



MPP Cloud Provisioning Process

Easy Deployment for Cisco Multiplatform Phones

MPP Product Team

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Agenda list

- 1 What is Cloud Provisioning
- 2 Why do you need the tool
- 3 How Does it Work
- 4 How to set it up
- 5 Q&A

What is Cloud Provisioning?

- Enables automatic provisioning of Cisco MPP Phones on the customer premises
- Customers can plug in a phone and it automatically configures to their SP service



MPP Automated
Deployment



Why is Cloud Provisioning Important?

- Enables rapid & low cost deployment of Cisco Multiplatform phones (MPP)
- Reduces cost of sales for the Services provider
- Customer gets plug and play experience



Cloud Provisioning
Tool (Web portal +
API)



How Does it Work – Roles

Cisco

- SP buys phone from Cisco Distributor and ships direct to the customer
- Cisco Provides the “Cloud Provisioning Tool” which re-directs phones to the SP so they can deploy to their service

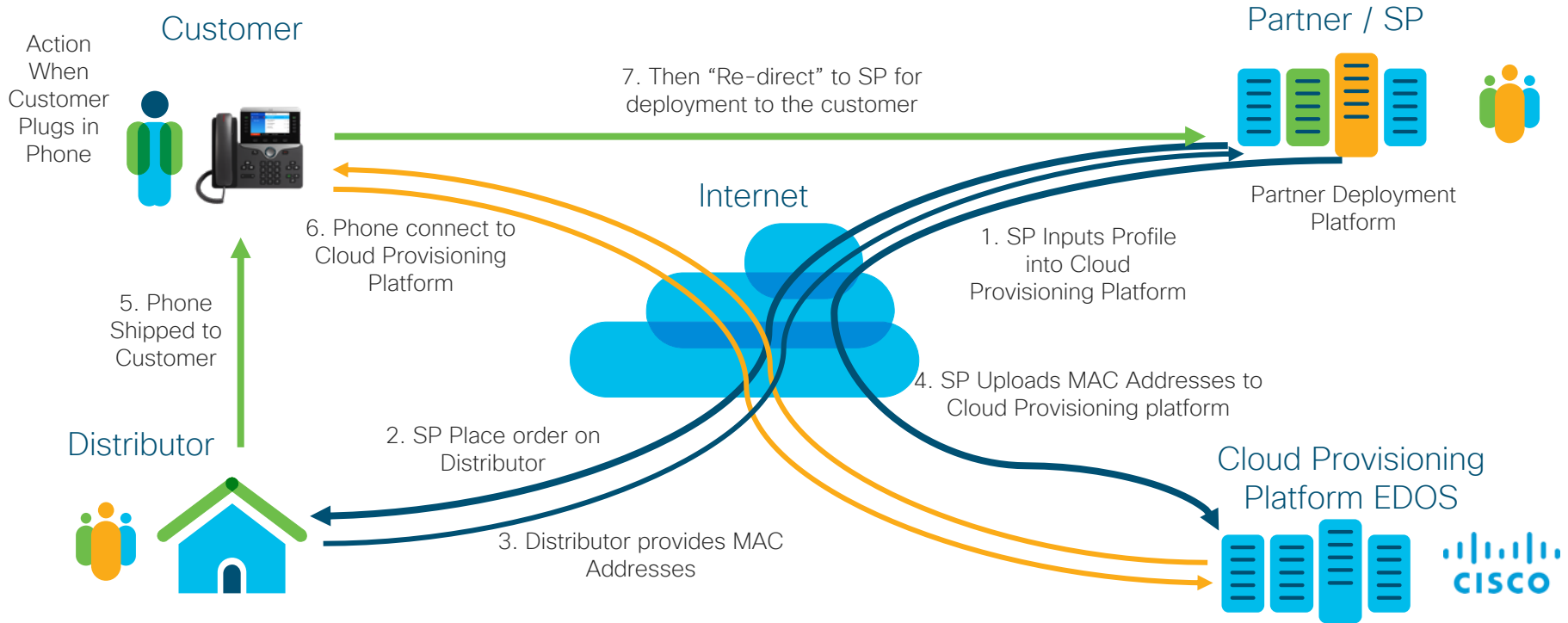
Service Provider

- Generally has their own deployment services but CRITICALLY need a way to point the Cisco MPP phone at their own service with “zero touch”
- Hence they use the Cloud Provisioning Server to re-direct customer phones & enables the SP to buy phones and ship direct to customer

Distributor

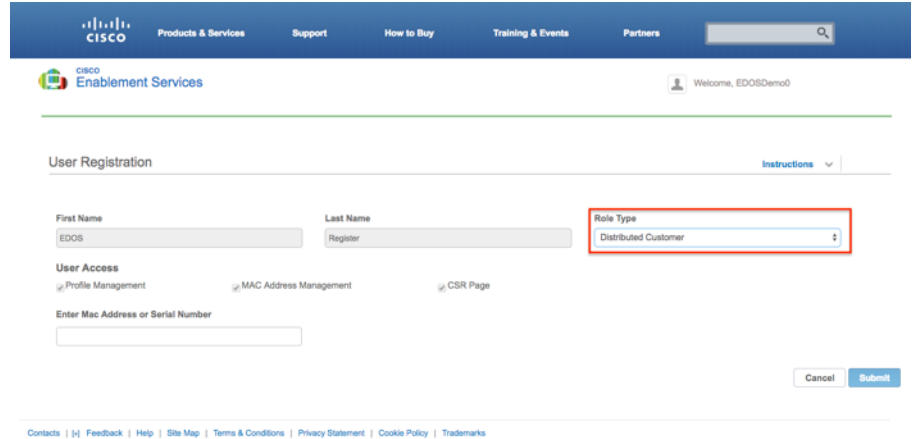
- Receives orders from SP and passes MAC address back to SP so they can add those devices to the Cloud Provisioning Platform

Process Flow



Setting Up the Service

- [Account setup instructions](#)
- [Quick start guide](#)
- [Detailed user guide](#)
- [API specification](#)



The screenshot shows the Cisco Enablement Services user registration interface. At the top, there is a dark blue navigation bar with the Cisco logo and links for Products & Services, Support, How to Buy, Training & Events, and Partners. Below this is a white header with the Cisco Enablement Services logo and a user profile icon labeled 'Welcome, EDOSDemo0'. The main content area is titled 'User Registration' and includes an 'Instructions' dropdown menu. The registration form contains several fields: 'First Name' (filled with 'EDOS'), 'Last Name' (filled with 'Register'), and 'Role Type' (a dropdown menu with 'Distributed Customer' selected and highlighted by a red box). Below these are links for 'User Access' (Profile Management, MAC Address Management, CSR Page) and an 'Enter Mac Address or Serial Number' field. At the bottom right, there are 'Cancel' and 'Submit' buttons. A footer at the very bottom contains links for Contacts, Feedback, Help, Site Map, Terms & Conditions, Privacy Statement, Cookie Policy, and Trademarks.

General FAQ – Cloud Provisioning

Q: Is there a separate SKU for the phones to run this services?

A: *No, there used to be but not anymore.*

Q: Is this service secure?

A: *Yes, device communicates with Cloud Provisioning platform securely.*

Q: What log on details does an SP need to access the service?

A: *Cisco.com (CCO) Credentials, with Distributed Customer role assigned to the SP in question.*

Q: Does the service work with all Cisco MPP Phones?

A: *Yes*

General FAQ – Cloud Provisioning

Q: Does it matter what platform the SP is using?

A: *No, the re-direct is very simple and platform agnostic*

Q: Is there any likely hood the re-direct will be blocked on the customer side?

A: *Customer network needs to allow to/from traffic for domain names activate.cisco.com and webapps.cisco.com.*

Q: Customer brought their device from different SP. Can new SP override device redirection mapping set by old SP?

A: *No, please reach out to cdap-support@cisco.com for help.*

Technical FAQ – Cloud Provisioning

Q: What information do you need to setup the re-direct?

A: Model type, MAC addresses and redirection profile. Example redirection profile listed below. Change Profile_Rule to your provisioning url and save as xml file. You can follow [Quick start guide](#) for step by step instructions.

```
<?xml version="1.0" encoding="UTF-8"?>
<device>
<flat-profile>
<Profile_Rule>http://yourserver.com/$PSN.xml</Profile_Rule>
</flat-profile>
</device>
```

Technical FAQ – Cloud Provisioning

Q: Do I need to create redirection profile per each phone model?

A: No, you can use macro variables to represent model type when creating redirection profile – for example

[http://yourserver.com/\\$PSN.xml](http://yourserver.com/$PSN.xml)

Q: I created redirection profile using one model type of MPP Phone, can I assign MAC address of different model type to it?

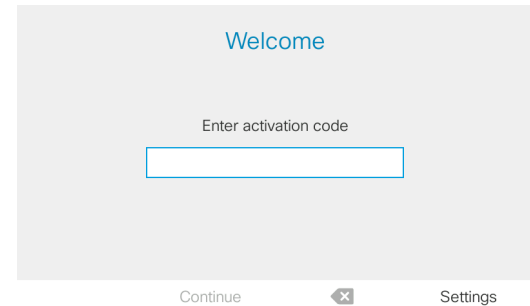
A: Yes, as long as your redirection profile is not model specific, you can assign any other type of MPP phone to it.

Technical FAQ – Cloud Provisioning

Q: How do I use cloud provisioning to get my device ready for onboarding via activation code? [For Broadworks deployments only]

A: Following is an example redirect profile. It will upgrade the phone to a compatible firmware and then show activation code screen.

```
<?xml version="1.0" encoding="UTF-8"?>
<device>
<flat-profile>
<!-- System Configuration -->
<Profile_Rule ua="na">gds://</Profile_Rule>
<!-- Firmware Upgrade -->
<Upgrade_Enable ua="na">Yes</Upgrade_Enable>
<Upgrade_Error_Retry_Delay ua="na">3600</Upgrade_Error_Retry_Delay>
<Upgrade_Rule ua="na">http://your-server.com/sip88xx.11-2-3MSR1-1.loads</Upgrade_Rule>
</flat-profile>
</device>
```



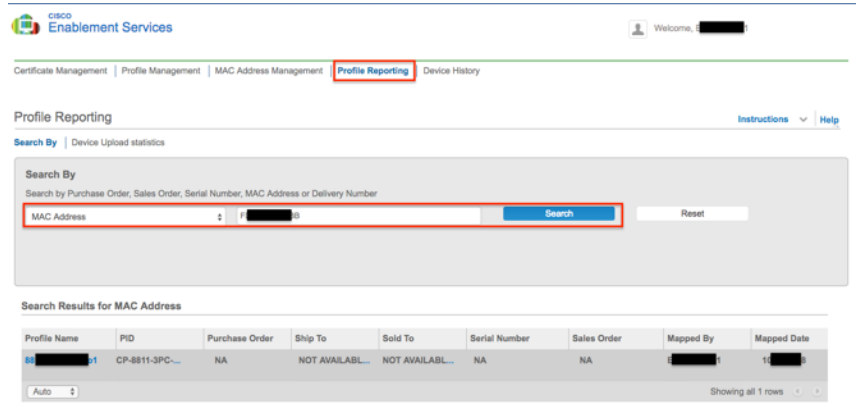
Technical FAQ – Cloud Provisioning

Q: How to check if device is setup for redirection?

A: Search by MAC address in Profile Reporting screen.

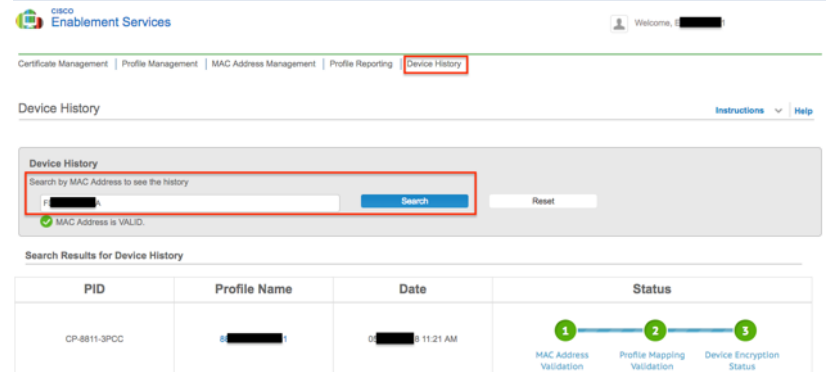
Q: How to check if device is redirected?

A: Search by MAC address in Device History screen.



The screenshot shows the Cisco Enablement Services interface. The navigation bar includes 'Certificate Management', 'Profile Management', 'MAC Address Management', 'Profile Reporting' (highlighted with a red box), and 'Device History'. The main content area is titled 'Profile Reporting' and contains a search section. The search criteria is set to 'MAC Address' (highlighted with a red box) and a search button is visible. Below the search section, a table displays search results for the MAC address.

Profile Name	PID	Purchase Order	Ship To	Sold To	Serial Number	Sales Order	Mapped By	Mapped Date
81 [redacted]	CP-8811-3PC...	NA	NOT AVAILABL...	NOT AVAILABL...	NA	NA	[redacted]	11 [redacted]



The screenshot shows the Cisco Enablement Services interface. The navigation bar includes 'Certificate Management', 'Profile Management', 'MAC Address Management', 'Profile Reporting', and 'Device History' (highlighted with a red box). The main content area is titled 'Device History' and contains a search section. The search criteria is set to 'MAC Address' (highlighted with a red box) and a search button is visible. Below the search section, a table displays search results for the device history, including a status flow diagram.

PID	Profile Name	Date	Status
CP-8811-3PC	[redacted]	[redacted] 11:21 AM	<ol style="list-style-type: none">MAC Address ValidationProfile Mapping ValidationDevice Encryption Status

Technical FAQ – Cloud Provisioning

Q: Why customer phone is not registering?

A: *This would start a normal Tech case between the customer & SP. SP should check following:*

- Are DHCP options are setup in customer network? Those take precedence over cloud provisioning.*
- Is firewall restricting communication? They need to allow to /from traffic for domain names activate.cisco.com and webapps.cisco.com*
- Is device able to get correct date and time in customer network via NTP queries?*

Technical FAQ – Cloud Provisioning

Q: How do I get my CSR signed by Cisco root certs?

A: *Navigate to Certificate Management -> Sign CSR section on the web portal and get your CSR signed.*

The screenshot displays the Cisco Enablement Services web portal. At the top, the Cisco logo and 'Enablement Services' are visible, along with a user welcome message. A navigation bar includes 'Certificate Management' (highlighted with a red box), 'Profile Management', 'MAC Address Management', 'Profile Reporting', and 'Device History'. Below this, the 'Certificate Management' section is active, with 'Sign CSR' (also highlighted with a red box) selected. The main content area is titled 'Select and Upload File for Sign in' and contains several form fields: 'Select Product' (with a dropdown menu showing 'SPA1xx firmware 1.3.3 and newer/SPA232D firmware 1.3.3 e'), 'Encryption Type' (with a dropdown menu showing 'SHA256'), and 'Sign In Duration' (with a dropdown menu showing '2 year'). There is also a 'CSR File' field with a 'Browse ...' button. Action buttons include 'Sign Certificate Request', 'Reset', and 'Download Signed Certificate'. A 'Certificate Receive Method' section includes an 'Enter Recipient's Email Address' field and a 'Submit' button. At the bottom, a footer contains links for 'Contacts', 'Feedback', 'Help', 'Site Map', 'Terms & Conditions', 'Privacy Statement', 'Cookie Policy', and 'Trademarks'.

Technical FAQ – Cloud Provisioning

Q: How do I install my custom root CA on device before redirection?

A: *Navigate to Certificate Management -> Upload root CA section, upload your root CA cert file, copy url and use it in your redirection profile.*

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<device>
```

```
<flat-profile>
```

```
<Custom_CA_Rule>https://webapps.cisco.com/software/edos/callhome/rootca?id=xxx</Custom_CA_Rule>
```

```
<Profile_Rule>https://your-secure-server.com/$PSN.xml</Profile_Rule>
```

```
</flat-profile>
```

```
</device>
```

The screenshot shows the Cisco Enablement Services web interface. At the top, there's a navigation bar with 'Certificate Management' highlighted. Below it, the 'Certificate Management' section is active, with 'Upload Root CA' highlighted. A form for 'Select and Upload Root CA File' is visible. Below the form is a table with columns for 'Root CA File', 'Root CA Url', and 'Actions'. The first row contains a file name, the URL 'https://webapps.cisco.com/software/edos/callhome/rootca?id=xxx', and an 'Actions' column with a 'Copy URL' icon. A red arrow points to this icon with the text 'Copy URL'.

Resources

- Set Up for the Cloud Provisioning service is [HERE](#)
- Questions regarding the service cdap-support@cisco.com

Questions?



Thanks

