

# Cannot Create Phone Button Template for 7941 IP Phone. Error: -2146828282 (0x800a0006):Overflow error

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## Introduction

This document addresses the -2146828282 (0x800a0006):Overflow error error message that appears when a user attempts to create a new phone button template from the 7941 template.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the Cisco Unified Communications Manager (CallManager) 4.x.

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, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

When you attempt to create a new phone button template from the 7941 template in order to establish a two line phone, this error message appears: Error No. -2146828282 (0x800a0006):Overflow error.

## Solution

In order to resolve this issue, complete these steps:

1. Open SQL Query Analyzer, and choose the **ccm database**.
2. Run this query in order to insert into the PhoneTemplate table:

```
INSERT INTO PhoneTemplate (pkid, Name, NumOfButtons,
    UserModifiable, RemoveAtMigration, tkPhoneTemplateUsage, msrepl_tran_version)
VALUES (NEWID(), 'Copy Of 7941', 2, 1, 0, 0, NEWID())
```

3. Note the generated primary key ID (PKID) for this new record from the PhoneTemplate table where the name is **Copy of 7941**.
4. Use the generated PKID for the fkphonetemplate in all of these queries in place of the {1EEF6637-07C9-4353-9EDA-229A579CA4EC}:

- ◆ INSERT INTO PhoneTemplateModelMap (pkid, fkPhoneTemplate, tkModel, msrepl\_tran\_version) VALUES (NEWID(), '{1EEF6637-07C9-4353-9EDA-229A579CA4EC}', 115, NEWID())
- ◆ INSERT INTO PhoneButton (pkid, fkPhoneTemplate, ButtonNum, tkFeature, Label, ParamN1, ParamN2, ParamT1, ParamT2, isFixedFeature, msrepl\_tran\_version) VALUES (NEWID(), '{1EEF6637-07C9-4353-9EDA-229A579CA4EC}', 1, 9, 'Line 1', 1, 0, NULL, NULL, 1, NEWID())
- ◆ INSERT INTO PhoneButton (pkid, fkPhoneTemplate, ButtonNum, tkFeature, Label, ParamN1, ParamN2, ParamT1, ParamT2, isFixedFeature, msrepl\_tran\_version) VALUES (NEWID(), '{1EEF6637-07C9-4353-9EDA-229A579CA4EC}', 2, 9, 'Line 2', 2, 0, NULL, NULL, 0, NEWID())

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## Related Information

- [Cisco Unified IP Phones 7900 Series Q&A](#)
- [Cisco Technical Support IP Phone FAQ](#)
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- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
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