

# 同步後，Prime合作調配不會在訂閱伺服器下顯示產品

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## 簡介

本文檔描述了在域同步發生後，Cisco Prime Collaboration Provisioning中未按預期將產品列在訂閱者下時所遇到的問題，並提供該問題的解決方案。

## 背景資訊

Cisco Prime Collaboration Provisioning Server用於從處理器(Cisco Unified Communications Manager(CUCM)、Cisco Unity Connection)將產品(電話、線路、分機移動(EM)配置檔案)和基礎設施對象(路由模式、轉換模式)匯入其資料庫。

Cisco Prime Collaboration Provisioning中建立服務區域的原因如下：

- 要對進口產品進行分類，
- 為了在訂單期間預填充多個產品欄位

本文檔重點介紹前一場景。

## 問題

有時，在域同步成功結束之後，管理員會注意到一些產品(例如電話、線路、分機移動配置檔案)未顯示在預期使用者下。

如以下示例所示，當您導航到CUCM Administration pages > User Management > End User時，使用者僅關聯了一個裝置，其中應有多個：

### User Information

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

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

### Device Information

Controlled Devices	<input type="text" value="SEP0003E386360F"/>	<input type="button" value="Device Association"/>
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發生處理器和域同步後，電話不會顯示在使用者下。

在Cisco Prime合作調配中，導航到部署>搜尋訂戶，然後搜尋特定訂戶的使用者ID。

Subscriber Record Options

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

View Orders

There were no Orders found.

---

Subscriber Record Details

Found 5 Products.


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

MAC地址為0003E386360F的電話未列出，但處理器和域同步已成功完成。訪問域詳細同步日誌，以調查：

**Domain Configuration**

**Synchronize Domain**

**Options:**

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

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

**Last Synchronization:**

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

域詳細同步日誌顯示以下錯誤：

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



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

## 解決方案

### 案例 1

在此場景中，服務區域配置與電話配置不匹配。這與產品（此場景中的電話）如何對映到Cisco Prime合作調配中配置的服務區域有關。

以下是所有產品的匹配規則：

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

如上一幅影象所示，要使電話產品放置在服務區域中並且可見，您必須具有與以下欄位有關的電話配置相匹配的服務區域：

- 裝置池
- 通用裝置配置
- 呼叫搜尋空間 ( 裝置 )
- 位置
- 電話通訊協定、作業階段啟始通訊協定(SIP)或精簡型使用者端控制通訊協定(SCCP)

以下是此範例中電話的組態：

**Product Type:** Cisco 7960  
**Device Protocol:** SCCP

#### Device Information

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

以下是服務區設定：

Service Area ID: **BRU**

Domain: **Bel**

#### Call Processor Settings

Name: **CUCM Athens-CiscoUnifiedCM**

Phone Protocol: **SCCP**

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

Call Search Space (Line): **CSS\_Central**

Common Device Config:

Location: **Hub\_None**

Route Partition:

Device Pool: **BRU**

Voice Gateway References: *None Assigned*

#### Unified Presence Processor Settings

Name: *None Assigned*

#### Unified Message Processor Settings

Name: *None Assigned*

比較這些配置時，很清楚這些欄位不匹配：

- 呼叫搜尋空間 ( 裝置 )
- 裝置池

一個可能的解決方案是調整服務區域配置，如下所示：

附註：在這種情況下，呼叫搜尋空間（線路）配置不會影響匹配。

Service Area ID:

Domain: **Bel**

### Call Processor Settings

Name: **CUCM Athens-CiscoUnifiedCM**

Phone Protocol:  SIP  SCCP

Call Search Space (Phone):

Call Search Space (Line):

Common Device Config:

\*Location:

Route Partition:

\*Device Pool:

另一個可能的解決方案是修改CUCM中的電話設定，以便匹配五個匹配屬性上的服務區域設定。

進行另一個域同步後，電話會在為使用者分配的產品下成功顯示：

Subscriber Record Details

Found 7 Products.

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

## 案例 2

在此案例中，存在一個與電話配置匹配的服務區域，但與該電話關聯的訂戶屬於一個域，該域與該服務區域所屬的域不同。

有兩種可能的解決方案：

- 將使用者移動到正確的域，只有刪除並重新建立域才能執行此操作。
- 建立與使用者所在的域上的電話配置匹配的服務區域。

## 相關資訊

- [Cisco Prime 合作布建指南 9.5](#)
- [技術支援與文件 - Cisco Systems](#)