



User and User Service Configuration

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Adding Users

To add users:

Procedure

- Step 1** Choose **User Provisioning**.
- Step 2** In the **User Provisioning** page, click **Add**.
- Step 3** In the **Add User** window, enter the User ID, Domain, and Name. Also, enter values for other fields if required. To launch quick view for a particular domain or user role, while selecting the domain and user role, click the drop-down menu and rest the mouse on quick view icon.
- Step 4** In the **Save and Begin Provisioning** drop-down:
- To save the details and launch the Service Provisioning page for the user, click **Save and Begin Provisioning**.
 - To save the details and add another user, click **Save and Add Another**.
 - To save the details and close the Add User window, click **Save and Close**.
 - To save the details and view services if you choose to Auto-Provision Parameters based on the user role, click **Save and View Services**.

- Note**
- If you are removing a user who has services associated, you are notified to disassociate the services before removing the user.
 - To add a user, the **LDAP integration** field in **Infrastructure Setup** page must be **None**.
 - The user ID must be unique and case sensitive. Valid values are alphanumeric characters (A-Z, a-z, 0-9), underscore (_), hyphen (-), period (.), apostrophe ('), space (), and at sign (@).
 - To create a username for Call Processors, the combination of characters for First Name and Last Name cannot exceed 30 characters. If this limit is exceeded when you provision, the Call Processor sends an error message.
 - Pseudo role allows you to provision endpoints without an associated user in the Call Processor.
 - While selecting roles for user, the default or Employee user role should be configured to match the typical setup of employees in your organization. If you do not configure the default or Employee user role to meet your needs, you may not see all the desired options in the employee user record.
 - The DefaultUserType rule controls which user role is set as the default. Cisco Prime Collaboration Provisioning comes with the Employee user role configured as the default user role. If you update the default user role name for a domain in Cisco Prime Collaboration Provisioning, ensure that you update the DefaultUserType rule with the new default role name for that domain.
 - Changing the username does not also change the endpoint or line description field for the user (if an endpoint or line was ordered for the previous username).
 - For Cisco Unified Communications Manager, the combination of characters for First Name and Last Name cannot exceed 30 characters.
 - If a user does not have any associated services, you are prompted to confirm removal of the user.
 - When a service is disconnected from a user, actually the service is not deleted from the device (processor); it is only disconnected from the Provisioning.
 - When a subsequent Domain synchronization occurs, depending on the synchronization rules, the user could be created again, and the services could be associated with the user.

Cross-launching Related Links in CUCM and Unity Connection from User Provisioning

Prime Collaboration Provisioning allows an administrator to cross launch Manager configuration and Assistant configuration for a selected user. As an administrator, you can cross-launch Related Links Pages for Users, Endpoints and Lines from Prime Collaboration Provisioning. When you cross-launch the Manager configuration and Assistant configuration, you can access the UI and perform any operation directly on the server. Using Single Sign-On, you can cross launch to a few of the applications. See [Single Sign-On for Prime Collaboration Provisioning](#) section in *Cisco Prime Collaboration Provisioning Guide - Standard and Advanced, 11.x*

If the Voicemail service is provisioned for the user, the cross-launch links from the Voicemail service: Notification Devices, Alternate Extensions, Greetings, Private Lists.

Rest your mouse pointer over **User Services** in the **Service Details** page (**User Provisioning** select a user), and click the quick view icon to view the Manager configuration and Assistant configuration cross launch link.

Ordering Service for a User

Creating orders for all services follow the same basic procedure.

A user might 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 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 or 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.
- Unified Messaging requires Email.
- Extension Mobility Line requires Extension Mobility Access.

To order a service for a user:

Procedure

- Step 1** Choose **User Provisioning**
- Step 2** In the **User Provisioning** page, click on a specific user.
- Step 3** In the **Service Details** page, click **New Service**.
- 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, see [Table 1: 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 shown, it is because the user role does not allow endpoints or endpoints cannot be provisioned for the user within this service area. To learn how to associate a user role to an endpoint, see [Adding User Roles](#).
- Step 7** In the **Service Provisioning** page, follow the Order Entry wizard, entering the required information for the service. (For details of required fields, see [Table 2: Order Entry Fields, on page 12](#).)
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 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.

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

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

You can use the global search option (search available in the right corner of the home page) to search User ID and Last Name, MAC address and Directory Number.

- For User ID and Last 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), AANewRDUUser00*)
- 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)

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, in 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, in the Service Details page, hover over the desired service, and then click User Notes in the Actions list.

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

If you are deploying a large number of 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 will not be displayed for ordering until you associate the service to a user role.

Table 1: Provisioning Services

Service	Description
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 • Primary User Device <p>This service is available only for Cisco Unified Communications Manager 9.x and later.</p>
Enable Presence	<p>Enables presence messaging updates by enabling the user's Presence Server license on a Call Processor. Once the service is added to the user role, this service will become available for order. (See Adding User Roles.)</p>
Enable Presence Client	<p>Enables the use of Cisco Unified Personal Communicator by enabling the user's Unified Personal Communicator license on a Call Processor. This is a bundle of Enable Presence Client and Client User Settings.</p> <p>This service is available only when you order Enable Presence.</p> <p>Once the service is added to the user role, this service will become available for order. (See Adding User Roles.)</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. Once the service is added to the user role, this service will become available for order. (See Adding User Roles.)</p>
Enhanced Mobility Service with Unified Messaging	<p>Includes an Extension Mobility device profile, line, voicemail, e-mail and unified messaging for the selected user on the selected Call Processor.</p> <p>Once the service is added to the user role, this service will become available for order. (See Adding User Roles.)</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>Once the service is added to the user role, this service will become available for order. (See Adding User Roles.)</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). • Will not appear in your service list if all of your available Call Processors already support SoftPhone. A list of valid Service Areas appears for specific Call Processors that are available to you. Although you enable this service based on 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 for Desktop to function as a desktop phone on a Cisco Jabber for Desktop client.
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>

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>When placing an order for Extension Mobility Access in a Service Area that supports SIP phones, select a phone button template only for the following Cisco Unified IP Phones: 7911, 7941, 7942, 7945, 7961, 7962, 7965, 7970, 7971, or 7975.</p> <p>The order will fail if Extension Mobility is not supported on the selected phone button template.</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, it is recommended 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/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 an user role to view the Cisco Jabber Service in the order page.</p> <p>When you provision Cisco Jabber as a first service for a user, user service configuration will not be a part of ordering wizard. If you want to modify user service configuration (Enable User for Unified CM IM and Presence), after provisioning jabber service to the user, go to Service Details page of the user, hover over the user services and click Change in the actions list.</p>

Line	<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 will prevent the character count from exceeding 30 characters.</p> <p>End User Association is automatically provisioned for Line services. For more details, see Adding User Roles.</p>
Line on a Shared Endpoint	<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>
Messaging Service	<p>Consists of an endpoint, line, voicemail, and e-mail.</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>For SIP phones, select Yes to enable Extension Mobility for the following Unified IP Phones only: 7911, 7941, 7942, 7945, 7961, 7962, 7965, 7970, 7971, 7975.</p> <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. • Cisco Jabber for Android: <ul style="list-style-type: none"> ◦ The device name must begin with BOT and all characters must be in uppercase. <p>For example, if you create a BOT device for a user, whose username is tadams, you should enter BOTTADAMS.</p> ◦ Must contain no more than 15 characters, including the prefix. ◦ Username can contain alphanumeric (A-Z, 0-9), underscore (_), hyphen (-), or period (.). • CTI port-Must contain 1 to 15 characters: alphanumeric (A-Z, a-z, 0-9), underscore (_), hyphen (-), or period (.) • IP Communicator-Must contain 1 to 15 characters: alphanumeric (A-Z, a-z, 0-9), underscore (_), hyphen (-), or period (.) <p>Client Services Framework-Must contain 1 to 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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Endpoint Service	<p>Adds a new endpoint and a line.</p> <p>While ordering Endpoint service, the maximum number of lines is dependent on the phone button template for the phone type (if a phone button template is available).</p> <p>Note Endpoint attributes are displayed based on the supported features for the selected endpoint type.</p>
Remote Destination Profile	<p>Order Remote Destination Profile for users, configure their attributes, and allow selection/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>Once the service is added to the user role, this service will become available for order. (See Adding User Roles.)</p>
Remote Destination Profile Line	<p>Order unlimited Remote Destination Profile Lines in a single Remote Destination Profile. Remote Destination Profile Line supports Auto-assign 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>Once the service is added to the user role, this service will become available for order. (See Adding User Roles.)</p>
Remote Destination Profile Service	<p>Enable the Remote Destination Profile service for all Service Areas to shares 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>Once the service is added to the user role, this service will become available for order. (See Adding User Roles.)</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 desktop 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. You must create a customized template in Cisco Unified Communications Manager. <p>Once the service is added to the user role, this service will become available for order. (See Adding User Roles.)</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 will not be displayed for that user in the User Provisioning page).</p>
Unified Messaging	<p>You can create an order to add the Unified Messaging feature if you already have e-mail and voicemail. The Unified Messaging feature allows the retrieval of e-mail from your voicemail, and the retrieval of voicemail from your e-mail.</p> <p>In Cisco Unity, you will be enabling the Text-to-Speech (TTS) capability. In Cisco Unity Connection, you will be enabling the TTS and Internet Mail Access Protocol (IMAP) capability.</p> <p>The Upgrade designation next to the Unified Messaging service indicates that the existing e-mail and voicemail are being upgraded to include the Unified Messaging feature.</p>
Unified Messaging Service 1	<p>A Unified Messaging Service order includes the line, endpoint, voicemail and e-mail, and Unified Messaging services.</p> <p>The list of services that are available to users is based on user roles and Provisioning system configuration. To modify this list to include the services you require, contact your Provisioning administrator.</p>

User Services	<p>Enables presence messaging by enabling the user's 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 will be used for ordering. <p>Note</p> <ul style="list-style-type: none"> • User Services is available for Cisco Unified Communications Manager 9.x and above versions. • For Cisco Unified Communications Manager 10.0 and above, User Services will not be available as an orderable service. It is added by default, when you create an order for a service.
Voicemail and Email (bundle)	<p>Create orders for additional Voicemail and Email services if the user already has a line.</p> <p>The Upgrade designation next to the Voicemail and Email service indicates that the line service is being upgraded to include voicemail and e-mail.</p>
Voicemail (individually)	<p>Create orders for additional Voicemail services if the user already has a line. The Upgrade designation next to the voicemail service indicates that the Line service is being upgraded to include voicemail.</p>
Email (individually) 2	<p>Create orders for additional Email services if the user already has a line and voicemail.</p> <p>The Upgrade designation next to the Email service indicates that the Line service is being upgraded to include e-mail.</p>

- ¹ After ordering Email or Unified Messaging Service on Cisco Unity, there is an initial delay in appending the full Domain information to the email address in the User Record Details page. After placing the order, you should run user synchronization and Domain synchronization so that the complete email address appears.
- ² After ordering Email or Unified Messaging Service on Cisco Unity, there is an initial delay in appending the full Domain information to the email address in the User Record Details page. After placing the order, you should run user synchronization and Domain synchronization so that the complete email address appears.

Table 2: 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 e-mail ID. It cannot contain spaces.
Display Name (Email)	Enter the name to be used in the From field of the e-mail.

Enable Extension Mobility	Select Yes or No .
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>After the line is configured, to save your settings, you must click the save icon on the right side of the page.</p> <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 the Chooser icon.</p> <p>If you click the Chooser icon, a Directory Number search page appears. To use the Directory Number search page, do the following:</p> <ol style="list-style-type: none"> 1 In the Directory Number search page, choose your search criteria from the following: <ul style="list-style-type: none"> • Directory Number-Enter a specific number to search for. • Available DNS-When selected, all directory numbers that are available in the Provisioning database are displayed. • Reserved DNS-When selected, all directory numbers that are reserved for the user for whom the order is being placed are displayed. • DN Blocks-The directory number blocks that are configured for the Service Area on which the order is being placed are displayed. 2 Click Find. Your search results appear 3 Click the desired directory number.

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 or not 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 in 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 Extension Mobility Access Lines.</p>
Selected Endpoint	Select an endpoint from the list.
MAC Address	(Optional) In 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. Provision with the default protocol set in the Provisioning Attribute. If you do not select a protocol, the default setting will be chosen. If you apply a service template with the setting, the template setting will be used.
Target Endpoint	Select a target endpoint from the list.
Phone Button Template	List of available Phone Button Templates.
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, the infrastructure synchronization should be executed. During user synchronization, if the synced back analog endpoint is associated to a voice gateway reference that does not exist in IM, then the voice port instance creation and its association will be skipped. As a result, the analog endpoint will not be manageable through Cisco Prime Collaboration Provisioning.</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, then the description will appear 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	List of available Service Areas. If a Service Area has a Unity Connection configured as a Unified Messaging Processor, and the Unity Connection does not have an external e-mail server, Provisioning will not list this Service Area as an option when ordering Email.
Unified Messaging	List of available e-mails for which you can enable Unified Messaging.
Use Dummy MAC Address	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. 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. After a dummy endpoint is ordered, change and cancel orders do not require a user or Domain synchronization.
Voicemail Alias	Enter an alias for the voicemail. A voicemail is identified by its alias 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 will be selected for ordering.
Advanced Order Configuration	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. 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. Advanced Order Configuration is available only to users who are assigned the Advanced Ordering authorization role.
Choose a reserved endpoint	Opens a search page that lists reserved endpoints. A reserved endpoint is booked for a specific user. Note Enter MAC Address or Dummy MAC Address of the endpoint while provisioning.

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, in the search page, select an endpoint and click OK to confirm that you want the endpoint's settings copied to the new endpoint.</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 e-mails exist on the endpoint, they will not be 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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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. For more information on rules, see [Business Rules for Domain Synchronization](#) section in *Cisco Prime Collaboration Provisioning Guide - Standard and Advanced, 11.x*.

- **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.

