



Partition Configuration

A partition contains a list of route patterns (directory number (DN) and route patterns). Partitions facilitate call routing by dividing the route plan into logical subsets that are based on organization, location, and call type. For more information about partitions, refer to “[Partitions and Calling Search Spaces](#)” in the *Cisco CallManager System Guide*.

Use the following topics to find, add, update, or delete route partitions:

- [Finding a Partition, page 18-1](#)
- [Adding a Partition, page 18-3](#)
- [Updating a Partition, page 18-4](#)
- [Deleting a Partition, page 18-5](#)
- [Partition Configuration Settings, page 18-7](#)
- [Searching for a Partition, page 18-10](#)

Finding a Partition

Because you might have several partitions in your network, Cisco CallManager lets you locate specific partitions based on specific criteria. Use the following procedure to locate partitions.



Note During your work in a browser session, Cisco CallManager Administration retains your partition search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your partition search preferences until you modify your search or close the browser.

Procedure

Step 1 Choose **Route Plan > Class of Control > Partition**.

The Find and List Partitions window displays.

Step 2 From the drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Note To find all partitions that are registered in the database, click **Find** without entering any search text.

A list of discovered partitions displays by

- Partition name
- Description



Note You can delete multiple partitions from the Find and List Partitions window by checking the check boxes next to the appropriate partitions and clicking **Delete Selected**. You can delete all partitions in the window by checking the check box in the matching records title bar and clicking **Delete Selected**.

- Step 4** From the list of records, click the partition that matches your search criteria. The window displays the partition that you chose.
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Related Topics

- [Adding a Partition, page 18-3](#)
- [Updating a Partition, page 18-4](#)
- [Deleting a Partition, page 18-5](#)
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Adding a Partition

Perform the following procedure to add a partition.

Procedure

- Step 1** In the menu bar, choose **Route Plan > Class of Control > Partition**.
- Step 2** Click **Add a New Partition**.
- Step 3** Enter the appropriate settings as described in [Table 18-1](#).
- Step 4** Click **Insert** to add the new partition(s).



Note You can configure multiple partitions. To enter multiple partitions, use one line for each partition entry. You can enter up to 75 partitions; the names and descriptions can have a total of up to 1475 characters. Use a comma (,) to separate the partition name and description on each line. If you do not enter a description, Cisco CallManager uses the name as the description.

Related Topics

- [Finding a Partition, page 18-1](#)
- [Updating a Partition, page 18-4](#)
- [Deleting a Partition, page 18-5](#)
- [Partition Configuration Settings, page 18-7](#)
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Updating a Partition

This section describes how to update a partition.

Procedure

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- Step 1** In the menu bar, click **Route Plan > Class of Control > Partition**.
 - Step 2** Locate and display the partition that you want to update. See the [“Finding a Partition” section on page 18-1](#).
 - Step 3** Update the partition name, description, time schedule, and/or time zone and click **Update**.
 - Step 4** Click **Restart Devices**. When you restart devices that are associated with the partition, all calls on affected gateways drop.
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Related Topics

- [Finding a Partition, page 18-1](#)
- [Adding a Partition, page 18-3](#)
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Deleting a Partition

The following procedure describes how to delete a partition.

Before You Begin

You cannot delete a partition if it is assigned to an item such as calling search space or to a route pattern. To find out which calling search spaces or other items are using the partition, click the **Dependency Records** link from the Partition Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-3](#). If you try to delete a partition that is in use, Cisco CallManager displays an error message. Before deleting a partition that is currently in use, you must perform either or both of the following tasks:

- Assign a different partition to any calling search spaces, devices, or other items that are using the partition that you want to delete.
- Delete the calling search spaces, devices, or other items that are using the partition that you want to delete.

Procedure

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- Step 1** In the menu bar, choose **Route Plan > Class of Control > Partition**.
- Step 2** Locate the partition that you want to delete. See the [“Finding a Partition” section on page 18-1](#).
- Step 3** Check the check box of the partition that you want to delete and click **Delete Selected**.



Tip You can delete all the partitions in the list by checking the check box in the Matching Record(s) title bar and clicking **Delete Selected**.

A message displays that states that you cannot undo this action.

Step 4 To delete the partition, click **OK** or to cancel the deletion, click **Cancel**.

**Caution**

Before initiating this action, check carefully to ensure that you are deleting the correct partition. You cannot retrieve deleted partitions. If a partition is accidentally deleted, you must rebuild it.

**Tip**

You can also delete a partition by locating and displaying the partition that you want to delete and clicking **Delete**.

Related Topics

- [Finding a Partition, page 18-1](#)
- [Adding a Partition, page 18-3](#)
- [Updating a Partition, page 18-4](#)
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Partition Configuration Settings

Table 18-1 describes the partition configuration settings.

Table 18-1 Partition Configuration Settings

Field	Description
(Partition Name, Description)	<p>Enter a name in the partition name and description box. Ensure each partition name is unique to the route plan. Partition names can contain alphanumeric characters, as well as spaces, hyphens (-), and underscore characters (_).</p> <p>Note The length of the partition names limits the maximum number of partitions that can be added to a calling search space. Table 18-2 provides examples of the maximum number of partitions that can be added to a calling search space if partition names are of fixed length.</p> <p>Follow the partition name by a comma (,); then, enter a description on the same line as the Partition Name. If you do not enter a description, Cisco CallManager automatically enters the partition name in this field.</p> <p>Use a new line for each partition and description.</p>

Table 18-1 Partition Configuration Settings (continued)

Field	Description
Time Schedule	<p>From the drop-down list box, choose a time schedule to associate with this partition. The associated time schedule specifies when the partition is available to receive incoming calls.</p> <p>The default value specifies <i>None</i>, which implies that time-of-day routing is not in effect and the partition remains active at all times.</p> <p>In combination with the Time Zone value in the following field, association of a partition with a time schedule configures the partition for time-of-day routing. The system checks incoming calls to this partition against the specified time schedule.</p>
Time Zone	<p>Choose one of the following options to associate a partition with a time zone:</p> <ul style="list-style-type: none"> • Originating Device—If you choose this option, the system checks the partition against the associated time schedule with the time zone of the calling device. • Specific Time Zone—If you choose this option, choose a time zone from the drop-down list box. The system checks the partition against the associated time schedule at the time that is specified in this time zone. <p>These options all specify the Time Zone. When there is an incoming call, the current time on the Cisco Call Manager is converted into the specific time zone set when one of the options is chosen. This specific time is validated against the value in the Time Schedule field.</p>

**Timesaver**

Use concise and descriptive names for your partitions. The CompanynameLocationCalltype format usually provides a sufficient level of detail and is short enough to enable you to quickly and easily identify a partition. For example, CiscoDallasMetroPT identifies a partition for toll-free, inter-local access and transport area (LATA) calls from the Cisco office in Dallas.

**Tip**

You can enter multiple partitions at the same time by entering the partition name and description, if applicable, in the Partition Name & Description text box. Remember to use one line for each partition entry and to separate the partition name and description with a comma.

[Table 18-2](#) provides examples of the maximum number of partitions that can be added to a calling search space if partition names are of fixed length. Refer to “[Partition Name Limitations](#)” in the *Cisco CallManager System Guide* for details about how this maximum number is calculated.

Table 18-2 Calling Search Space Partition Limitations

Partition Name Length	Maximum Number of Partitions
2 characters	170
3 characters	128
4 characters	102
5 characters	86
...	...
10 characters	46
15 characters	32

Related Topics

- [Finding a Partition, page 18-1](#)
- [Adding a Partition, page 18-3](#)
- [Updating a Partition, page 18-4](#)

- [Deleting a Partition, page 18-5](#)
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Searching for a Partition

If more than 250 partitions exist, the ellipsis (...) button displays next to the Partition drop-down list box on the CallManager Administration windows where the button appears. You can click the (...) button to search for the partition that you want. Use the following procedure to search for a partition.

Procedure

- Step 1** Click the ... button next to the Partition drop-down list box.
The Select Partition window displays.
- Step 2** In the **List items where Name contains** field, enter a partial partition name.
- Step 3** In the list of partitions that displays in the **Select item to use** box, click the desired partition name and click **OK**.
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Related Topics

- [Finding a Partition, page 18-1](#)
- [Adding a Partition, page 18-3](#)
- [Updating a Partition, page 18-4](#)
- [Deleting a Partition, page 18-5](#)
- [Partition Configuration Settings, page 18-7](#)