

# Clearing the Cisco CallManager Forwarding Table

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## Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Conventions](#)

[Clearing the Forwarding Tables](#)

[Related Information](#)

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## Introduction

If multiple Partition or Calling Search Space (CSS) changes are made to an IP phone's directory number (DN), and the Partitions and CSSes are not restarted, it is possible that the forwarding tables in Cisco CallManager may not update correctly. This can result in instances where incoming calls are forwarded directly to voicemail without ever ringing the called party's phone. This document provides a step-by-step procedure to clear the forwarding table.

## Prerequisites

### Requirements

Readers of this document should have knowledge of this topic:

- Cisco CallManager 3.1 and earlier

### Components Used

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

- Cisco CallManager 3.1 and earlier
- MCS - 7835

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

For more information on document conventions, refer to the [Cisco Technical Tips Conventions](#).

## Clearing the Forwarding Tables

Follow this procedure to clear the forwarding tables.

1. Determine from the Cisco CallManager trace which partition the forwarding table incorrectly associates the IP phone.
2. Create a dummy phone with a bogus MAC address, such as 123412341234.
3. Click **Update**.
4. Click **click to add** on line 1 of the dummy phone to add a DN.

Use the same DN as the problem IP phone.

5. Select a partition for this DN (get this from step 1).
6. Insert and close.
7. Click **line 1** again on the dummy phone.
8. Under Call Forward All, pick another valid DN and put it under Destination.


This is to forward all the calls on this dummy phone to another phone.

9. Update and close.
10. Call the dummy phone's DN.  
It should be forwarded to the new DN and that phone should ring.
11. If it is successfully forwarded to the new DN and that phone rings, go into the line 1 configuration of the dummy phone again, and delete the DN from the destination of Call Forward All.
12. Update and close again.
13. Delete the dummy phone completely.

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## Related Information

- [Voice Technology Support](#)

- [Voice and IP Communications Product Support](#)
  - [Voice, Telephony and Messaging TAC eLearning Solutions](#)
  - **Recommended Reading:** [Troubleshooting Cisco IP Telephony](#) 
  - [Technical Support - Cisco Systems](#)
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