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# CallManager Call Forward No Answer Fails Because of Partition Name Change

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**Introduction**

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## Introduction

This document describes one reason why the Call Forward No Answer (CFNA) fails to work and provides a solution in a Cisco CallManager environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of this topic:

- Cisco CallManager

### Components Used

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

- Cisco CallManager Version 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.

## Background Information

A partition comprises a logical group of directory numbers (DNs) and route patterns with similar reachability characteristics. Devices like DN and route patterns are typically in partitions. These are entities that are associated with DN that users dial. For simplicity, partition names usually reflect their characteristics, such as

"LALongDistancePT," "LA911PT," and so on. When a DN or route pattern is placed into a certain partition, this action creates a rule that specifies which devices can call that device or route list.

## Problem

If no one is available to answer the phone when a call comes in, the phone rings until the caller hangs up. Cisco CallManager fails to transfer the call to the Cisco Unity Voice Mail. It seems that the communication between Cisco CallManager and Cisco Unity is broken.

Figure 1 shows a possible configuration. "1000" in the Coverage/Destination field represents the Cisco Unity Voice Mail Pilot as arrow A in Figure 1 shows.

**Figure 1 Call Forward Configuration**

	Voice Mail	Coverage/ Destination	Calling Search Space
Forward All	<input type="checkbox"/>	1000	< None >
Forward Busy Internal	<input type="checkbox"/>		< None >
Forward Busy External	<input type="checkbox"/>		< None >
Forward No Answer Internal	<input type="checkbox"/>		< None >
Forward No Answer External	<input type="checkbox"/>		< None >
Forward No Coverage Internal	<input type="checkbox"/>		< None >
Forward No Coverage External	<input type="checkbox"/>		< None >
Forward On Failure Ext/Int	<input type="checkbox"/>		< None >
No Answer Ring Duration		(seconds)	
Call Pickup Group		< None >	(View Details)

## Solution

The root cause of the issue is the partition name change. It causes the Forward Manager to get out of synchronization and call forwarding to fail. CFNA ceases to work for all lines in that partition if you change the partition name in Cisco CallManager 4.x.

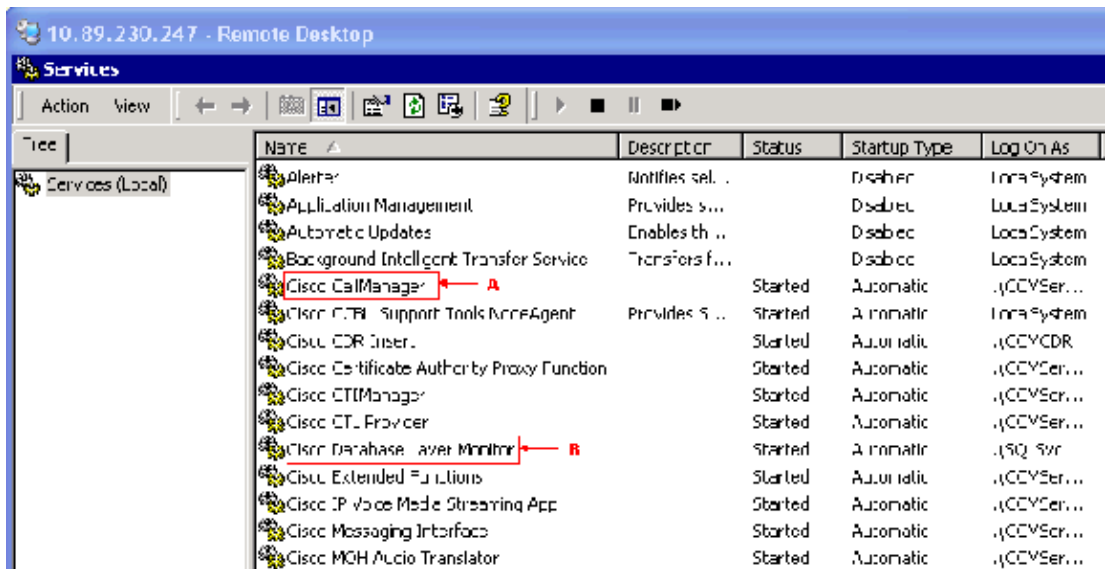
After you change the partition name, you must restart Cisco Database Layer Monitor and Cisco CallManager.

Complete these steps:

1. Choose **Start > Programs > Administrative Tools > Services**.
2. Right-click **Cisco Database Layer Monitor**.

See arrow B in Figure 2.

**Figure 2 Services**



3. Select **Restart** in the popup box.
4. Right-click **Cisco CallManager**.

See arrow A in Figure 2.

5. Select **Restart** in the popup box.

## NetPro Discussion Forums – Featured Conversations

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Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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