

CallManager 4.x: Delete Unassigned Directory Numbers Configuration Example

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Introduction

Cisco CallManager 4.x has a new concept called Unassigned Directory Numbers (DNs). When a DN gets removed/updated from a device or a phone gets deleted, the associated DNs are not removed from the Cisco CallManager database as in earlier versions. They still exist in the Cisco CallManager database as Unassigned DNs. You can see a list of DNs that are not associated with phones in the **Route Plan Report** menu option. Unassigned DNs allow customers to continue to forward to voice mail or another destination for DNs that are no longer assigned to devices. This happens often when employees are reassigned or terminated.

Note: In Cisco CallManager releases earlier than 4.0, DNs were automatically deleted when a device was deleted. Because line group support is a feature of Cisco CallManager Release 4.x, keeping unassigned DNs is a requirement.

This feature can help when you migrate or change some of your dial plans without having to advertise the new number. This is done by forwarding any calls destined for the old number to the new number with the use of the **Unassigned DN** option in the Route Plan Report. If this feature is not used carefully, it can cause calls to be forwarded to the wrong destination if the administrator decides to re-use the old DN in a new or existing phone configuration. When you re-use the old DN in a new or existing phone configuration, as soon as the partition for that DN is entered, the rest of the fields get populated automatically (re-imported) with the same values as the deleted unassigned DN. This might cause calls to be forwarded to the wrong destination. Refer to [Why the Reuse of a Deleted DN May Cause Misrouted Calls in CallManager 4.x](#) for more information.

This document describes how to delete an Unassigned DN from the Cisco CallManager database so that the DN can be re-used without any issue.

Note: Be sure to delete unassigned DNs throughout off-peak hours to prevent issues due to processor utilization.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Administration
- Configuring Directory Numbers

Components Used

The information in this document is based on Cisco CallManager 4.x and later.

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 the Cisco Technical Tips Conventions for more information on document conventions.

Delete Unassigned DNs in Cisco CallManager 4.x

Use the Route Plan Report window in order to delete the DN from the Cisco CallManager database. Complete these steps.

1. Choose **Route Plan > Route Plan Report** in order to display the Route Plan Report window.



2. Choose **Unassigned DNs** from the Find drop-down list and use the other drop-down list boxes to specify a Route Plan Report that lists all unassigned DNs.

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

Route Plan Report

[View In File](#)

4 matching record(s) for Pattern/DN begins with "" in Unassigned DN

Find where begins with

and show items per page

To list all items, click Find without entering any search text, or use

Matching record(s) 1 to 4 of 4

<input type="checkbox"/>	Pattern/Directory Number	partition	Type	Route Detail
<input type="checkbox"/>	1111		Directory Number	
<input type="checkbox"/>	2222		Directory Number	
<input type="checkbox"/>	3333		Directory Number	
<input type="checkbox"/>	4444		Directory Number	

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3. These are the three ways to delete DNs:

- ◆ Click the DN that you want to delete. When the Directory Number Configuration window displays, click **Delete**.

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Directory Number Configuration

[Dependency Records](#)

Associated With

Directory Number: 1111

Status: Ready
Note: Any update to this Directory Number automatically resets the associated devices

Directory Number

Directory Number* 1111
Partition < None >
 Active

Directory Number Setting

Voice Mail Profile
Calling Search Space
AAR Group

Call Forward and Pickup Settings

Voice Mail Coverage/Destination Calling Search Space

Microsoft Internet Explorer

You are about to permanently delete this 1111. This action cannot be undone.

Continue?

- ◆ Check the check box next to the DN that you want to delete and click **Delete Selected**.

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3 matching record(s) for Pattern/DN begins with "" in Unassigned DN

Find where and show items per page
To list all items, click Find without enter

Matching record(s) 1 to 3 of 3

<input type="checkbox"/>	Pattern/Directory Number	Partition
<input checked="" type="checkbox"/>	2222	Directory Number
<input type="checkbox"/>	3333	Directory Number
<input type="checkbox"/>	4444	Directory Number

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Microsoft Internet Explorer
You are about to delete 1 selected pattern/directory number(s). This action cannot be undone.
Continue?

- ◆ Click **Delete All Found Items** in order to delete all found unassigned DNs.

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2 matching record(s) for Pattern/DN begins with "" in Unassigned DN

Find where and show items per page
To list all items, click Find with

Matching record(s) 1 to 2 of

<input type="checkbox"/>	Pattern/Directory Number	Partit
<input type="checkbox"/>	3333	Directory Number
<input type="checkbox"/>	4444	Directory Number

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Microsoft Internet Explorer
You are about to delete all the directory numbers matching the given search criteria. This action cannot be undone.
Continue?

4. A warning message verifies that you want to delete the DN. Click **OK** in order to delete the DN. Click **Cancel** in order to cancel the delete request.

Error No. -2147219945 Displays When User Tries to Delete a Device

Sometimes, you find it difficult to delete a device, and you receive the Error No. -2147219945 error

message.

Solution

Complete these steps in order to resolve this issue:

1. Open that SQL database using the SQL Enterprise Manager.
2. Open the **NumPlan** table and perform this SQL query:

```
|SELECT * FROM NumPlan WHERE (DN or Pattern_Number you want to delete_')|*
```

This returns two entries. One of these entries should be deleted.

3. If you cannot delete one of these entries, SQL returns an error that says that there is a dependency in the DeviceNumPlan that you need to remove. In order to remove the dependency, go to the **DeviceNumPlan** table and perform this SQL query:

```
SELECT * FROM DeviceNumPlanMap Where fkNumPlan = '{_pkid from numplan table of entry you want to delete_}'
```

Remove the dependent entry from the DeviceNumPlan table.

Verify

In order to verify if the Unassigned DN is deleted from the CallManager database, go to the Route Plan Report and check whether the DN appears in the report. If the DN does not appear in the Route Plan Report, it has been removed from the database.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

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Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

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