>Note If you have ordered Enable Mobility Support service for a user, you cannot order Single Number Reach service for that user. Single Number Reach service option is not be displayed for that user on the User Provisioning page.</p>
User Services	<p>Enables presence messaging by enabling the user presence service settings on a Call Processor.</p> <p>To configure User Services, do the following:</p> <ol style="list-style-type: none"> 1. Add the Presence Server to Provisioning and perform the Infrastructure synchronization. 2. Add the Presence Server to the Service Area that is used for ordering. <p>Note User Services is available for Cisco Unified Communications Manager 10.x and above versions.</p> <p>Note User Services is available as an orderable service and it is also added by default when you create an order for a service.</p>

Voicemail (individually)	<p>Create orders for additional Voicemail services if the user already has a line.</p> <p>The Upgrade designation next to the voicemail service indicates that the Line service is being upgraded to include voicemail.</p> <p>When placing an order for voicemail on a Cisco Unified Communications Manager Express, you must enter the call-forward provisioning attributes. When entering an order, click Advanced Order Configuration and in the Voicemail Configuration Template provisioning attribute, enter the following commands: <code>call-forward busy <voice mail port/dn>call-forward noan <voice mail port/dn> timeout <seconds></code></p>
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Table 3: Order Entry Fields

GUI Element	Description
Associated PC	The name (DNS resolvable) or IP address of the computer to be used with the SoftPhone support.
Email ID	Enter the email ID. It cannot contain spaces.
Display Name (Email)	Enter the name to be used in the From field of the email.
Enable Extension Mobility	<p>You must enable this check box through Advanced Order Configuration > Extension Information when you want to retain the EM Services that are added under subscribed services. Otherwise, EM Services are not provisioned to the endpoint and the same configuration is updated in Cisco Unified CM.</p> <p>You can add or edit subscribed services (EM Service or Subscribed services) through Advanced Order Configuration > Subscribe/Unsubscribe services and assign SURL, while provisioning endpoint services.</p>
Extension Mobility Line	<p>Select one of the following: Auto-assigned-System automatically assigns a directory number.</p> <p>Chosen Line-User specifies a directory number. The directory number cannot include dashes or spaces.</p>
Line Type	<p>Select one of the following:</p> <ul style="list-style-type: none"> • Auto-assigned-System automatically assigns a directory number. Auto-assigned numbers come from the service area you selected at the beginning of the order process. • Chosen Line-You specify a directory number. The directory number cannot include dashes or spaces. An administrator can choose a specific unused number or a number that the user already has, for a shared line. <p>In the Advanced Order Configuration option, you can then configure the provisioning attributes for the line. You can copy the provisioning attributes of a configured line on the same endpoint by selecting the line from the Copy Line field and clicking Done.</p>

Directory Number	<p>You can either enter a directory number directly into the field, or you can choose a directory number by clicking Select a Number.</p> <p>In the Choose Number window, you can either:</p> <ol style="list-style-type: none"> 1. Select a directory number that are already associated from the Select an Existing Directory Number pane. This pane displays: <ul style="list-style-type: none"> • Reserved directory numbers that are associated to a user. • Directory numbers that are associated to the user line service. <p>Or</p> <ol style="list-style-type: none"> 2. In the Search for an Available Directory Number drop-down, choose your search criteria from the following: <ul style="list-style-type: none"> • Individual Numbers (not assigned to any block) — Enter a specific number to search for. • DN Blocks — The directory number blocks that are configured for a single service area on which the order is being placed are displayed. <p>Choose a number to enter into the Directory Number field.</p>
Line Position	<p>During the order process, a page appears that lists the available line positions on the endpoint. Next to the line position, it indicates whether the line position is available.</p> <p>In the line position page, you can do the following:</p> <ul style="list-style-type: none"> • Configure the line type - Click Not Assigned next to the line, and on the next page, configure the line type. After the line is configured, you must click the save icon on the right side of the page, to save your settings. • Change line position-Click the up or down arrow beside the line position. • If you want to configure more than one line, after configuring the first, backup and configure the next. <p>Line position is not supported on Cisco Unified Communications Manager Express or Extension Mobility Access Lines.</p>
Selected Endpoint	Select an endpoint from the list.
MAC Address	(Optional) In Cisco Prime Collaboration Provisioning Standard, it is mandatory to enter MAC or dummy MAC address. In case of Analog endpoints, MAC address is automatically generated based on the selected voice port.
Endpoint Type	Select an endpoint type from the list.
Protocol	Select the protocol. Endpoints may support both SCCP and SIP, or any one. Provision with the default protocol set in the Provisioning Attribute. If you do not select a protocol, the default setting is chosen. If you apply a service template with the setting, the template settings are used.
Target Endpoint	Select a target endpoint from the list.

Service Template	List of available Service Templates.
Analog Voice Gateway Reference	<p>Select an analog voice gateway reference.</p> <p>Before executing the user synchronization, execute the infrastructure synchronization. During user synchronization, if the synced back analog endpoint is associated to a voice gateway reference that does not exist in IM, the voice port instance creation and its association is skipped. As a result, the analog endpoint is not manageable through Cisco Prime Collaboration Provisioning.</p> <p>Synchronization of analog endpoints and IM instance creation is done only for the Call Processor versions 10.x and above.</p> <p>The Analog Voice Gateway Reference field is enhanced to include the description of the gateway along with the alphanumeric reference number. While configuring the Voice Gateway infrastructure service, if the gateway description is provided, the description appears in the Analog Voice Gateway Reference field.</p>
Name	Name of the Remote Destination Profile.
Description	Description of the Remote Destination Profile.
Selected Remote Destination Profile	Name of the selected Remote Destination Profile.
Service Area	<p>List of available Service Areas.</p> <p>If a Service Area has a Unity Connection that is configured as a Unified Messaging Processor, and the Unity Connection does not have an external email server, Provisioning does not list the Service Area as an option when ordering Email.</p>
Use Dummy MAC Address	<p>Used for Tool for Auto-Registered Phones Support (TAPS) phones. If you check this check box, Provisioning creates a phone with a dummy MAC address, which is unique in the system.</p> <p>After a TAPS phone is provisioned on the Cisco Unified Communications Manager and updated with a real MAC address, you must run a user and Domain synchronization in Provisioning. This updates the dummy MAC address in Provisioning with the real MAC address.</p> <p>After a dummy endpoint is ordered, change and cancel orders do not require a user or Domain synchronization.</p>
Voicemail Alias	Enter an alias for the voicemail. Alias identifies the voicemail in Cisco Unity Connection. The alias can be same as the user ID for whom voicemail is ordered.
Voicemail Display Name	Enter a display name for the voicemail.
Voiceport	Based on the Analog Voice Gateway Reference field, the relevant Voiceport is populated. You can view the list of occupied and available ports. Only the available port is selected for ordering.

Advanced Order Configuration	<p>Lists the available provisioning attributes for the ordered service. This allows you to set provisioning attributes when placing an order . Click the plus sign (+) next to the Advanced Order Configuration option to expand this pane.</p> <p>To unset the value of a provisioning attribute that has a numeric value in Cisco Unified Communications Manager, you must enter a zero for the value. If you only clear the value, the provisioning attribute is not unset in Cisco Unified Communications Manager.</p> <p>Advanced Order Configuration is available only to users who are assigned the Advanced Ordering authorization role.</p>
Choose a reserved endpoint	<p>Opens a search page that lists reserved endpoints. A reserved endpoint is booked for a specific user.</p> <p>Note Enter MAC Address or Dummy MAC Address of the endpoint while provisioning.</p>

Copy endpoint	<p>Opens a search page that lists all the endpoints in the system that are supported by the user role. Copy endpoint allows you to provision a new endpoint with the same settings of an existing endpoint.</p> <p>To copy settings, on the search page, select an endpoint and click OK to confirm.</p> <p>This feature is available only to users with the Advanced Ordering role.</p> <p>When you have Global access, you can copy all the endpoints that are orderable for the user, including managed and unmanaged endpoints, as long as the endpoint belongs to the same Call Processor.</p> <p>When you have Domain access, you can only copy managed endpoints that are orderable for the user and are in the user's manageable Domains, as long as the endpoint belongs to the same Call Processor.</p> <p>Because some settings are unique to each endpoint, not all settings are copied to the new endpoint. The following settings are not copied to the new endpoint:</p> <ul style="list-style-type: none">• Directory Number• MAC Address• Endpoint Description <p>When an endpoint is copied, services are not copied to the new endpoint. For example, if lines, voicemails, or emails exist on the endpoint, they are not copied to the new endpoint. In addition to this, the set only attributes associated with the endpoint are not copied.</p> <p>Through Copy endpoint, you can only copy the provisioning attributes that are set while creating an order.</p> <p>If the Cisco Unified Communications Manager version for the copied endpoint does not support an attribute, or if the copied endpoint type does not support an attribute, the attribute is cleared on the new endpoint.</p> <p>You are allowed to copy only an analog phone to another analog phone. Copying an IP phone to analog phone is not allowed.</p> <p>When an endpoint is copied, the provisioning attributes that are set during the add order are only copied.</p> <p>Once the Order is completed, in Cisco Unified Communications Manager, the Overriding Common settings check box is enabled. It means that the default attributes of the new endpoint have been modified.</p>
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Orderable Cisco Jabber Services	<p>You can order Cisco Jabber services only if you have enabled Jabber on a Cisco Unified Communications Manager. To enable Jabber for a Cisco Unified Communications Manager, choose Device Setup. Hover over Quick View of the device and click UC Services tab.</p> <p>Select a Jabber service from the list:</p> <ul style="list-style-type: none"> • Cisco Jabber for Tablet • Cisco Jabber for iPhone • Cisco Jabber for Desktop • Cisco Jabber for Blackberry • Cisco Jabber for Android
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Related Topics

[Creating Service Templates](#)

[Provisioning Attribute Description in Batch Help](#)

[Searching for an Order](#), on page 46

[Batch Provisioning](#)

Line to End-user Association for Call Processors

Line to end-user association is automatically created in the Call Processors when ordering any of the following Line services for Provisioning:

- Line
- Line on a Shared Endpoint
- Extension Mobility Line
- Remote Destination Profile Line

Association will be created based on the following rules:

- For Add order of any Line service, end-user association is automatically provisioned in the Call Processor for all the Line services.
- For Change order on any Line service, association is created as follows:
 - If user association does not exist, association is provisioned between ordering User ID and Line services.
 - If user association exists and if ordering User ID is already associated, association is preserved.
 - If user association exists and if it is not ordering User ID, a new association is provisioned for the ordering user along with already existing users.
- For Cancel orders of any Line services, as the service itself is deprovisioned, end-user associations are also removed from Cisco Unified Communications Manager.

- While you modify or replace endpoint orders, you should provide supported values based on the endpoint type. If valid values are not provided, the order will move to an unrecoverable state. For example, Iphone and Nokia has specific set of supported values.
- For Replace orders of endpoint, user association is preserved from the old endpoint.
- For Change Owner cases (applicable only for IP Phone):
 - Users associated with lines of previous owner should be replaced with new owner association.
 - When changing owner of a endpoint from a registered user to a pseudo user, association is de-provisioned.
 - When changing owner from a pseudo user to a normal user, association is added.

If a line is not provisioned through Cisco Prime Collaboration Provisioning, the user association for the line may not get created in Cisco Unified Communications Manager after it is synchronized to Provisioning.

If this occurs you should run the Line to End-user Association utility. If you do not run the utility, the presence status for any lines other than the primary extensions will not be reported and the Single Number Reach Service will not work correctly.

For information on running the Line to End-user Association utility, see http://www.cisco.com/en/US/products/ps12363/prod_installation_guides_list.html.

During user synchronization, Cisco Prime Collaboration Provisioning synchronizes all user associations of Line objects from the Call Processor.

- Only Cisco Unified Communications Managers versions greater than 6.0.x are provisioned with this association.
- This association is not applicable for pseudo users .



Note You cannot unset a particular user from a list of associated users. To work around this limitation, remove the user association manually from the Cisco Unified Communications Manager and synchronize Cisco Unified Communications Manager with Cisco Prime Collaboration Provisioning.

Ordering Shared Endpoints and Lines

You can configure both shared endpoints and lines within Cisco Prime Collaboration Provisioning. The following scenarios are possible:

- Common shared line—Multiple users share the same line from different endpoints.
- Primary shared line—Multiple users share the same line from different endpoints, but one user's line display is used for all users (for example, a help desk). Users can also have their own lines separate from the shared line.
- Shared endpoint—Multiple users share the same endpoint, but have separate lines from that endpoint.

When ordering shared lines and endpoints, remember the following:

- If the second user orders a line on a shared endpoint that already has a line with voicemail, email, and unified messaging, he will not see these products for the first line in his user record. This also occurs when a shared line is ordered.
- If the second user deletes a shared endpoint, it is still displayed in the user record for the first user, and it is still present in Cisco Unified Communications Manager. But if the second user deletes any lines on the shared endpoint, those lines are deleted from the user record for the first user and from Cisco Unified Communications Manager.
- If the second user deletes a shared line, it is deleted from the second user's endpoint on Cisco Unified Communications Manager. But it is still displayed in the user record for the first user, and is still present in the first user's endpoint on Cisco Unified Communications Manager.
- The first user should not order a new voicemail for the second user's line (which displays a voicemail in its own user record). This second voicemail will fail on Cisco Unity because a voicemail already exists with the same directory number.
- Any changes made to the directory number provisioning attributes that are set on a shared line are also applied to all the lines that share the same directory number. The directory number attributes for the existing line are applied to the new shared line.
- By default, the DN block assignment algorithm will not take into account the Partition and will try to assign unique DN patterns from the block. To avoid assigning an existing DN that is in a different partition, add the following property:

```
dfc.ipt.servicearea.dnblock.uniquedn: Y
```



Note To modify the property, you need root CLI access. For CLI access, contact Cisco TAC.

- If the first user deletes a shared line or a endpoint, the associates of the shared line or a endpoint will move to the second user.

Setting Up a Common Shared Line

You can configure a scenario where multiple users share the same directory number by using lines on their own endpoints:

- Each user's name is displayed on the shared line on their own endpoint.
- Caller ID displays the user's name when they call other people.
- Each user's own endpoint and the shared line are displayed in their own user record.

To set up a Common Shared Line:

Procedure

- Step 1** Choose **User Provisioning**.
- Step 2** Check the check box next to the user that you want to provision the services.

- Step 3** Click **Provision Services**.
- Step 4** In the Service Details page, click **Custom Services Wizard**.
- Step 5** Select a **Service Area** and click **Continue**.
- Step 6** Select **Line on a Shared Endpoint** and click **Continue** to start the order process.
- Step 7** Do the following:
- Select **Chosen Line for the line on a shared endpoint type**.
 - Select the Line Position for the line.
 - Specify the Target endpoint.
 - Specify the directory number for the shared line.
- Step 8** Expand the Advanced Order Configuration pane.
- Step 9** In the Directory Number Information pane, select the **Route Partition** for the directory.
- Step 10** Enter the required information in the other panes available under Advanced Configuration, and click **Confirm**.
- Step 11** Repeat these steps for each of the remaining users.

Setting Up Primary Shared Lines

You can configure a scenario where multiple users share the same line from their own endpoints, but the primary user's line display takes precedence over the others:

- One primary user, and one or more secondary users, can all share the same line.
- The primary user's line display appears on the shared line on all the user's endpoints.
- When a secondary user makes calls using the shared line, the caller ID displays the primary user's line display.
- User records for secondary users display the shared line as well as their own individual lines.
- User records for the primary user display all three shared endpoints and all three lines as well as the lines of the individual users.

Example Procedure for Setting Up a Primary Shared Line

In this scenario, the Help Desk is the primary user that shares a line with secondary users 1 and 2.

User	Line Display	Destination Number
Primary User	Help Desk	123
User 1	User 1	321
User 2	User 2	345



Note For all endpoints, ensure that you choose an endpoint model that has capacity for the shared line.

Procedure

- Step 1** Choose **User Provisioning**.
- Step 2** Click User 1, and then click **Custom Services Wizard**.
- Step 3** Select a **Service Area** and then click **Continue**.
- Step 4** Select **Endpoint Service** and click **Continue**
- Step 5** Click **Not Assigned link** to assign the line type.
- Step 6** Specify the directory number as 321. You can create orders for endpoints and services. You can create orders for individual services, or you can order bundled services.
- Step 7** Repeat [Step 1](#) through [Step 6](#) for User 2, but specify the directory number as 345.
- Step 8** Repeat [Step 1](#) through [Step 6](#) for Primary User (Help Desk), but specify the destination number as 123.
- Step 9** Repeat [Step 1](#).
- Step 10** Click **Primary User**.
- Step 11** Select a new Line on Shared Endpoint, making sure to do the following:
- Select **Chosen Line**.
 - Specify 123 for the directory number.
 - Select the MAC address for User 1's endpoint.
- Step 12** Select the MAC address for User 2's endpoint.
Repeat [Step 10](#), making sure to do the following:
Select **Chosen Line**.
Specify 123 for the directory number.
- Step 13** Click **Confirm**.
-

You can configure a scenario where two or more users share the same endpoint, but have their own lines and line display information:

- Each user's line display shows up on their line on the shared endpoint.
- Caller ID displays the appropriate user's line display when they call other people.
- Each user record lists the shared endpoint, their own line, and the other user's line.

Ordering Lines without Endpoints

Cisco Prime Collaboration Provisioning allows you to order lines or shared lines without any associated endpoints. The users can add the desired endpoints to these lines through the User Provisioning page (User Provisioning) or Self-Care. You can add lines without endpoints through user interface or in bulk through batch provisioning.



Note This feature is supported for Cisco Unified Communications Manager 10.0 and above. This feature is supported for all deployment models such as small, medium, and large.

Though the following attributes are present in Cisco Prime Collaboration Provisioning while ordering lines without endpoints, they do not have the associated mapping field in Cisco Unified CM:

- Line Position
- Line Groups
- Redirected Number
- Dialed Number
- Caller Number
- Caller Name
- Maximum Number of Calls
- Busy Trigger
- Log Missed Calls
- Monitoring Calling Search Space
- Recording Media Source
- Visual Message Waiting Indicator Policy
- Line Text Label
- External Phone Number Mask
- Ring Setting (Phone Idle)
- Ring Setting (Phone Active)
- Call Pickup Group Audio Alert (Phone Idle)
- Call Pickup Group Audio Alert (Phone Active)
- Use Service Parameter
- No Retrieve Destination Internal-Calling Search Space
- Display (Internal Caller ID)
- ASCII Display (Internal Caller ID)
- Advertise via Intercluster Lookup Service

To add an endpoint to the line, rest your cursor on the line service listed in the Service Details pane and click the Attach Endpoint option. You can detach the associated endpoint from a line using the Detach Endpoint option in the quick view.

You have to re-synchronize after the endpoints are associated through Self-Care to manage the endpoints registered through Self-Care.

You can retain the line services of an endpoint while cancelling the endpoint. Once the endpoint service is cancelled, the retained lines will be considered as lines without endpoint. Cisco Prime Collaboration Provisioning allows you to add voicemail and email services to the lines without endpoints.

You can use the following Endpoint/Line Mismatch Reports to identify the lines that are not associated to endpoints:

- Users with No Line
- Users with Lines and No Endpoint
- Unassigned Lines

To generate this report, Choose Reports > Endpoint/Line Mismatch Reports, and click Export next to the desired report.

Related Topics

- [Prime Collaboration Self-Care Overview](#)
- [Creating a Self-Care Account](#)
- [Enabling or Disabling Self-Care Using Batch Provisioning](#)
- [Launching Prime Collaboration Self-care](#)
- [Customizing Your Personal Settings](#)
- [Configuring Phone and Extension Mobility Setting](#)
- [Line Settings](#)
- [User Settings](#)
- [Common Self-Care Tasks](#)
- [Configuring Single Number Reach](#)
- [Self-Care User Migration Script](#)

Attach Extension Mobility Access to a Line

For Cisco Prime Collaboration Provisioning 12.2 and later

This functionality allows the user to attach an Extension Mobility Access to an unassigned line using Cisco Prime Collaboration Provisioning User Interface.

Procedure

- Step 1** Choose **User Provisioning** .
 - Step 2** Select the User to whom you need to attach the EM Access.
 - Step 3** In the Service Details page, hover over the information (i) icon next to the selected unassigned line, and click **Attach EM Access** in the Actions list.
 - Step 4** In Configure Service page, enter the necessary information such as Selected EM Access, Line Position, Line Description, and so on.
 - Step 5** Click **Continue**.
 - Step 6** In Order Confirmation Details page, click **Confirm** to attach the EM Access for the selected line.
-

Detach Extension Mobility Access from an Extension Mobility line

For Cisco Prime Collaboration Provisioning 12.2 and later

This functionality allows the user to detach the Extension Mobility Access from an Extension Mobility line using Cisco Prime Collaboration Provisioning User Interface.

Procedure

- Step 1** Choose **User Provisioning**.
 - Step 2** Select the User for whom you need to detach the EM Access from the Extension Mobility Line.
 - Step 3** In the Service Details page, hover over the information (i) icon next to the selected EM Access line, and click **Detach EM Access** in the Actions list.
 - Step 4** In Order Confirmation Details page, click **Confirm** to detach the EM Access to the selected EM line.
-

Ordering Voicemail Service

To order Voicemail service:

Procedure

- Step 1** Choose **User Provisioning**.
- Step 2** Click the desired user.
- Step 3** In the Service Details page, click **Custom Services Wizard**.
- Step 4** Select a Service Area from the drop down list. Rest your mouse pointer over the quick view icon for information on a Service Area in the drop-down list.
- Step 5** Click **Continue**.
- Step 6** Select Voicemail service and click **Continue**.
- Step 7** In the Service Provisioning page, do the following:

- Enter the required information in the Basic Voicemail Information pane.

Note Text to Speech (TTS)-enabled and TTS-disabled service templates are displayed in the Service Template drop-down list, only if an Exchange Server is configured for that Service Area. If Exchange Server is not configured in that Service Area, only the TTS-disabled service templates are displayed in the Service Template drop-down list.

- In the Advanced Order Configuration pane, enter the required information in the following tabs:
 - General (see [Table 4: Advanced Order Configuration - General](#), on page 26 for field description).
 - Received Messages (see [Table 5: Advanced Order Configuration - Received Messages](#), on page 28 for field description).
 - Call Behavior (see [Table 6: Advanced Order Configuration - Call Behavior](#), on page 30 for field description).

- Phone Menu (see [Table 7: Advanced Order Configuration - Phone Menu, on page 32](#) for field description).
- Sent Messages (see [Table 8: Advanced Order Configuration - Sent Messages , on page 33](#) for field description).
- Alternate Identities

Note General, Received Messages, Call Behavior, Phone Menu, Sent Messages, and Alternate Identities tabs are displayed for Unity Connection 10.x and above.

Step 8 Click **Continue**.

Step 9 Click **Confirm** and then click **OK**.

- Note**
- All Voicemail users provisioned in Unity Connection will be created as users integrated with Cisco Unified Communication Manager.
 - When Cisco Prime Collaboration Provisioning imports a user from Unity Connection LDAP Import list , the user will be shown as Active LDAP Imported User.
 - User fields such as Alias, First Name and Last Name will be greyed out.

Table 4: Advanced Order Configuration - General

Field	Description
Cross-Server Transfer Extension	Enter the extension to release transfer calls to, if a user attempts to transfer a call to another user but the cross-server transfer attempt is unsuccessful.
Outgoing Fax Server	Select the applicable fax server for the user.
Partition	Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Unity Connection.
Search Scope	Select a search space to apply to the user account.
Phone System	Select the phone system on which the user extension was created.

<p>Class of Service</p>	<p>Lists the class of services (COS) that are configured in the Unity Connection device. If you select one of the TTS-enabled COS, Unified Messaging service is enabled for that Voicemail account. If you select the TTS-disabled COS, Unified Messaging service is disabled for that Voicemail account.</p> <p>TTS-enabled COS and TTS-disabled COS options are displayed in the Class of Service drop-down list, only if an Exchange Server is configured for that Service Area. If Exchange Server is not configured in that Service Area, only the TTS-disabled COS options are displayed.</p> <p>While ordering Voicemail, if you are not selecting any value from the Class of Service drop-down list, class of service is configured based on the subscriber template assigned for that service area.</p> <p>In the service listing page, Text-to-Speech icon will be displayed against the Voicemail service if Unified Messaging service is enabled for that Voicemail account. The Voicemail quick view will also display the class of service assigned for that Voicemail account and whether Unified Messaging service is enabled for that Voicemail account.</p> <p>Note This option is available for Unity Connection 9.0 and above versions.</p> <p>Note This is an optional field while adding the Voicemail account. But, this is a mandatory field while changing the Voicemail order.</p>
<p>Exchange Server</p>	<p>This field will appear only if you are changing the Voicemail order.</p> <p>If Unified Messaging service is enabled for that Voicemail account, this field will display the name of the Exchange server on which the mailbox is created for that Voicemail account.</p> <p>If Unified Messaging service is disabled for that Voicemail account, all the Exchange Servers that are configured in that Service Area will be displayed in this drop-down list.</p>
<p>Active Schedule</p>	<p>Select a schedule from the list to specify the days and times that the standard and closed greetings play, as well as the action that Unity Connection takes after the greeting.</p>
<p>List in Directory</p>	<p>Check this check box to list the user in the corporate directory, which outside callers can use to reach users.</p>
<p>Send Non-Delivery Receipts on Failed Message Delivery</p>	<p>Check this check box to route non-delivery receipt (NDR) messages to the sender when message delivery fails.</p>
<p>Skip PIN When Calling From a Known Extension</p>	<p>Check this check box if you do not want this user to be asked for a PIN when calling from this extension.</p>
<p>Use Short Calendar Caching Poll Interval</p>	<p>Check this check box so that the Outlook calendar information for the user is updated according to the frequency that is configured in the Calendars: Short Calendar Caching Poll Interval (In Minutes) field.</p>

Set for Self-Enrollment at Next Sign-In	Check this check box so that the user is asked at the next sign-in to record a name and a standard greeting, to set a PIN, and to choose whether to be listed in the corporate directory.
Location	
Address	Enter the user address.
Building	Enter the building the user is located in.
City	Enter the city.
State	Enter the state.
Postal Code	Enter the postal code.
Country	Enter the country.
Time Zone	Select the desired time zone for the user.
Language	Select the desired language for the user.
Manager	Enter the name of the manager.
Department	Enter the user department.
Billing ID	Billing ID can be used for organization-specific information, such as accounting information, department names, or project codes.

Table 5: Advanced Order Configuration - Received Messages

Field	Description
Maximum Message Length	Set the recording length (in seconds) allowed for messages left by unidentified callers.
Callers Can Edit Messages	Check this check box to allow callers to be prompted to listen to, add to, rerecord, or delete their messages.
Message Urgency	<p>Indicate the action that Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> • Mark Normal—Messages left by unidentified callers are never marked urgent. • Mark Urgent—All messages left by unidentified callers are marked urgent. • Ask Callers—Connection asks unidentified callers whether to mark their messages urgent.

Message Sensitivity	<p>Indicate the action that Unity Connection allows when a message has been left by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> • Mark Normal—Messages left by unidentified callers are never marked private. • Mark Private—All messages left by unidentified callers are marked private. • Ask Callers—Connection asks unidentified callers whether to mark their messages private.
Mark Secure	<p>Check this check box to have Unity Connection mark messages as secure that are left for this user by unidentified callers or by users who have not explicitly signed in.</p>
Play After Message Recording	<p>Indicate the action that Unity Connection performs after a message has been sent by an unidentified caller or by a user who has not explicitly signed in:</p> <ul style="list-style-type: none"> • Do Not Play Recording—No recording will be played after the message has been sent. • System Default Recording—Play the default system recording after the message has been sent. • Play Recording—Play the customized recording after the message has been sent.
Recording Selection	<p>This field will be enabled only if you select the Play Recording option in the Play After Message Recording field.</p>
Language That Callers Hear	<p>Select the language in which system prompts are played to callers.</p>
After Message Action	<p>This field will be enabled only if you select the Play Recording option in the Play After Message Recording field.</p>
Respond to Requests for Read Receipts	<p>Select the language in which system prompts are played to callers.</p>

Message Aging Policy	<p>Indicate the action that Unity Connection performs after a caller leaves a message:</p> <ul style="list-style-type: none"> • Call Action—Select the applicable action from the list. • Call Handler—Sends the call to the system call handler that you specify. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify. • User with Mailbox—Sends the call to the user extension that you specify.
Use System Settings for Mailbox Quotas	Check this check box to use the system settings for mailbox quotas.
Warning Quota	When the mailbox for a user reaches this size, the user is warned that the mailbox is near the maximum size allowed.
Send Quota	When the mailbox for a user reaches this size, the user is prevented from sending any more voice messages.
Send/Receive Quota	When the mailbox for a user reaches this size, the user is prevented from sending or receiving any more voice messages.
Message Actions	
Voicemail	Select the action that Unity Connection takes when the user receives a voice message.
Email	Select the action that Unity Connection takes when the user receives an e-mail message.
Fax	Select the action that Unity Connection takes when the user receives a fax message.
Receipt	Select the action that Unity Connection takes when the user receives a delivery receipt.

Table 6: Advanced Order Configuration - Call Behavior

Field	Description
Caller Input Keys	To edit caller input settings, select the applicable key.
Wait for Additional Digits	Indicate the amount of time that Unity Connection waits for additional input after callers press a single key that is not locked.
Enable Prepend Digits	Check this check box to simulate abbreviated extensions by using prepended digits for call handlers and user mailboxes.
Prepend Digits	Enter the digits that are prepended to any extension that a caller dials while listening to the greeting of the user.

Alternate Rule, Closed Rule, and Standard Rule	
Rule Status	Specifies whether the rule is enabled or disabled.
Date/Time	Indicates the date and time at which the rule is disabled, if it has been enabled until a specific end date.
Transfer Calls To	<p>Select one of the following settings:</p> <ul style="list-style-type: none"> • Greeting—When this option is selected, the call is transferred as follows: <ul style="list-style-type: none"> For user settings—to the user greeting, without ringing the user phone. For call handler settings—to the call handler greeting. • Extension—Enter an extension to which the call is forwarded.
Extension	The extension that the phone system uses to connect to the object.
Transfer Type	<p>Select how Unity Connection transfers calls.</p> <ul style="list-style-type: none"> • Release to Switch—Unity Connection puts the caller on hold, dials the extension, and releases the call to the phone system. When the line is busy or is not answered, the phone system—not Unity Connection—forwards the call to the user or handler greeting. This transfer type allows Unity Connection to process incoming calls more quickly. Use Release to Switch only when call forwarding is enabled on the phone system. • Supervise Transfer—Unity Connection acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Unity Connection—not the phone system—forwards the call to the user or handler greeting. You can use supervised transfer whether or not the phone system forwards calls. <p>Transfer options apply only to indirect calls; they do not apply when an unidentified caller or another user dials a user extension directly.</p>
Rings to Wait For	Select the number of times the extension rings before playing the user or handler greeting.
Play the “Wait While I Transfer Your Call” Prompt	Check this check box to have Unity Connection play “Wait while I transfer your call” to callers while performing the transfer.
If Extension Is Busy	Indicate how Unity Connection handles calls when the phone is busy. You may want to use holding options sparingly, because having calls on hold can tie up ports.
Tell Me When the Call Is Connected	<p>Check this check box to have Unity Connection say “transferring call” when the user answers the phone.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p>

Tell Me Who the Call Is For	<p>Check this check box to have Unity Connection say “call for <recorded name of user or call handler>” or “call for <dialed extension number>” when the user answers the phone. Use this setting when users share a phone or a user takes calls from more than one dialed extension.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p>
Ask Me If I Want to Take the Call	<p>Check this check box to have Unity Connection ask users whether they want to take a call before transferring the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p>
Ask for the Caller's Name	<p>Check this check box to have Unity Connection prompt callers to say their names. When answering the phone, the user hears “Call from...” before Connection transfers the call.</p> <p>This option is unavailable when Release to Switch is selected or when the Transfer Calls To setting is set to the Greeting option.</p>

Table 7: Advanced Order Configuration - Phone Menu

Field	Description
Touchtone Conversation Menu Style	Select the menu style to be used for touchtone conversation.
Touchtone Conversation	Select the Touchtone Conversation style that users hear when they listen to and manage their messages by phone.
Conversation Volume	Select the volume level at which users hear the conversation.
Conversation Speed	Select the speed at which prompts are played to users.
Enable Finding Messages with Message Locator	Check this check box to allow users to find voice messages from other users and from unidentified callers when they check messages by phone.
Message Locator Sort Order	<p>Select one of the following options:</p> <ul style="list-style-type: none"> • Last In, First Out • First In, Last Out <p>Use in conjunction with the Finding Messages with Message Locator-Enabled check box, to allow users to find specific messages by phone.</p>
Time Format	Indicates the time format that Unity Connection uses to play time stamps when users listen to their messages by phone.
When Responding to Menus	
Times to Repeat Menu	Specify how many times Unity Connection repeats a menu when a user has not responded to it. The range of valid entries is 0 to 10.

Wait for First Touchtone (Milliseconds)	Specify how long Unity Connection waits for a user to press a first key or say a voice command after playing a menu. The range of valid entries is 500 to 10,000 milliseconds. Default setting: 5,000 milliseconds.
Wait for Names, Extensions, and PINs (Milliseconds)	Specify how long Unity Connection waits for additional key presses after the user has pressed a key when entering usernames or extensions to address a message, update passwords or PINs, change call transfer or message notification numbers, and so on. The range of valid entries is 1,000 to 10,000 milliseconds. Default setting: 3,000 milliseconds.
Wait for Multiple Digit Menu Options (Milliseconds)	Specify how long Unity Connection waits for additional key presses after the user has pressed a key that represents the first digit of more than one possible key combination in a particular phone menu. The range of valid entries is 250 to 5,000 milliseconds. Default setting: 1,500 milliseconds.
After Sign-In, Play	Check the appropriate check boxes to indicate what Unity Connection plays after a user signs in.
When Exiting the Conversation	Select from the following actions, to indicate the destination to which Unity Connection sends users when they exit the conversation: <ul style="list-style-type: none"> • Call Action—Select the applicable action from the list. • Call Handler—Sends the call to the system call handler that you specify. • Interview Handler—Sends the call to the interview handler that you specify. • Directory Handler—Sends the call to the directory handler that you specify. • Conversation—Sends the call to the conversation that you specify. • User with Mailbox—Sends the call to the user extension that you specify.

Table 8: Advanced Order Configuration - Sent Messages

Field	Description
Message Volume	Select the volume level at which Unity Connection plays the body of user messages and recorded introductions for fax messages when users play their messages by phone.
Message Speed	Select the speed at which Unity Connection plays the body of user messages and recorded introductions for fax messages when users play their messages by phone.
Fast Forward Message by (milliseconds)	Specify the amount of time that Unity Connection skips ahead when users fast-forward while listening to messages.

Rewind Message by (milliseconds)	Specify the amount of time that Unity Connection skips back when users rewind while listening to messages.
For Saved Messages Play Count	Check this check box to have Unity Connection announce the total number of messages that have been saved.
For Draft Messages Play Count	Check this check box to have Unity Connection announce the number of messages that have been saved as drafts.
Play Message Type Menu Before Messages	Check this check box so that Unity Connection plays the message type menu when users sign in to Unity Connection by phone:
After the Menu Automatically Advance to the Next Message	Check this check box to set Unity Connection to automatically move to the next message in the message stack without requiring user to perform any action in the After Message Menu options, such as Save or Delete.
Confirm When Deleting New and Saved Messages	Check this check box to have Unity Connection ask users to confirm their choice when they delete new and saved messages by phone. Consider checking this check box if users do not have access to deleted messages.
For New Messages, Play	Check the check boxes, as applicable, to have Unity Connection announce message count totals for messages that are marked new.
When Disconnected During Message Playback	
Create a Message Bookmark	Check this check box if you want Unity Connection to create a message bookmark when the call is disconnected or the user hangs up while listening to a message.
Mark a New Message	Indicate whether you want Unity Connection to leave messages marked as new or mark them as saved (read) if users access the message body and then hang up or are disconnected before indicating how to manage the message.
For Each Message, Play	
Sender's Information	Check this check box so that Unity Connection plays caller information about a message sender after playing the message.
Include Extension	Use in conjunction with the Sender's Information check box. Check this check box to have Unity Connection include the extension of the user who left the message, in addition to the recorded name, after playing the message.
Sender's ANI	Use in conjunction with Sender's Information check box. For messages left by an unidentified caller, check this check box to have Unity Connection provide the phone number (ANI or caller ID) information after playing the message.

New Message Play Order	<p>Indicate the order in which Unity Connection plays new messages to the user:</p> <ul style="list-style-type: none"> • Sort by Message Type—Select a message type, and then select the Up and Down arrows to reorder the list of message types. • Then By—Select Newest First or Oldest First to specify the order in which Unity Connection plays new or saved messages. <p>Note that except for receipts, urgent messages are always played before regular messages for each message type (receipts are sorted by the time that they were sent).</p>
Saved Message Play Order	<p>Indicate the order in which Unity Connection plays saved messages to the user.</p>
Deleted Message Play Order	<p>Select Newest First or Oldest First to specify the message order for deleted messages.</p> <p>Note Except for receipts, urgent messages are always played before regular messages for each message type (receipts are sorted by the time that they were sent).</p>
Send Message Settings	
User Can Send Broadcast Messages to Users on This Server	<p>Check this check box to allow users to send broadcast messages to all users on the local Unity Connection server.</p>
User Can Update Broadcast Messages Stored on This Server	<p>Check this check box to allow users to edit broadcast messages. By checking this check box, you also enable users to send broadcast messages to all users on the local Unity Connection server.</p>
Message Addressing and Sending	
Enter a Recipient By	<p>Select how the conversation prompts users to address messages to other users:</p> <ul style="list-style-type: none"> • Spelling the Last Name Then First Name • Entering the Extension • Spelling the First Name Then Last Name
Confirm Recipient by Name	<p>Enable this option if you want users to hear a confirmation of a selected name when addressing users.</p>
Continue Adding Names After Each Recipient	<p>Enable this option so that Unity Connection asks users to continue adding names after each recipient when sending and forwarding messages to multiple recipients.</p>
When a Call Is Disconnected or the User Hangs Up	<p>Indicate whether you want Unity Connection to send or discard messages when calls are disconnected while users are in the process of sending, replying to, or forwarding a message.</p> <p>Calls can be intentionally or unintentionally disconnected when a user hangs up or a mobile phone loses its charge or signal, and so on.</p>

Allow Users to Save Draft Messages	Check this check box to allow the user to choose whether to save a message as a draft during message composition.
Retain Urgency Flag When Forwarding or Replying to Messages	Check this check box to have Unity Connection retain the urgency flag when users forward or reply to urgent messages by using the phone interface.

Changing the Voicemail Password or PIN

To change the voicemail password or PIN for a user:

Procedure

-
- Step 1** Choose **User Provisioning**.
 - Step 2** Place your cursor over the quick view icon to launch the quick view for the user.
 - Step 3** Click **Manage Passwords/PINs**.
 - Step 4** In the Manage User page, select **Unity Connection PIN** from the Select Password drop-down list to change the voicemail PIN of the user. Select Unity Connection Web Password to change the web application password for Unity Connection.
 - Step 5** Click Done.
-

The Unity Connection Password or PIN that you add in the Manage User page will be applied to all the voicemail accounts created for the user.

To change the Password or PIN for an individual voicemail account, place your cursor over the quick view icon displayed next to the Voicemail service in the Service details page, and click Password/PIN. You can also change the password or PIN settings in the Manage Voicemail page. The following table explains the fields displayed in the Password/PIN settings area of the Manage Voicemail page.

Field	Description
Locked by Administrator	Check this check box to prevent a user from accessing Cisco Unity Connection. To prevent a user from accessing voicemail, check this check box for the Voicemail PIN.
User Cannot Change	Select this option to prevent the user from changing the password or PIN. Use of this setting is most applicable for accounts that can be accessed by more than one person. When you select this option, also check the Does Not Expire check box.
User Must Change at Next Sign-In	Select this option when you have set a temporary password or PIN, and want the user to set a new password or PIN the next time that the user signs in to Cisco Unity Connection.
Does Not Expire	Check this check box to block the system from prompting the user to change this credential. Use of this check box is most applicable for low-security users or for accounts that can be accessed by more than one person. If this check box is checked, the user can still change this credential at any time.

Field	Description
Authentication Rule	Select the authentication policy to apply to the selected user password or PIN settings.

Configuring and Provisioning Notification Devices

For Cisco Prime Collaboration Release 11.2 and later

You can provision SMTP Notification devices for a Cisco Unity Connection user from Cisco Prime Collaboration Provisioning itself through batch and the user interface. Cisco Unity Connection allows the user to be notified of the incoming voice messages and emails when the message arrives in the user mailbox. SMTP Notification Devices can be provisioned to new voicemail users or existing users. Through batch and the user interface, you can:

- Add or Change or Cancel SMTP Notification template.
- Add or Change or Cancel SMTP Notification device.
- Add or Change voicemail template for SMTP Notification template.
- Add or Change voicemail order for SMTP Notification template.

In addition, you can apply keywords in service template, user interface, and batch for notification settings to provide a consistent text message format. You need not change each voicemail notification setting with its user-related information.

Keywords are supported for the following attributes:

- Display Name
- To
- From
- Message Header
- Message Body
- Message Footer

To add an SMTP template with keywords through the user interface, choose **Provisioning Setup**. In the All Domains pane, expand a Domain and click **Service Templates**. Click **Add** and select **Voicemail - SMTP Notification** service from Template Settings for Cisco Unity Connection Processors to proceed with the process. You can also edit or copy or delete the service template as suitable.

Management of Notification Devices from Ordering Wizard

Hover the voicemail quick view on the **Service Details** page (**User Provisioning** select a user) to launch the notification devices. The page displays the notification devices that are already created for the user. You can add or edit or delete the SMTP Notification device from the user interface.

Click **Save** to provision the notification device to Cisco Unity Connection. Order is created for the SMTP Notification device and the order status is shown with the order ID.

In addition, you can cross-launch the following notification devices:

- Phone

- Pager
- HTML

**Note**

- Each user can have multiple Notification device settings of same type or different type.
- Notification settings configured in user templates are applied to user by default when a voicemail is created. Default notification settings can only be modified and cannot be deleted.
- You can select both voicemail service template and notification device template to order voicemail.
- You are recommended to perform Cisco Unity Connection user synchronization if you are not able to provision SMTP for a voicemail user or SMTP is not getting listed when you click **Notification Devices**.

Reapplying SMTP Template through Change Voicemail Flow

To reapply an SMTP template through change voicemail flow:

1. Add an SMTP template with a display name. For example: SMTP-X.
2. Create a voicemail template by selecting the newly added SMTP template and place voice mail order using the voicemail template. SMTP device namely SMTP-X is provisioned to the user.
3. Change the SMTP template for display name. For example: SMTP-Y.
4. Reapply the SMTP template through change voicemail to the user.
5. One more SMTP device namely SMTP-Y is provisioned to the user.

Ordering Presence Services

To order a Presence service:

Procedure

- Step 1** Choose **User Provisioning**.
- Step 2** Check the check box next to the user that you want to provision the services.
- Step 3** Click **Provision Services**.
- Step 4** In the Service Details page, click **Custom Services Wizard**.
- Step 5** Select a Service Area and click **Continue**.
- Step 6** Select User Services and then click **Continue** to configure the User Services product.

Note User Services can also be ordered through batch, auto provisioning, manual provisioning and Getting Started Wizard.

User Services can also be ordered by clicking **Add User to Unified CM only** link from the quick view icon in the user record page.

User Services is available for Cisco Unified Communications Manager 10.x and above versions. After you upgrade to Provisioning 9.0 and above, User Services will not be available for ordering. You should manually associate this service to the corresponding user role.

User Services is available as an orderable service and it is also added by default when you create an order for a service.

The User Services Entry fields table describe the various fields for configuring the User Services.

Step 7 Click **Continue**.

Step 8 In the Order confirmation page, click **Confirm**.

Table 9: User Services Entry Fields

Field	Description
Service Template	Choose the service template that you want to use.
Enable Service Settings	
Enable User for Unified CM IM and Presence	Used to enable or disable Unified CM IM and Presence.
Home Cluster	Indicates whether this cluster is the home cluster for the user.
UC Service Profile	Used to associate a service profile to a user.
User Profile	Indicates the profile that is associated to a user.
User Locale	From the drop-down list, choose the locale that is associated with the user. The user locale identifies a set of detailed information to support users, including language and font.
User Information	

Self-Provisioning User ID	<p>For Cisco Unified Communications Manager 10.0 and above, when you create an order for line service, Self-Provisioning User ID is added to the Directory Number of the user by default (based on the primary extension number). If you want to change the Self-Provisioning User ID:</p> <ol style="list-style-type: none"> 1. Place your cursor on the quick view icon displayed next to the User Services, and click Change. 2. In the Change Order page, update the Self-Provisioning User ID, and then click Continue. 3. In the Confirm Details page, click Confirm. <p>For Cisco Unified Communications Manager 10.x, Self-Provisioning User ID field will not be displayed.</p>
Extension Mobility	
Default Profile	From the drop-down list, choose a default extension mobility profile for this user.
Subscribe Calling Search Space	From the drop-down list box, choose the calling search space to use for presence requests for the user. If you do not select a calling search space for the user from the drop-down list, the Subscribe calling search space defaults to None.
Enable Extension Mobility Cross Cluster	Check this check box to enable this user to use the Cisco Extension Mobility Cross Cluster feature.
Directory Number Association	
Primary Extension	This field represents the primary directory number for the user.
Mobility Information	
Enable Mobile Voice Access	Check this check box to allow the user to access the Mobile Voice Access integrated voice response (IVR) system to initiate Mobile Connect calls and activate or deactivate Mobile Connect capabilities.
Maximum Wait Time for Desk Pickup	Enter the maximum time in milliseconds that is permitted to pass before the user must pick up a call that is transferred from the mobile phone to desktop phone.
Multilevel Precedence and Preemption Authorization Settings	
MLPP User Identification Number	The MLPP User Identification number must be composed of 6 - 20 numeric characters.

MLPP Precedence Authorization Level	The Precedence Authorization level can be set to any standard precedence level from Routine to Executive Override.
Groups and Roles	
Groups	This list box displays after an end user record has been saved. The list box displays the groups to which the end user belongs. To add the user to one or more user groups: <ol style="list-style-type: none"> 1. Click the Add button. 2. Locate the groups to which you want to add the user, and check the check boxes beside those groups. 3. Click Add Selected at the bottom of the window. <p>To remove the user from a group, highlight the group in the Groups list box and click the Remove button.</p>
Roles	The list box displays the roles that are assigned to the user.
Conference Now Information	
Enable End User to Host Conference Now	Check this check box to enable the user to host a conference.
Meeting Number	This is a display-only field. This field displays the Self-Service user id, which is used to join the conference.
Attendees Access Code (Optional)	This field represents the access code, which is used by the attendees to join the conference. You can enter value in this field, only if the Enable End User to Host Conference Now check box is checked.



Note Conference Now settings field is available only for Cisco Unified Communications Manager 11.x and above versions.

Related Topics

[Associating User Roles with Services](#)

Associating a User Profile to a User

You must assign a user profile to a user for enabling Self-Care for the user.

The User Services includes the user profile provisioning attribute. The User Services will list all the configured user profiles. You can select the desired profile for the user at the time of ordering the service.

The user profile attribute is also available in the service template for User Services. If user profile is configured at service area level, when the first order is placed for a user, the value will be retrieved from the service area and associated to the user.



Note The user profile attribute is supported for Cisco Unified Communications Manager 10.x and above.

If User Data Service (UDS) feature is enabled in Cisco Prime Collaboration Provisioning, user will be provisioned in all clusters, but the user profile will be assigned to the user only in the cluster where the first order is placed.

Assigning user profile to a user automatically

You can configure the user profile attribute at service area level by using the Service Templates for automatically associating the user profile to a user. At the time of user creation, the value of user profile will be rendered from the corresponding service area and added in the Add User request.

Assigning user profile to a user manually

To assign a user profile to a user manually, you must configure the User Services. You must select the desired user profile from the drop down list and place the order to associate the user profile to the user .

You can change the configured user profile by updating the User Services. If the user profile is configured for a user, the configured user profile value will be displayed in the Service details page.



Note As part of the user synchronization, the user profiles will be imported from call processor and stored in the Provisioning inventory.

Managing Endpoints without an Associated User

The Pseudo user role allows you to provision endpoints without an associated user in the Call Processor.

Provisioning an endpoint for a Pseudo user is the same as that for a regular user, except that a user is not created in the Call Processor. You can order any services that include the following base services for a Pseudo user:

- Endpoint (including all endpoint types)
- Line
- Voicemail

Changing a user's role from Pseudo to a regular role or vice versa is allowed only if the user does not have any services configured.

The following procedure describes how to associate the endpoints that do not have an associated user to a pseudo or existing user.

Procedure

- Step 1** Export all endpoints that do not have an associated user to a file (see [Exporting Endpoints Without Associated Users, on page 43](#)).
- Step 2** Modify the exported file so that each endpoint can be associated to a new Pseudo user or desired existing user.
- Step 3** Create a batch action file using the modified file, and then run the batch project (see [Batch Provisioning](#)).
- Step 4** Upon completion of the batch project, you must run a Domain synchronization to assign a Service Area to the endpoint so that the endpoint will be displayed in the user record.
- Note** If a Service Area was listed in the file, the endpoint will be assigned to that Service Area (if an exact match is found) after a Domain synchronization is run.
-

Exporting Endpoints Without Associated Users

You can export endpoints without associated users and batch import the endpoints with real or pseudo usernames.



Note You can export hardware phones. You cannot export SoftPhones or Extension Mobility.

Procedure

- Step 1** Choose **Advanced Provisioning > Manage Endpoints**.
- Step 2** In the Endpoint Inventory Management page, select the Call Processor and endpoint model, and then click **Search Endpoints Without Associated User**.
- Step 3** In the Endpoints Without Associated Users page, check the check box next to the endpoints that you want to export, and then click **Export Selected Endpoints**.
- Step 4** If you plan to use the exported file for batch import of endpoints, specify the domain and suffix for user IDs in the Export Endpoints without Associated Users dialog box.
- Step 5** Click **Export**.
-

Replacing Existing Endpoints

Through the Replace feature, you can replace an existing endpoint for a user, change the endpoint's MAC address, or update other endpoint settings.

**Note**

- The Replace feature does not allow you to change the line positions of assigned lines.
- The Replace feature does not support the change of the device protocol (SCCP/SIP). Cancel the existing endpoint, and provision the new endpoint with the differing protocol selected.

You can pick the same endpoint type, or choose from a list of other available endpoint types for the user. The endpoint types that users have access to are determined by their user role, and the number of lines on the endpoint that you are replacing. Endpoints that do not support the required number of lines are not available during the change order process.

When an endpoint is replaced, all of its lines are transferred to the new endpoint. The Service Area assigned to the new endpoint is the same as for the original endpoint.

Users with the ordering authorization role can replace their own endpoints, or those of other users.

When you submit a replace endpoint order, remember the following:

- Any attributes that are not supported by Cisco Prime Collaboration Provisioning and exist on the endpoint before placing a replace endpoint order will either be reset to their default values or dropped from the endpoint.
- The lines assigned to the original endpoint are associated to the newly added endpoint. But the newly selected associated endpoint button template must support the same number (or more) of assigned lines as the original endpoint.
- Only services that are configured for the Domain will be kept after an endpoint replace order is performed. If any other services existed on the endpoint, they will be dropped.
- Some attributes may not be supported by a particular endpoint type on a given protocol, so when placing endpoint orders, you should only set values for attributes that are supported by the chosen endpoint type and protocol. If you do not, orders may fail.
- While replacing endpoint orders, you should provide a supported value for the DND Option attribute based on the endpoint type. Certain endpoint types like Nokia and iPhone accept only one value whereas other endpoints support up to 3-4 values for this attribute. If you provide wrong values for DND Option the order will not be replaced.

To replace endpoints for users, in the Services pane, hover over the endpoint that you want to replace, and then click Replace in the Actions list.

To change the basic and advanced settings for an endpoint or service, click Change in the Actions list.

**Note**

You cannot change the voicemail alias for all Provisioning versions. For Cisco Unity Connection, you can change the voicemail alias for all versions.

Changing the Owner of an Endpoint

You can change the ownership of an endpoint from one user to another user in the same Domain.

To change the owner of an endpoint, in the Services pane, hover over the endpoint that you want to change, and then click Change Owner in the Actions list.

When you change ownership of an endpoint, all services associated to the endpoint (Line, Email, Voicemail, and Unified Messaging) are also changed.

You can enter different values for the Email ID and Display Name, if applicable. If you do not change the e-mail ID, e-mail display name, voicemail alias, or voicemail display name, the services on the Unified Message Processor do not change. Only the user records in Provisioning for the old and new owners are changed.

However, if any of these settings are changed, the voicemail and e-mail accounts on the Unified Message Processor are deactivated and then reactivated.

The Service Area assigned to the new owner is the same as the Service Area assigned to the original owner.



Note Users with the Ordering or Advanced Ordering role can make these changes, either to their own endpoints or to those of other users.

Attributes that contain the user's login ID (first name and last name) are updated with the new user's information (depending on the Domain rules and the user's provisioning attributes).

The following attributes may contain the user's login ID:

- Endpoint Description
- Alerting Name (online)
- Endpoint Owner User ID
- ASCII Display (Internal Caller ID)
- ASCII Line Text Label
- Line Text Label ASCII Alerting Name

Note the following points when changing the owner of an endpoint:

If the line is moved, the new user's and old user's telephone number and primary extension are updated accordingly.

If an endpoint is shared, you cannot change owners of the endpoint. The Change Owner button is not displayed.

If there are open orders against any of the associated services, a warning message appears, and you cannot continue.

Changing Line Information

You can submit an order to change line details. The following line details can be changed:

- Directory number
- Line position
- Provisioning attributes

You can change details on Line, Line on Shared Endpoint, and Extension Mobility Line products.

There are two sets of Provisioning Attributes on line products. One set is on the directory number level and the other is on the line level. When multiple lines share the same directory number, provisioning attributes set on the directory number level are common and shared among the line. Changing the provisioning attributes on one line impacts all of the lines.

Provisioning attributes set on the line level are not shared. Changing the provisioning attributes on one line does not impact the other lines.

To update Line details, in the Services pane, hover over the line that you want to change, and then click Change in the Actions list.

Unlocking Voicemail Accounts

If a voicemail account becomes locked (due to either user or system error), you can unlock the account through Cisco Prime Collaboration Provisioning.

You can unlock the following accounts:

- Voicemail account - For Cisco Unity Connection, and Cisco Unity Express devices.
- Web access account - For Cisco Unity Connection devices.

Before you begin

To unlock voicemail accounts, you must configure the Cisco Unity Connection devices (see [Managing Devices Overview](#)).

Procedure

- Step 1** Choose **User Provisioning**.
- Step 2** Click the desired user.
- Step 3** In the Services pane, hover over voicemail that you want to unlock. The Actions list with the option buttons appears. It enables you to perform the actions for the selected product.
- Step 4** Click **Unlock**.
- Note** For Cisco Unity Connection, you may have a choice of either the voicemail or web access account. Select the desired account to unlock.
- Step 5** Click **Confirm** and then click **OK**.
-

Searching for an Order

You can search for orders using any of the following information:

- Order information:
 - Order number

- Author—Person who placed the order
- Order status
- Extended status—The state that the order is in (for example, being provisioned, waiting for approval, or waiting to ship)
- User information:
 - Login
 - First or last name
 - Phone number
 - Email
 - Department
 - Domain
- Order date
- Requested delivery date

To search for an order, choose **Activities > Provisioning History**. In the search page, enter the search information, and then click **Search**.

You can click **Export** to export the search details as a tab delimited file. Any changes made to the order can be viewed in this report.

Processing Orders

After you have submitted orders for users, they are approved and then shipped. Depending on how your Provisioning system has been configured, these steps may be automatic or may require processing by users.

There are four possible activities that can be assigned to users during the order processing stage. The activities are assigned based on the rules set for the Domain.

- Approve orders—Approves orders before provisioning can occur, and can also reject orders. This user must be assigned the Approval authorization role. This is controlled by the following rules:
 - IsAuthorizationRequiredForAddOrder
 - IsAuthorizationRequiredForChangeOrder
 - IsAuthorizationRequiredForCancelOrder
- Assignment—Assigns MAC address to an endpoint. This user must be assigned the Assignment role. This is controlled by the rule PhoneAssignmentDoneBy.
- Shipping—Ships the order. This user must be assigned the Shipping authorization role. This is controlled by the rule PhoneShippingDoneBy.
- Receiving—Done by the user who has the Receiver user role. Indicates that an ordered endpoint has been received. This is controlled by the rule PhoneReceiptDoneBy.



Note A Provisioning administrator can configure how these activities are assigned.

Related Topics

[Business Rules for Domain Synchronization](#)

Approving Orders

To approve orders, you must be assigned the Approval authorization role .

After an order is approved or rejected, an e-mail is sent to the user for whom the order was placed. The following business rules must be enabled for the e-mail to be sent :

- EmailSender
- MailHost
- OrderProvisionedEmailTemplate
- OrderRejectedEmailTemplate

The e-mail is sent to the e-mail account configured for the user.



Note If an order is rejected, the order status is set to Cancel in the user record, and no provisioning is performed. If the order encounters a problem and the user chooses to abort the remainder of the order in the error handling workflow step, then the order status is set to Hold.

Procedure

Step 1 Choose **Activities > My Activities**.

Step 2 In the My Activities page, click the order that you want to process.

Step 3 In the Viewing Activity page, click **Accept**.

The Viewing Activity page appears with the Add a Note field added.

Note You can also decline the order or delegate it to another user or group. If you delegate the activity, new user or group is assigned to the activity.

Step 4 Enter the MAC Address for the endpoint and click **Step Complete**.

Related Topics

[Overview of Authorization Roles](#)

[Overview of Business Rules](#)

Stopping an Order

Cisco Prime Collaboration Provisioning provides you the option to stop an order that takes a long time to complete.

Procedure

- Step 1** Choose **Administration > Settings** and select the required stop interval time from **Allow orders in progress to be stopped after** drop-down.
- Step 2** Choose **Activities > All Activities/My Activities/Activities for Group/Activities for User**.
- Step 3** In the next page, select an order and click **Stop order**.

Note The order check box is enabled based on the time interval selected in the **Allow orders in progress to be stopped after** drop-down.

Troubleshooting

Issue: If you are able to view pending orders, but unable to select an order from the list to abort, it might be that the minimum configured time limit for the order has not elapsed.

Recommended Action: Wait for the minimum time before trying to abort. By default, any order can be aborted after 15 minutes.

Issue: Orders are in unrecoverable error state and not showing up in All/My Activities page.

Recommended Action: Check "Include System Activities" in All Activities page to view all the activities of the order and proceed to abort.

Shipping Endpoints

Depending on how your Provisioning system is configured, this step may not be required. If your administrator has enabled shipping, you must be assigned the Shipping authorization role to perform this procedure. Shipping endpoints consists of two parts: assigning MAC addresses and shipping.

Procedure

- Step 1** Choose **Activities > My Activities**.
- Step 2** In the **My Activities** page, click the order that you want to ship.
- Step 3** In the Viewing Activity screen, click **Accept**. The MAC Address field is active in the Viewing Activity endpoint Assignment page.
- Step 4** In the MAC Address field, type a hexadecimal value. Valid values are alphanumeric characters (A-Z, a-z, 0-9). The value must be 12 characters in length.
- Note** The MAC address is available on a sticker on the endpoint set, and on the endpoint setting display on the handset.
- Step 5** After you have added the required information, click **Step Complete**.
- Step 6** In the **My Activities** page, click the Refresh icon.

- Step 7** Click the order that appears in the **My Activities** page.
- Step 8** In the Viewing Activities Form page, click **Accept**.
- Step 9** Click **Step Complete**. If you did not create the order, the order no longer appears on the My Activities page.

To accept the endpoints, in My Activities page, click the order that you require, and then click Accept. You must be assigned the Receiving authorization role to accept the endpoints.

Related Topics

[Overview of Authorization Roles](#)

Canceling Services

To cancel services, you must submit a cancel order. When you cancel a service, all services associated with it are also canceled. See [Table 10: List of Associated Services, on page 50](#) for a list of associated services.



Note For the Single Number Reach Service, canceling the Enable Mobility service does not cancel the Remote Destination Profile or Remote Destination Profile Line services. Also, canceling the Remote Destination Profile service does not cancel the Enable Mobility service.

Procedure

-
- Step 1** Choose **User Provisioning**.
- Step 2** Click the desired user. In the service details pane, hover over the service that you want to cancel. The Actions list with the option buttons appears. It enables you to perform the actions for the selected service.
- Step 3** Click **Cancel** and then click **Submit** in the **Order Cancel Form** pane.
- Step 4** Click **OK** to confirm, and then click **Done**.

The canceled order appears in the **View Orders** pane with Completed status.

Note In the services section, an information icon (i) appears next to the service to indicate that the service has an order running against it. When the order has finished processing, the information icon disappears.

After the order has been processed, the canceled services are no longer displayed in the service User Record Details pane.

Table 10: List of Associated Services

Service Name	Associated Services
Voicemail	Unified Messaging
Line	Voicemail, Unified Messaging.

Service Name	Associated Services
Endpoint	Line, Voicemail, Unified Messaging. Note Cancelling an endpoint removes the associated directory numbers from the Cisco Unified Communications Manager.
Remote Destination Profile	Remote Destination Profile Line. Note Cancelling a Remote Destination Profile Line removes the associated directory numbers from the Cisco Unified Communications Manager.

Work Order States

This section explains the states an order goes through after it is entered.

Following are the work order states:

- Initial
- Released
- Completed
- Hold

When an order is placed, a work order is created and is in the Initial state. When execution of the workflow begins, the order transitions to the Released state. After completion of the workflow, the order transitions to the Complete state if all steps were successful, or to the Hold state if any of the steps failed. For the order to change to the Hold state, you may need to acknowledge that the order failed, or the change may occur automatically, depending on the origin of the work order.

Work orders also have an extended status field.

- If the order is in execution, the extended status is Being Provisioned.
- If the order failed, the extended status is Recoverable Error or Unrecoverable Error.

If valid values are not provided while creating order, the order fails with the extended status unrecoverable error. The orders in unrecoverable error state cannot be provisioned, hence it must be stopped and a new order can be raised with valid values.

If the device is unreachable, the order fails with extended status recoverable error. The orders in recoverable error state can be approved and provisioned.

- If the order is waiting for a user action, the extended status is set to a specific Wait status. Wait states are usually for assignment, often for shipping or receiving.

Changes in the extended status can occur without the work order changing state.

When a work order fails, the transition behavior from Released to Hold depends on which of the following was used to submit the work order:

- Provisioning NBI transitions from Released to Hold.

- Provisioning user interface remains in the Released state, waiting for you to take action on the order.
- Batch provisioning depends on the extended status. If the failure is a recoverable error, the order remains in the Released state, waiting for you to take action on it. If the failure is an unrecoverable error, the order transitions to Hold.

E-mail Notifications

E-mail Notifications improve manageability of notifications by allowing you to view critical events such as:

- Order approvals
- Order failures
- Synchronization failures
- Diskspace threshold

Notifications can be set at two levels:

- Domain Settings—For workflow events such as order approvals, assignment, shipping, and receiving in the Domain.
- System Settings—For system events such as order failures and synchronization failures.



Note Only users with global admin and domain admin roles can configure the notification settings.

You can test System and Domain notification configurations to ensure that the SMTP host and other settings are valid.

For Cisco Prime Collaboration Provisioning release 12.5 and later

You can use the **Disk Space Threshold** option to set a threshold for the disk space usage. The default value is 75%. You can change it to any number between 50 and 95. Cisco Prime Collaboration Provisioning checks for the disk usage at an interval of four hours. If at the time of checking the disk usage, the value crosses limit, then Cisco Prime Collaboration Provisioning sends Email notifications to both system users and external email addresses, if configured.

Related Topics

[Configuring a Domain Notification Template](#), on page 52

[Configuring Domain Notification](#), on page 54

[Configuring System Notifications](#), on page 55

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Configuring a Domain Notification Template

Notification settings for Domain-specific events such as Order Approvals, Handle Assignment, Handle Shipping, and Handle Receiving can be set at the Domain level. A Domain notification template can be used to set up values that will be applied to any new Domains created in the system. Additionally, you can also choose to apply the values from the template to all the existing Domains in the system.

Procedure

- Step 1** Choose **Administration > Domain Notification Settings**.
- Step 2** In the Domain Notification Settings page, modify the Domain template, if required.
- In the Email Settings pane, SMTP server details and the From Address values are inherited from the system settings and are displayed in read-only format. These settings cannot be changed in the Domain template; however, for specific Domains, these settings can be overridden.
- Step 3** Set the time slot for the Aggregation and Escalation window to appear.
- Step 4** Click **Test Settings** to ensure that SMTP host and other details are set up correctly.
- Step 5** In the Notification Events pane, select events for which you have to send notifications.
- Note** The Workflow Pending Activity field contains events such as Order Approvals, Handle Assignment, Handle Shipping, Handle Receiving, and so on.
- Step 6** In the Approval Notification Group, Assignment Notification Group, Shipping Notification Group, and Receiving Notification Group panes, do the following:
- External email addresses—Enter the e-mail addresses to which to send notifications.
 - Aggregation window—Choose a setting to determine whether notifications of Domain events are aggregated or sent out as soon as an event occurs. The value <Not Set> results in no aggregation, and notifications are sent out immediately upon occurrence of an event.

Any other value makes the system wait after an event to occur, for the time set in the aggregation window. During this time, if other related events occur, an aggregated notification with details of all such events is sent in a single e-mail.
- Note** Events are based on workflow event type. Approval notifications and assignment notifications are aggregated in separate e-mails.
- Escalation Window—Choose a setting to determine whether inaction on workflow events results in an escalation e-mail to the system administrators. The value <Not set> means no escalation e-mails will be sent out.

Any other value triggers the system to send out an e-mail to the system administrators after the time specified if no action was taken for the triggering event (for example, order approvals).
- Step 7** Do either of the following:
- Click **Apply to domain template** only to save the settings as defaults for the Domains that will be created in the future.
 - Click **Apply to all domains** to apply the notification settings to the existing Domains.

Related Topics

[Testing Notification Settings](#), on page 56

Configuring Domain Notification

Notification settings for Domain-specific events such as Order Approvals, Handle Assignment, Handle Shipping, and Handle Receiving can be set at the Domain level. The settings on this page are inherited from the Domain configuration template if the Domain was created after the template was set up, or if the Apply to all domains option was selected when the template was set up.

Procedure

- Step 1** Choose **Administration > Domain Notification Settings**.
- Step 2** In the Domain Notification Settings page, select the desired Domain from the drop-down list. The page refreshes and displays the notification settings specific to the selected Domain.
- Step 3** In the Email Settings pane, enter the following SMTP server details:
- Mail Server Name—SMTP server hostname or IP address (for example mailer.company.com).
 - Mail Server Port—SMTP Server port. Optional setting if a nondefault port is used.
 - Mail Server User Name—Username of the SMTP Server account. Specify only if an authenticated SMTP server is used.
 - Mail Server User Password—Password of the SMTP server account. Specify only if an authenticated SMTP server is used.
 - From address—Email address to use as the "from" address in Provisioning notifications (for example, ProvisioningManagerNotification@company.com).
- Step 4** Click **Test Settings** to ensure that SMTP host and other details are set up correctly.
- Step 5** In the Notification Events pane, select events for which to send notifications.
- The Workflow Pending Activity field contains events such as Order Approvals, Handle Assignment, Handle Shipping, Handle Receiving, and so on.
- Step 6** In the Approval Notification Group pane, for the external e-mail addresses, enter e-mail addresses to which to send notifications.
- The approval notification group is a group of users with permission to perform order approvals in the Domain. Users configured in the system with this role for the Domain are displayed as System Users. These users are always notified of approval events.
- Step 7** In the Assignment Notification Group, Shipping Notification Group, and Receiving Notification Group panes, for the external e-mail addresses, enter e-mail addresses to which to send notifications.
- The assignment notification group is a group of users with permission to assign MAC addresses for phone orders in the Domain. Users configured in the system with this role for the Domain are displayed as System Users. These users are always notified of approval events.
- The shipping notification group is a group of users with permission to perform shipping activities in the Domain. Users configured in the system with this role for the Domain are displayed as System Users. These users are always notified of shipping events.
- The receiving notification group is a group of users with permission to perform receiving activities in the Domain. Users configured in the system with this role for the Domain are displayed as System Users. These users are always notified of receiving events.

Step 8 Click **Save** to apply the settings.

You can configure the aggregation and escalation settings for notifications that are sent to the assignment notification group.

Related Topics

[Configuring a Domain Notification Template](#), on page 52

[Testing Notification Settings](#), on page 56

Configuring System Notifications

Notification settings can be set at system level to manage notifications corresponding to system events such as synchronization failures and order failures.

Procedure

Step 1 Choose **Administration > System Notification Settings**.

Step 2 In the Email Settings pane, enter the following SMTP server details:

- Mail Server Name—SMTP server name or IP address (for example, mailer.company.com).
- Mail Server Port—SMTP Server port. This field is optional if a default port is used.
- Mail Server User Name—Username of the SMTP Server account. Specify only if an authenticated SMTP server is used.
- Mail Server User Password—Password of the SMTP server account. Specify only if an authenticated SMTP server is used.
- Confirm Mail Server User Password—Reenter the SMTP server account password to confirm.
- From address—Email address from which Cisco Prime Collaboration Provisioning sends notifications (for example, CUPMNotification@company.com).

Step 3 Click **Test Settings** to ensure that SMTP host and other details are set up correctly.

Step 4 In the Email Content URL Parameters pane, enter the following details, which will be used to construct a URL that will appear in the e-mail content:

- Protocol—Protocol to access Cisco Prime Collaboration Provisioning.
- Host—Hostname or IP address to access Cisco Prime Collaboration Provisioning.
- Port—Port used to access Cisco Prime Collaboration Provisioning (required only if a port other than 80 is used).

Note The fields in the Email Content URL Parameters pane are automatically populated with the relevant details.

Step 5 In the Notification Events pane, select events for which you have to send notifications.

Step 6 In the Administration Notification Group pane, set the following details:

- **External Email Addresses**—Email IDs of users or mailing lists to which to send e-mail notification of the chosen system events. Notifications are sent to administrators if their e-mail addresses are specified in the system. This list is displayed as read-only text in the System Users field.
- **Aggregation window**—Choose a setting to determine whether notifications of system events are aggregated or sent out as soon as an event occurs. The value <Not Set> results in no aggregation, and notifications are sent out immediately upon occurrence of an event.

Any other value makes the system wait after an event occurs, for the time set for aggregation window. During this time, should other related events occur, an aggregated notification with details of all such events is sent in a single e-mail.

Note Events are aggregated based on type. Synchronization failures and order failures are aggregated in separate e-mails.

Step 7 Click **Save**.

Related Topics

[Testing Notification Settings](#), on page 56

Testing Notification Settings

You can test the notification configurations for the system and Domains to ensure that the SMTP host and other details are set up correctly.

To test your notification settings:

Procedure

Step 1 Choose either of the following:

- **Administration > System Notification Settings**
- **Administration > Domain Notification Settings**

Step 2 Click **Test Settings** and enter an e-mail address in the **Send Test Email To** field.

Step 3 Click **Send Test Email** to send an e-mail using the current settings.

Note If the test fails, an error message is displayed. Make the necessary changes in the settings and run the test again. However, a successful test will not automatically save the settings. Be sure to close the Test Email Settings page and save your settings.
