

Manage Endpoints from PCP without End User Association in CUCM

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Introduction

This document describes the procedure to assign the endpoints in Prime Collaboration Provisioning (PCP) which are not associated with the end users in Cisco Unified Communications Manager (CUCM).

Prerequisites

Requirements

Cisco recommends that you have basic knowledge of PCP.

Components Used

The information in this document is based on these software and hardware versions:

- PCP Version 12.3
- Mozilla Firefox 55.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

Step 1. Login to PCP and navigate to **Administration > Advanced Provisioning > Manage Endpoints**.

Step 2. Select the **Call Processor** and click on **Search Endpoints Without Associated User**.

Manage Endpoints Without Associated User

Call Processor

Model

MAC Address / Device Name

Step 3. Select the required endpoint which is associated with a specific user, as shown in the image.

Endpoints without Associated Users

Selected 1 / Total

Device Name	Endpoint M...	Endpoint Description	Lines	Clusters
<input checked="" type="checkbox"/>	BAT20703A5...	Cisco 8851	sitebone	CUCM-CiscoUnifiedCM
<input type="checkbox"/>	BOTHQONE	Cisco Dual M...	hq one hqone	904 CUCM-CiscoUnifiedCM
<input type="checkbox"/>	SEP1111AA...	Cisco 8851	SEP1111AAAA1111	CUCM-CiscoUnifiedCM

Step 4. Click on **Assign Selected Endpoints to User**.

Step 5. Associate User for the selected endpoint, as shown in the image.

Select User for 1 selected endpoint(s)
Only users from the same CUCM cluster(s) as the endpoint(s) selected are displayed.

Show Quick Filter

User ID	Last Name	Roles	Domain	
<input checked="" type="radio"/>	hqone	Lab	Employee	LABDOMAIN-UC
<input type="radio"/>	hqone@uc.com	Lab	Employee	LABDOMAIN-UC

Step 6. Click on **Save**.

Verify

Here are the steps to verify that the endpoint is associated with the user successfully.

From Prime Collaboration Provisioning

1. Under **User Provisioning**, click on **Add** and check the box with the user who is associated with the endpoint.
2. Under **Actions**, click on the **Synchronize User**.

User Provisioning

Create a new user or search for a user to

User ID

- hqone
- hqone@uc.com
- hqtwo
- hqtwo@uc.com
- sfb1
- sfb1@uc.com
- sitebone
- sitebtwo
- vijay

User Information | **User Location**

User ID: hqone
 Domain: LABDOMAIN-UC
 Last Name: Lab
 First Name: hqone
 Middle Name:
 Phone Number:
 Email: hqone@uc.com
 Self-Provisioning ID/Meeting Number:
 Prime Collaboration Self-Care: Disabled
 Roles: 8851-UserRole-UC, Jabber-Role
 Last Synchronize User: Sep 26, 2017 11:56:08 +0530

Actions

- Provision Services
- Synchronize User
- User Notes
- Unlock Voicemail
- Launch Self-Care
- Access Control
- Add User to Unified CM only
- Manage Passwords/PINs

Confirm that the endpoint is associated

hqone Lab (hqone) 0 ✓ 2 ✗ 0 Orders ▾

Service Details Total 10 ↻

Show Quick Filter ▾

Service Name	Provisioned Service Area	Processor	Last Update
Enable SoftPhone Support		CUCM-CiscoUnifiedCM	Sep 25, 2017 21:10:52 +0530
Endpoint (Cisco 7941: SEP0022555D0A77)		CUCM-CiscoUnifiedCM	Sep 25, 2017 21:10:51 +0530
- Line (901 HQ Phone 1)		CUCM-CiscoUnifiedCM	Sep 25, 2017 21:10:51 +0530
Endpoint (Cisco 8851: BAT20703A5F7000)		CUCM-CiscoUnifiedCM	Sep 25, 2017 21:10:51 +0530
Endpoint (Cisco 8851: BAT20703A5F7001)		CUCM-CiscoUnifiedCM	Sep 25, 2017 23:48:09 +0530

From CallManager

Step 1. Login to the CallManager administrator page.

1. Navigate to **User Management > End User**.

2. Search for the end user and click on the User ID.

3. Check the device information and confirm that the Endpoint is under controlled devices.

Device Information

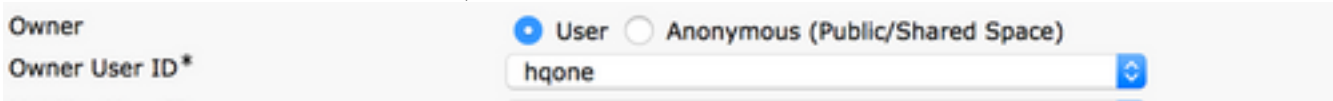
Controlled Devices

- BAT20703A5F7000
- BAT20703A5F7001
- CSFHQONE901
- SEP0022555D0A77
- SEP1C1D862F4122

Step 2. Navigate to **Device > Phone**.

1. Search for the endpoint and click on it.

2. Under **Device Information**, confirm the **Owner User ID**.



Owner
Owner User ID* User Anonymous (Public/Shared Space)
hqone

Troubleshoot

From PCP 12.X, there is no access to CLI/SSH as root.

If any issue still persists please contact the Cisco Technical Assistance Center (TAC).

Related Information

- [Cisco Prime Collaboration Provisioning](#)
- [Collect ShowTech Logs from the GUI of Prime Collaboration Provisioning](#)
- [Technical Support & Documentation - Cisco Systems](#)