

# Provisioning in COS BE Troubleshooting



# Auto-provisioning flow

The Auto provisioning flow consists of three main steps, as shown below.  
This guide helps troubleshoot errors that can occur in each of those steps and how to handle them.

## Step 1

The ONT is created in  
COS BE

1. Auto discovery - NMS is automatically creating an ONT in COS BE when the ONT is connected in the network
2. Pre-importing ONTs in COS BE

## Step 2

The ONT is connected  
to an Object (address)  
in COS BE

1. Scanning the ONT barcode in the deployment portal
2. Connecting the Object to the ONT in admin

## Step 3

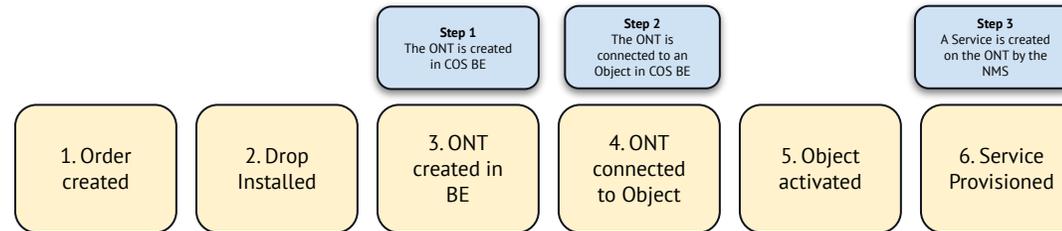
A Service is created on  
the ONT by the NMS

1. Auto-provisioning
2. Manually configuration of the ONT and manual sign of the network contract.

# Overview - Order to Service Activation

## Provisioning flow

## Installation process steps



## Order status for each step



In cases where the Order is created before the installation is made, the Order has the status **Awaiting Prerequisites**. It means that there are a number of conditions that need to be met before the Order can be activated. The prerequisites are shown on the Order page.

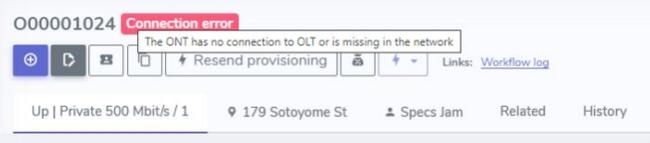
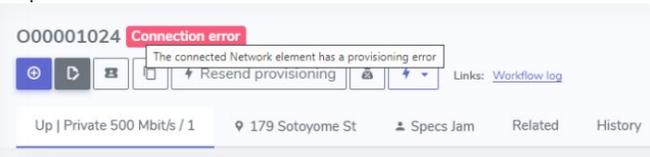
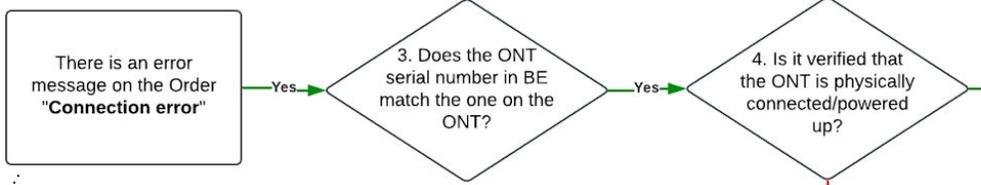
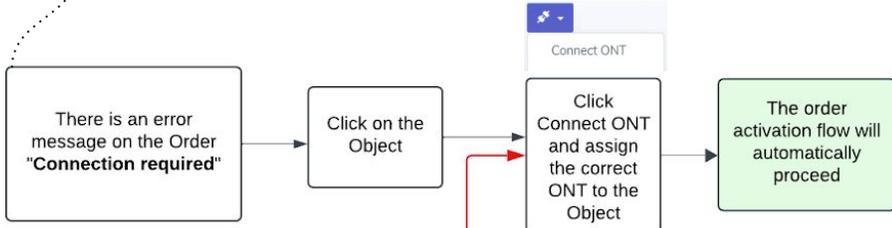
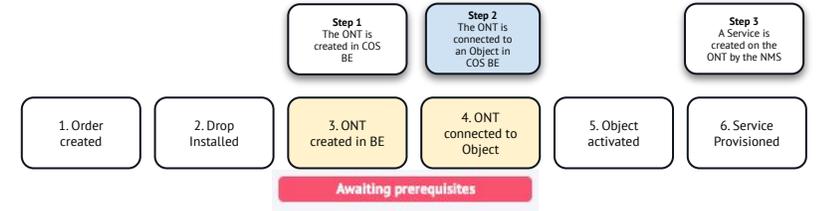
**Awaiting activation** usually means that the start date of the order is in the future, but all other prerequisites are met.

In an auto-provisioned network, **Awaiting provisioning** can indicate that something is missing/wrong.

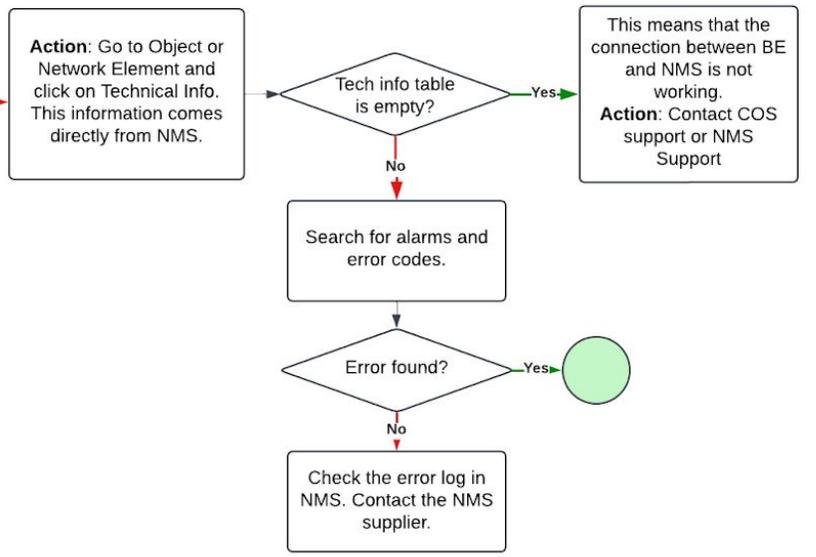
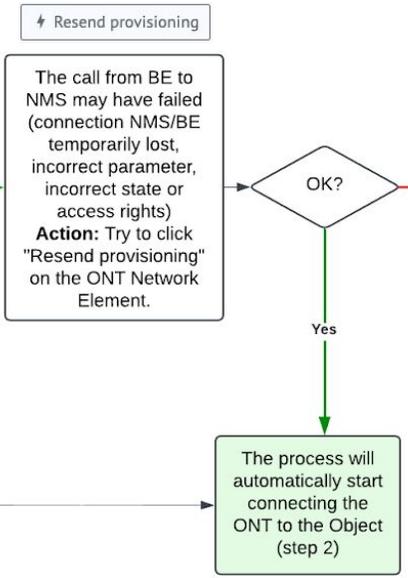


# Troubleshooting before Order has been activated

# Connection Errors

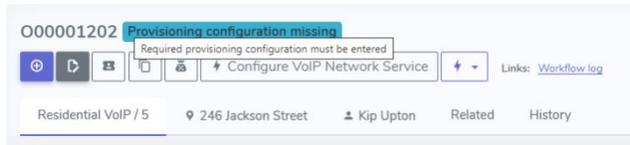
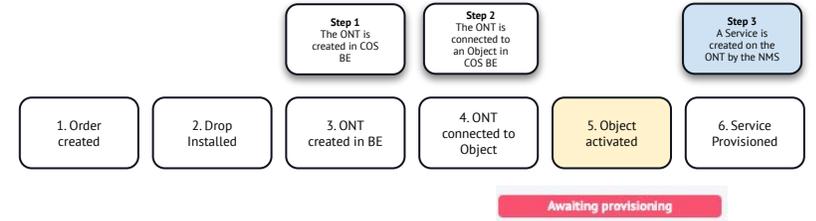


The ONT may not be correctly connected or powered up. Clicking "Resend provisioning" will not help.  
**Action:** Connect the ONT physically. (This step happens in all installations if the ONT is scanned before it is connected physically).



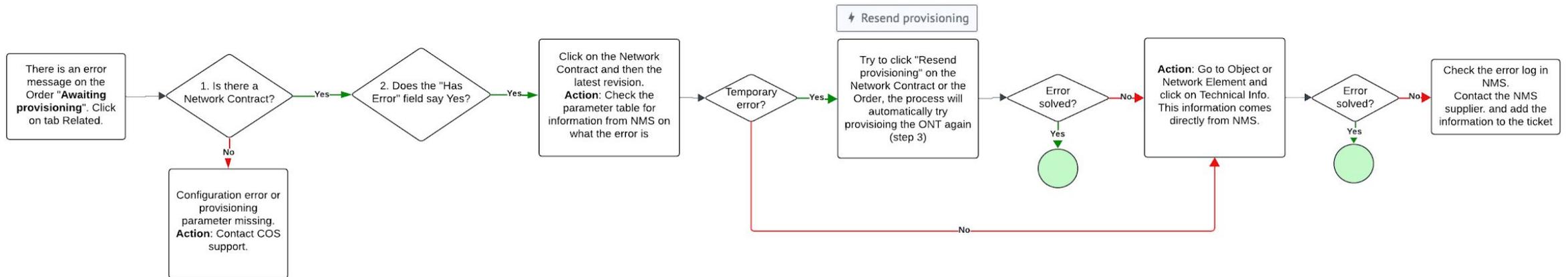
# Configuration

# Provisioning errors



Possible Reasons:  
 - New ISP but incorrectly configured (VLAN missing)  
 - New service added, but Network service missing. - Incorrectly configured Service type.  
**Action:** Contact COS support

## Other errors



# Troubleshooting after Order has been activated

# Troubleshooting ISP/First line support

