

# Understanding SIP devices provisioning permissions

Applies to VoipNow 5.X.X!

Whether you're the owner of a Service Provider, Organization or User account, VoipNow lets you add and manage SIP devices with specific liberties and limitations. This article explains provisioning rights for each type of account.

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## Overview

Three levels of provisioning permissions are available in VoipNow: **Modify**, **View** or **None**.

VoipNow admins have the freedom to add, edit, view and remove SIP devices in any context, regardless of provisioning permissions set on account levels. They can access the SIP devices area from **Unified Communications Telephony Provisioning SIP Devices**.

SIP Devices						
<div>Return to My Account</div> <div>Open menu</div> <div>Help</div> <div>Up level</div>						
Tools						
<div>Add New Device</div>						
SIP Devices Inventory						
<div></div> <div>All devices</div> <div>Search</div> <div>Show All</div>						
<div>Show Columns</div> <div>Clear Assignments</div> <div>Regenerate Files</div> <div>Export to CSV</div> <div>Remove Selected</div>						
S	Friendly Name	Serial	MAC	Owner	Assigned Organization	Assigned Users
✓	Polycom	f3b591150639	00:15:65:90:78:00	Mark Towns	AT MAIN ORG 152 AT MAIN ORG 152	Mark Towns (0152*007)
✓	Cisco	5a2876466188	00:15:65:22:22:66	Jane Frost	AT MAIN ORG 152 AT MAIN ORG 152	Jane Frost (0152*005)
✓	Snom	4a9259058769	00:18:B9:66:99:56	Tom Apple	AT MAIN ORG 152 AT MAIN ORG 152	-
✓	Panasonic	2dd443256208	00:A8:59:90:34:34	Adam Fields	AT MAIN ORG 152 AT MAIN ORG 152	-
✓	Aastra	70d282934128	00:15:65:23:34:54	Sam Barnes	AT MAIN ORG 152 AT MAIN ORG 152	Sam Barnes (0152*098)

Owners of Service Provider and Organization accounts may add and manage SIP devices in their own context and/or in the context of their children accounts. For example, if you're the owner of an Organization account, you can add devices for your own Organization (i.e. in your own context, in your **SIP Devices** page), but also for the Users in your Organization (i.e. in the User's context, in his **SIP Devices** page).

Generally, your provisioning capabilities depend on two factors:

1. The level of the **Allow to provision devices** option on your account.
2. The level of the **Allow to provision devices** option on your children accounts.

Read below to find out how these permissions set at the level of your account and that of your children accounts limit or expand your provisioning capabilities.

The **Allow to provision devices** option is available in the **Roles and Phone Numbers** page of each account and can only be set by the owner of the parent account.

To manage SIP devices, go to **Telephony Provisioning SIP Devices**.

## For Service Providers

### Adding SIP devices

Permissions

Organizations management

Roles management

Extensions and users management

Extension features management

Phone extension SIP management

SIP trunking management

Charging plans management

Sound management

Phone numbers management

See stacked phone numbers

UnifiedAPI management

CallerID management

Allow to provision devices

Modify

Modify

View

None

Limits

If you're the owner of a Service Provider account, here are your provisioning capabilities:

1. If your **Allow to provision devices** permission is **Modify**, you can add SIP devices in you context as well as in the context of your Organizations and Users. It doesn't matter what provisioning permissions they have in place.
2. If your **Allow to provision devices** permission is **View**, you can:
  - add SIP devices in your context, but you can only assign them to Organizations and Users with **Modify** permissions.
  - add SIP devices in an Organization context as long as that Organization has **Modify** permission.
  - add SIP devices in a User context as long as that User has **Modify** permission. Otherwise, you can't.
3. If your **Allow to provision devices** permission is set to **None**, you cannot access the SIP Devices area as it's no longer displayed in the interface.

## Editing and removing SIP devices

While you're in the **SIP Devices** page, you can read-only, edit and/or remove SIP devices. You cannot edit or remove devices that are read-only.

If you want to receive tips on **Edit** permissions on mouse-over, click on **My Interface** button at the top right of the interface. This will open **My Interface Settings** page, where you need to select the **Display tool tip** option and press **OK**.

## Default Interface Preferences

Rows in table *	<input type="text" value="10"/> rows
Expanded alerts *	<input type="text" value="3"/>
Interface skin	<input type="text" value="Blue"/>
System language	<input type="text" value="English v5.0.0"/>
Display tool tip	<input type="checkbox"/>
Program logo	<input type="text"/> <input type="button" value="Browse"/> aspect ratio 16:4
Logo landing page	<input type="text" value="(e.g. http://example.com)"/>

The devices listed in the **SIP Devices Inventory** fall into several categories:

- devices owned by you or the admin
- devices owned by or assigned to your Organizations
- devices owned by or assigned to the Users in your Organizations

Your right to edit and remove devices depends on what provisioning level you, your Organizations and Users have (i.e. how the **Allow to provision devices** option is set) as well as on the ownership of the device. Read below for clarification.

1. If your **Allow to provision devices** permission is **Modify**, you can edit and remove all listed devices. There are no restrictions.
2. If your **Allow to provision devices** permission is **View**, you can only edit devices under the following conditions:
  - You or the admin owns the device; the device is not assigned to any Organization; you own at least one Organization with **Modify** permission (and at least one of its Users has **Modify** permission). Please note that, although you can edit this device, you **cannot remove it**.
  - You, the admin or one of your Organizations owns the device; the device is assigned to an Organization with **Modify** permission; at least one extension the device is assigned to belongs to a User with **Modify** permission. Please note that while you can edit the device, you cannot remove it. If the device is assigned to the extension of a User with **Modify** permission, you can also edit the **Assigned Organization**.
  - A User with **Modify** permission owns the device and you own the Organization to which the device is assigned. Please note that, although you can edit such devices, you cannot remove them.
3. If your **Allow to provision devices** permission is set to **None**, you cannot access the SIP Devices area as it's no longer displayed in the interface.

## Clearing assignments and regenerating provisioning files

You can only **Clear Assignments** and **Regenerate Files** for editable devices! You cannot perform these operations on devices for which you have "read-only" permissions.

## Assigning provisioning permissions on children accounts

Your liberty to assign provisioning permissions to your children accounts depends on how the **Allow to provision devices** option is set on your account:

1. If your **Allow to provision devices** permission is set to **Modify**, you can assign up to **Modify** permissions to your Organization and User accounts.
2. If your **Allow to provision devices** permission is set to **View**, you can assign up to **View** permissions to your Organization and User accounts.
3. If your **Allow to provision devices** permission is set to **None**, you cannot assign any provisioning permissions to your Organization and User accounts. In this case, the SIP Devices area will not even show in your interface.

If your **Allow to provision devices** permission is set to **View** permission and your Organization has **Modify** permissions, you can change your Organization's permission to **View** as well.

However, you should know that this change is permanent. You won't be able to revert the Organization's permission to **Modify** as it will no longer show in the drop-down list.

Allow to provision devices

Organization type

View

View

None

## For Organizations

### Adding SIP devices

#### Permissions

Roles management	<input type="checkbox"/>
Extensions and users management	<input type="checkbox"/>
Extension features management	<input type="checkbox"/>
Phone extension SIP management	<input type="checkbox"/>
SIP trunking management	<input type="checkbox"/>
Charging plans management	<input type="checkbox"/>
Sound management	<input type="checkbox"/>
Phone numbers management	<input type="checkbox"/>
UnifiedAPI management	<input type="checkbox"/>
CallerID management	<input type="checkbox"/>
Allow to provision devices	<div><div>View</div><div>Modify</div><div><b>View</b></div><div>None</div></div>
Organization type	

If you're the owner of an Organization account, here are your provisioning capabilities:

1. If your **Allow to provision devices** permission is **Modify**, you can add SIP devices in your context, but also in the context of your Users. It doesn't matter what provisioning permissions they have in place.
2. If your **Allow to provision devices** permission is **View**, you can:
  - add SIP devices in your context, but you can only assign them to Users with **Modify** permissions.
  - add SIP devices in a User context as long as that User has **Modify** permission. Otherwise, you can't.
3. If your **Allow to provision devices** permission is set to **None**, you cannot access the SIP Devices area, as it's no longer displayed in the interface.

### Editing and removing SIP devices

While you're in the **SIP Devices** page, you can read-only and/or edit SIP devices. You cannot edit or remove devices that are read-only.

If you want to receive tips on **Edit** permissions on mouse-over, click on **My Interface** button at the top right of the interface. This will open **My Interface Settings** page, where you need to select the **Display tool tip** option and press **OK**.

The devices listed in the **SIP Devices Inventory** fall into several categories:

- devices owned by you, your Service Provider or the admin
- devices assigned to your Organization
- devices owned by or assigned to the Users in your Organization

Your right to edit and remove devices depends on what provisioning rights you and your Users have (i.e. how the **Allow to provision devices** option is set) as well as on the ownership of the device. Read below for clarification.

1. If your **Allow to provision devices** permission is **Modify**, you can edit and remove all listed devices. There are no restrictions.
2. If your **Allow to provision devices** permission is **View**, you can only edit devices under the following conditions:
  - You, your Service Provider or the admin owns the device; at least one extension the device is assigned to belongs to a User with **Modify** permission. Please note that, although you can edit this device, you cannot remove it.
  - The device is owned by Users with **Modify** permissions. Please note that, although you can edit this device, you cannot remove it.

3. If your **Allow to provision devices** permission is set to **None**, you cannot access the SIP Devices area as it's no longer displayed in the interface.

## Clearing assignments and regenerating provisioning files

You can only **Clear Assignments** and **Regenerate Files** for editable devices! You cannot perform these operations on devices for which you have "read-only" permissions.

## Assigning provisioning permissions on children accounts

Your liberty to assign provisioning permissions to your children accounts depends on how the **Allow to provision devices** option is set on your account:

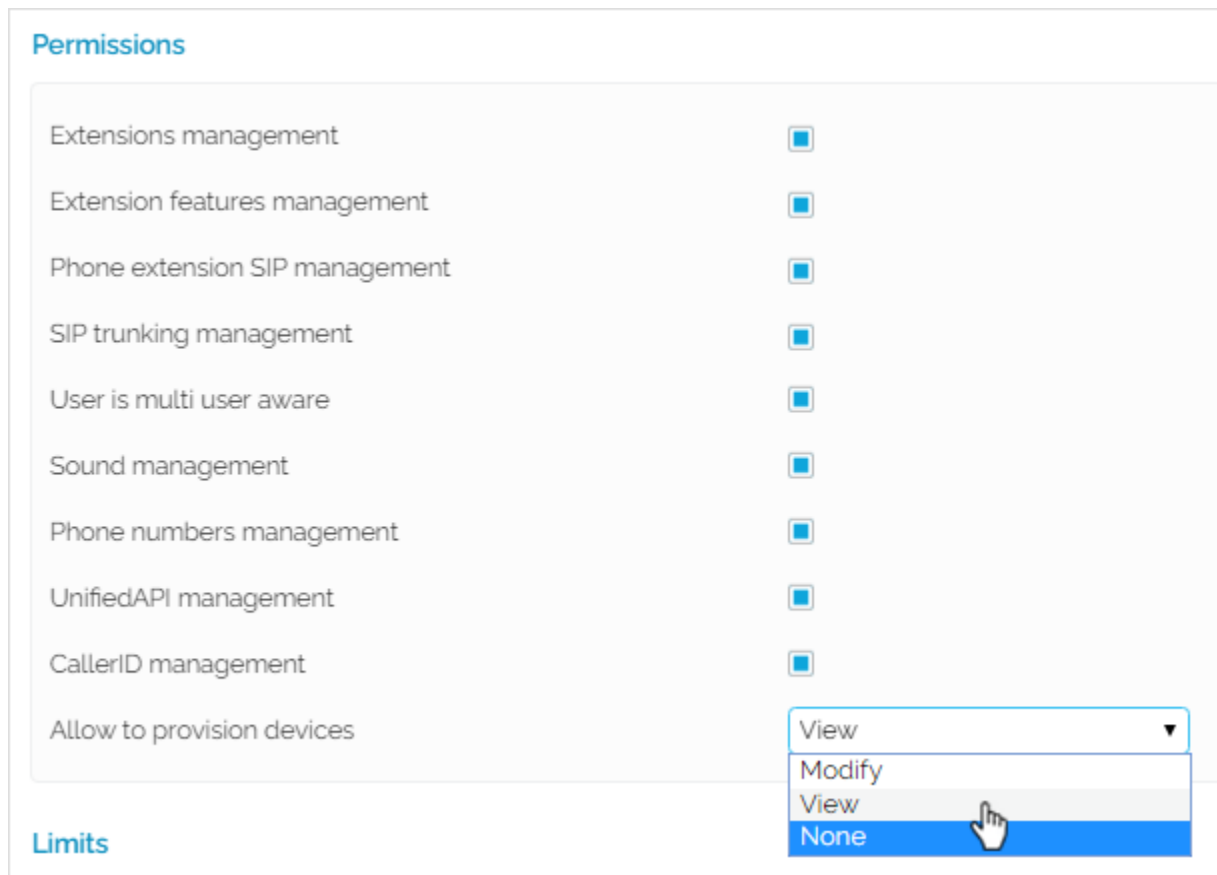
1. If your **Allow to provision devices** permission is set to **Modify**, you can assign up to **Modify** permissions to your User accounts.
2. If your **Allow to provision devices** permission is set to **View**, you can assign up to **View** permissions to your User accounts.
3. If your **Allow to provision devices** permission is set to **None**, you cannot assign any provisioning permissions to your User accounts. In this case, the SIP Devices area will not even show in your interface.

If your **Allow to provision devices** permission is set to **View** permission and your User has **Modify** permissions, you can change your User's permission to **View** as well.

However, you should know that this change is permanent. You won't be able to revert the User's permission to **Modify** as this option will no longer show in the drop-down list.

## For Users

### Adding SIP devices



The screenshot shows a 'Permissions' section with a list of permissions and their status (checked/unchecked). The 'Allow to provision devices' permission is currently set to 'View'. A dropdown menu is open, showing the available options: 'View', 'Modify', 'View', and 'None'. A hand cursor is pointing at the 'None' option.

Permission	Status
Extensions management	<input type="checkbox"/>
Extension features management	<input type="checkbox"/>
Phone extension SIP management	<input type="checkbox"/>
SIP trunking management	<input type="checkbox"/>
User is multi user aware	<input type="checkbox"/>
Sound management	<input type="checkbox"/>
Phone numbers management	<input type="checkbox"/>
UnifiedAPI management	<input type="checkbox"/>
CallerID management	<input type="checkbox"/>
Allow to provision devices	<input type="button" value="View"/>

**Limits**

If you're the owner of a User account, here are your provisioning capabilities:

1. If your **Allow to provision devices** permission is **Modify**, you may add SIP devices, but you can only assign them to your own extensions.
2. If your **Allow to provision devices** permission is **View**, you cannot add any SIP device.
3. If your **Allow to provision devices** permission is **None**, you cannot access the SIP Devices area as it is no longer displayed in the interface.

## Editing and removing SIP devices

While you're in the **SIP Devices** page, you can read-only and/or edit SIP devices. You cannot edit or remove devices that are read-only.

If you want to receive tips on **Edit** permissions on mouse-over, click on **My Interface** button at the top right of the interface. This will open **My Interface Settings** page, where you need to select the **Display tool tip** option and press **OK**.

The devices listed in the **SIP Devices Inventory** fall into several categories:

- devices owned by you, your Organization, Service Provider or the admin
- devices assigned to your extensions

Your right to edit and remove devices depends on your provisioning level (i.e. how the **Allow to provision devices** option is set on your account) as well as on the ownership of the device. Read below for clarification.

1. If your **Allow to provision devices** permission is **Modify**, you can only edit and remove devices that you own.
2. If your **Allow to provision devices** permission is **View**, you cannot edit or remove any device, even if you own them. Nor can you edit or remove devices owned by the admin, your Organization or your Service Provider. They are read-only. Also, if one of your extension is assigned a device owned by another User, you can only view that device; you cannot edit it or remove it.
3. If your **Allow to provision devices** permission is set to **None**, you cannot access the SIP Devices area as it's no longer displayed in the interface.

## Clearing assignments and regenerating provisioning files

You can only **Clear Assignments** and **Regenerate Files** for editable devices! You cannot perform these operations on devices for which you have "read-only" permissions.

## Related topics

- [How to configure the time for a Phone Terminal through provisioning](#)
- [Understanding and blocking ghost calls](#)
- [How to monitor VoipNow with Homer](#)
- [How to use Homer capture agents with VoipNow](#)
- [How SIP forking works in VoipNow](#)