Cisco Prime Collaboration Provisioning Overview

This section provides an overview of Cisco Prime Collaboration Provisioning.

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This document provides information on features of Cisco Prime Collaboration 12.6. 12.6SU1 .

Cisco Prime Collaboration Provisioning provides a scalable web-based solution to manage next-generation communication services. Cisco Prime Collaboration Provisioning manages IP communication endpoints and services in an integrated IP telephony, video, voicemail, and unified messaging environment that includes Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity (not applicable for Cisco Prime Collaboration 11.0 and later versions), Cisco Unity Express, Cisco Unity Connection systems, and analog gateways.

Note

- Throughout this document, any reference to Cisco Unified Communications Manager can also be understood to refer to Cisco Unified Communications Manager, unless explicitly noted.

- Video provisioning is supported for endpoints that are registered to Cisco Unified Communications Manager only. Cisco Prime Collaboration Provisioning does not support video endpoints that are registered to Video Communication Server (VCS).

Cisco Prime Collaboration Provisioning provides the following features:

- Provisioning for initial deployments and implementations, and then remains deployed to provide ongoing operational provisioning and activation services for individual users.

- A single, consolidated view of users across the organization. It provides a set of business-level management abstractions, which is policy-driven by using automation, for managing user services across the Cisco Unified Communications applications.

- Template capability, which permits defining standard configurations that can be reused for new sites or location deployments. Batch provisioning permits the rollout of large numbers of users at the same time.

- Administrators can configure policy at various levels to determine who can do delegated management, for whom that delegation applies, how business-level services apply to Cisco Collaboration Systems, and which types of users are permitted to order which standard services.

  By using this policy and standard configuration approach, you can provision and activate user services easily. At the same time, it retains the overall ability to manage and provide services that use the underlying Cisco Unified Communications applications.

Refer Cisco Prime Collaboration 12.X Data Sheet for more details on the features and benefits of Cisco Prime Collaboration Provisioning.

Cisco Prime Collaboration Provisioning allows ordering of standard services such as an endpoint, line, or voice mail for a user. You can also order Cisco Jabber Services for Tablet, Desktop, Android, BlackBerry, and iPhone. Cisco Prime Collaboration Provisioning processes all changes to the underlying Cisco Unified Communications applications as service requests or orders.

Cisco Prime Collaboration Provisioning creates an order to make a user-level change (to an endpoint, a line, and so on), or an IP communications-level infrastructure change (such as provisioning a new calling search space or route pattern). All orders in the system are tracked and viewable, both across orders and by username or ID. The order records show who initiated the order, the times of various process steps, and what the order contained.

Cisco Prime Collaboration Provisioning allows delegation of the order management capability so that requests for service additions, changes, or deletions are done without requiring an underlying knowledge of the voice applications that are delivering those services. Cisco Prime Collaboration Provisioning provides the same service management experience, regardless of the technology delivering the Cisco Unified Communications services.

Common Terminologies in Cisco Prime Collaboration Provisioning

- Device—Includes all applications such as Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Instant Messaging and Presence (IM&P), and Cisco Unity Connection. Also includes infrastructure components such as ISR Gateway devices, Cisco IOS Router.

  Processor—A proxy for each instance of a device.

  - A Call Processor is a proxy for each instance of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.

  - A Unified Message Processor is a proxy for each instance of Cisco Unity (not applicable for Cisco Prime Collaboration 11.0 and later versions), Cisco Unity Express, and Cisco Unity Connection.

  - A Unified Presence Processor is a proxy for each instance of IM and Presence.

- Endpoint—Includes all active software and hardware voice, video, and collaboration devices with which the users interact. For example, phones (99xx, 88xx, 79xx, 78xx), tablets, Telepresence devices, Cisco Jabber clients, personal Telepresence units (DX series, EX series, MX series, SX series), mobile devices running Cisco Jabber, and so on.

- User—A person for whom an active IP Telephony service has been enabled. A user in Prime Collaboration Provisioning also represents an entity that can access Prime Collaboration Provisioning to perform various activities.

- Service—Service is the settings and integration needed to perform a series of functions expected by the user. For example, providing an endpoint service implies that the user will be able to perform dial out, ring, allow answering, have speed dials, forward to voicemail, transfer, conference and so on.

- Domains—Domains are groupings of users. One or more system users can be authorized to manage services for users within the Domain. In addition, rules or policies may be set on a Domain; those rules and policies will apply to services for users in that Domain. Common policies can also be applied on operations within a Domain. A domain administrator handles moves, adds, changes, and deletes (MACD) for users in that domain. Advanced Provisioning supports assigning individual administrators to individual groups.

- Service Areas—Service Areas are groupings within a Domain that are used to structure and manage the required IP telephony and messaging services across geographic, organizational, or technological boundaries. The Service Area typically acts as a service offering location, or site, and provides a template mechanism that determines provisioning attribute values used during order processing. A Service Area also handles Cisco Unified CM partitioning and class of service by directing which location, device pool and route partition assignments to use for any user provisioned into that Service Area.

- User roles—User roles provide policy enforcement, controlling which products and services are allowed to be ordered for different types of users such as contractors, executives or sales persons. They are also used in a filtering process that controls what choices are presented to order administrators at order time. The User Role setup also determines what services are ordered and which service templates are applied for a given user type during the Automatic Service Provisioning process. An administrator may create many User Roles to define different levels of services. The default user roles are: Employee, Executive and Room.

- Service Templates—Service Templates are a convenience for administrators setting up devices or ordering services for an end-user. Service Templates allow small or large amounts of settings to be collected into a single template which can be applied to endpoints or services. This saves time over setting many individual attributes and provides accuracy to prevent missed attributes or typos in attribute fields. Service Templates can leverage keywords and keyword truncation to customize line text displayed on endpoints. Service Templates contain provisioning attributes for a service and enables you to configure service attribute settings using provisioning attributes. Provisioning attributes are configuration settings that are applied to a service during activation.

What's New in Cisco Prime Collaboration Provisioning 12.6

Table 1: What's New in Cisco Prime Collaboration Provisioning 12.6

Feature Name	Description
Add mobility support	Add mobility support is added to all the users in the selected domain through batch action files. **Where Documented**: • Creating Batch Action Files

Feature Name	Description
Syndication enhancements	Following are the syndication enhancements: • The keyword, All is included in the Service Area and User Role drop-down lists. • The Show All Templates check box is included for all the services in Custom Provisioning 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. • The generic service template that is created under the service template area is listed under the user role syndication table. **Where Documented:** • Ordering Service for a User • Creating Service Templates
Export a domain	Allows users with global admin roles to export a configured domain including service areas and user roles into a batch file. **Where Documented:** • Exporting a Domain • Granular Control Support for Access Control Items
Login User ID support for device profiles	Assigns the current user or an existing Prime Collaboration Provisioning user to the device profile while creating a service template in Extension Mobility Access and Extension Mobility Access with Line services. To assign a user to the device profile, select the required option from the **Login User ID** drop-down list: • System Default • Current User • ${USERID}

Feature Name	Description
Deploy and configure OVA in a distributed setup	Supports deployment and configuration of OVA in a distributed setup. The distributed setup allows installation of the Application and the Database servers on two different servers. **Where Documented:** • Cisco Prime Collaboration Provisioning Install and Upgrade Guide, 12.6 • Process Management

Support for Cisco Unified Communications Manager endpoints	The following Cisco Unified Communications Manager endpoints are supported:
	
	• 10.5.2:
	
	    • Cisco 7832
	
	    • Cisco 8832
	
	• 11.5, 12.0, and 12.5:
	
	    • Cisco Webex Room 70 Dual
	
	    • Cisco Webex Room 70 Single
	
	    • Cisco Webex Room 55

Feature Name	Description
Support for new Service Specific Configuration Layout Attributes	New Service Specific Configuration Layout Attributes for the following endpoints in Unified Communications Manager 12.5 are supported: • Cisco TelePresence SX20 • Cisco TelePresence SX10 • Cisco TelePresence SX80 • Cisco TelePresence MX200 G2 • Cisco TelePresence MX300 G2 • Cisco TelePresence MX700 • Cisco TelePresence MX800 • Cisco TelePresence MX800 Dual • Cisco Webex DX80 • Cisco TelePresence DX70 • Cisco Webex Room Kit • Cisco Webex Room 55 • Cisco Webex Room Kit Plus **Note** Use sample batch files to set values for the new Service Specific Configuration Layout Attributes for these endpoints. Use colon (:) as the delimiter to separate the subcategories for these endpoints in the batch file.
User login password enhancement	Cisco Prime Collaboration Provisioning login password supports a maximum of 127 characters. **Where Documented:** Managing User Passwords

Standard and Advanced Cisco Prime Collaboration Provisioning

Cisco Prime Collaboration Provisioning is available in the following modes:

- Cisco Prime Collaboration Provisioning Standard: Available with Cisco Unified Communications 10.0 and above (Unified CM and Unity Connection 10.0 and above versions).

- Cisco Prime Collaboration Provisioning Advanced: Available for all Unified Communications suite 12.1 and above versions.

Cisco Prime Collaboration Provisioning Standard is a simplified version of Cisco Prime Collaboration Provisioning. It provides simplified provisioning across all collaboration services. You can provision devices and services including IP phones, soft clients, video endpoints, analog phones, Jabber clients, presence, mobility, and voicemail. Provisioning support is available for a single Unified Communications cluster with limited authorization roles.

Advanced Provisioning provides more advanced features such as delegation to individual domains, template support for configuring infrastructure instances, advanced batch provisioning and so on.

The following table lists the features available in Cisco Prime Collaboration Provisioning Standard and Advanced. For more information on Provisioning Standard and Advanced offering, see Cisco Prime Collaboration - Standard and Advanced Offerings.

Table 2: Cisco Prime Collaboration Provisioning Standard and Advanced Features

Feature	Standard	Advanced	See Prime Collaboration Provisioning - Standard and Advanced Guide
Cluster support	Manages only one cluster of Cisco Unified Communications Manager and one cluster of Cisco Unity Connection.	Manages multiple clusters with mixes of cluster revisions and cluster associations.	For more information, see the *Adding Devices* section.
Delegation of roles or Role Based Access Control (RBAC)	Allows three levels of Role Based Access Control (RBAC): system level, advanced ordering level and basic ordering level. However, access to per domain group is not available.	Allows advanced role based access control and delegation. Administrators with ordering privileges can be assigned to different domain groups of users.	For more information, see the *Adding a User* section.
Ordering workflow roles	The ordering workflow activities such as approving an order, assigning MAC addresses, shipping endpoints, or end user receipt of an endpoint are not available.	Provides ordering workflow (Optional stages between placing an order and the actual provisioning of the order; Approver, MAC Assigner, Shipper, and Receiver). The activity roles can be enabled or disabled, and assigned to different users for an efficient ordering workflow.	For more information, see the *Overview of Authorization Roles* section.

Feature	Standard	Advanced	See
			Prime Collaboration Provisioning - Standard and Advanced Guide
Batch Provisioning	Allows you to deploy many services by combining them into a single batch. Batch Provisioning is available for a single cluster only.	Single provisioning batch can perform infrastructure and user provisioning across many Unified Communications Manager clusters, making Prime Collaboration batches global in scope.	For more information, see the *Managing Batch Projects* chapter.
Applications Programming Interface	Support for North Bound Interface (NBI) is not available.	Support for Northbound API is supported for integration with third-party management applications, HR systems, or other custom provisioning interfaces.	For more information, see the *Managing Licenses* chapter.

To use the Getting Started Wizard for fresh Unified Communications installation, see the Getting Started Wizard for Unified Communications Applications chapter in the *Cisco Prime Collaboration Provisioning - Standard and Advanced Guide*.

Cisco Prime Collaboration Provisioning User Interface

Cisco Prime Collaboration Provisioning allows an administrator to cross-launch configured devices such as Cisco Unified Communications Manager, Unity Connection, and IM and Presence Services using single sign-on.

You can access Provisioning on the system where Provisioning application is installed, or remotely from a client system. In a browser enter the following URL: http://IP Address, where IP Address is the address of the Cisco Prime Collaboration Provisioning server.

Cisco Prime Collaboration Provisioning supports localization in:

- English-United States [en-us]
- Arabic-Saudi Arabia [ar-sa]
- Chinese-China [zh]
- Chinese-Taiwan [zh-tw]
- Danish-Denmark [da]
- Dutch-Netherlands [nl]
- French-France [fr]
- German-Germany [de]

- Italian-Italy [it]

- Japanese-Japan [ja]

- Korean-Korea Republic [ko]

- Portugese-Brazil [pt-br]

- Russian-Russia [ru]

- Spanish-Spain [es-es]

- Swedish-Sweden [sv-se]

You can enter the following characters in the Provisioning localized UI: UTF-8 characters, alphanumeric characters (A-Z, a-z, 0-9), hyphens (-), underscores (_), dots (.), at sign (@), space, and apostrophe.

In the new interface, the left pane displays **Navigation** tab, **Index** tab, and **Search Menu** field. Double-click the pin icon at the top of the home page to hide the left pane or click the **Toggle Navigation** icon to view the left pane as appropriate.

The gear icon on the top right corner of the home page allows you to log out, change password, view Help file, and view information about Cisco Prime Collaboration Provisioning.

The Home Dashboard allows you to manage the real-time information about the operational status of your processor, device, domain, and users. For more details, see Provisioning Dashboards and Reports Overview.

Usage Scenarios for Cisco Prime Collaboration Provisioning

The Provisioning features are available in the Dashboard, Device Setup, Provisioning Setup, User Provisioning, Advanced Provisioning, Infrastructure Setup, Activities, Reports and Administration menus from the Cisco Prime Collaboration application.

Some common scenarios for using Provisioning may include (This is not an all-inclusive list):

- Managing existing voice services

- Deploying a new voice infrastructure

- Managing users

- Deploying a new site on an existing voice infrastructure

You can also perform several advanced activities to meet the needs of your Cisco Prime Collaboration deployment. Some of these activities include:

- Customizing the Provisioning features to meet your needs

- Performing many Provisioning activities

- Working with provisioning resources

- Setting up the server

Table 3: Usage Scenarios, on page 10 provides details on several usage scenarios for Provisioning.

Table 3: Usage Scenarios

Usage Scenarios	
Managing Existing Voice Services	If you are managing a Cisco Unified Communications Manager/Cisco Unified Communications Manager Express/Cisco Unity Connection/Cisco Unity Express through their respective interfaces, and you want to delegate management of a subset of these voice services to other users, see the following sections: • Adding Devices • Infrastructure and User Synchronization • Adding a Domain • Adding Service Areas • Synchronizing Domains
Deploying a New Voice Infrastructure	If you are adding a new Cisco Unified Communications Manager or Cisco Unified Communications Manager Express and related voicemail systems, and you want to use a standardized approach that can be applied to every deployment, see the following sections: • Adding Service Areas • Synchronizing Domains • Ordering Service for a User You can create orders for endpoints and services. You can create orders for individual services, or you can order bundled services. • Managing Batch Projects

Usage Scenarios	
Managing Services for a User	To manage services for users in your office, see the following sections: • A user is a person who has active IP Telephony services. Provisioning allows you to add users, synchronize the user information, move the services, update user information, and domain-specific user roles. See Overview of Authorization Roles. • Orders for a single user are displayed and initiated in the User Record for that user. The User Record lists all existing products for the user, see Accessing User Records for a User. • You can create orders for endpoints and services. See Orders Overview. • Processing Orders • Canceling Services
Deploying a New Site on an Existing Voice Infrastructure	To add a new location or site to an existing Cisco Unified Communications Manager, see: • Adding a Domain • Synchronizing Domains • Orders Overview • Managing Batch Projects
Customizing the Provisioning Feature to Meet Your Needs	To change the default setting for how Provisioning applies various policies, see: • Overview of Business Rules • Creating Service Templates • Adding User Roles
Performing many Provisioning Activities	If you are deploying many services, you can combine these activities into a single batch, see Managing Batch Projects.
Working with Provisioning Resources	To manage Provisioning resources, see: • Managing Endpoint Inventory • Managing Directory Number • Provisioning Reports

Usage Scenarios	
Setting Up the Server	For information on Setting up the server, see: • Managing Licenses • Users in Provisioning represent logins to the system for people who can access Provisioning to perform various activities. Users can be permitted to perform various roles within Provisioning. These roles can be system-wide (for example, administrators), or they can be associated to a single Domain, which limits the scope of changes that the user can make. See Adding Users. • Enabling Data Purging for Provisioning
Maintaining the Server	For information on Maintaining the Server, see: • Changing the Log Level (GUI) • Enabling Data Purging for Provisioning

IPv6 Support in Cisco Prime Collaboration Provisioning

Cisco Prime Collaboration Provisioning is IPv6 aware. IPv6-aware is defined as containing IPv6 functional information, but using IPv4 for transport.

As an IPv6-aware application, Cisco Prime Collaboration Provisioning continues to communicate with Cisco Unified Communications Manager devices through an IPv4 link.

The following also apply to IPv6-aware support in Provisioning Manager:

• On the Call Processor Configuration page, you can only enter an IPv4 IP address. If you enter an IPv6 address, an error message appears.

• Cisco Prime Collaboration Provisioning communicates with Cisco Unified Communications Manager using IPv4 protocol, but can provision phones that use either IPv4 or IPv6 protocol.