



## Route Plan Report

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The route plan report lists all assigned and unassigned directory numbers (DN), call park numbers, call pickup numbers, conference numbers, route patterns, translation patterns, message-waiting indicators, voice mail ports, and Cisco CallManager Attendant Console pilot numbers in the system. The route plan report allows you to view either a partial or full list and to go directly to the associated configuration windows by clicking the Pattern/Directory Number, Partition, or Route Detail fields.

In addition, the route plan report allows you to save report data into a .csv file that you can import into other applications. The .csv file contains more detailed information than the web pages, including directory numbers for phones, route patterns, pattern usage, device name, and device description.

Cisco CallManager uses the route plan to route both internal calls and external public switched telephone network (PSTN) calls. For more detailed information on the route plan, refer to the “[Understanding Route Plans](#)” section in *Cisco CallManager System Guide*.

Use the following procedures to view route plan records:

- [Viewing Route Plan Records, page 28-2](#)
- [Deleting Unassigned Directory Numbers, page 28-4](#)
- [Viewing Route Plan Reports in a File, page 28-6](#)

# Viewing Route Plan Records

This section describes how to view route plan records. Because you might have several records in your network, Cisco CallManager Administration lets you locate specific route plan records on the basis of specific criteria. Use the following procedure to generate customized route plan reports.

## Procedure

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**Step 1** Choose **Route Plan > Route Plan Report**.

The Route Plan Report window displays. Use the three drop-down list boxes to specify a route plan report that meets your requirements.

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

- All Patterns
- Unassigned DN
- Call Park
- Conference
- Directory Number
- Translation Pattern
- Call Pickup Group
- Route Pattern
- Message Waiting
- Hunt Pilot
- Voice Mail Port

From the second Find where drop-down list box, choose one of the following criteria:

- Pattern/Directory Number
- Partition

From the third Find where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is not empty
- is empty

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



**Tip**

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

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**Note**

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The route plan report shows the pattern/directory number, the corresponding partition and pattern type, and the route detail. The Route Detail column shows route list (with route group and line groups and associated gateway, and ports used information) or gateway information.

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A list of discovered route plans displays by

- Pattern/Directory Number icon
- Pattern/Directory Number
- Partition
- Type
- Route Detail

**Step 4** Click the pattern/directory number icon or name, the associated partition, or the route detail from the list of records that matches your search criteria.

The window displays the pattern that you choose.

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### Related Topics

- [Route Plan Report, page 28-1](#)
- [Viewing Route Plan Reports in a File, page 28-6](#)
- [Understanding Route Plans, Cisco CallManager System Guide](#)

## Deleting Unassigned Directory Numbers

This section describes how to delete an unassigned directory number from the route plan report. Directory numbers get configured and removed in the Directory Number Configuration window of Cisco CallManager Administration. When a directory number gets removed from a device or a phone gets deleted, the directory number still exists in the Cisco CallManager database. To delete the directory number from the database, use the Route Plan Report window.

### Procedure

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**Step 1** Choose **Route Plan > Route Plan Report**.

The Route Plan Report window displays. Use the three drop-down list boxes to specify a route plan report that lists all unassigned DNs.

**Step 2** Three ways exist to delete directory numbers:

- a. Click the directory number that you want to delete. When the Directory Number Configuration window displays, click **Delete**.
- b. Check the check box next to the directory number that you want to delete. Click **Delete Selected**.
- c. To delete all found unassigned directory numbers, click **Delete all Found Items**.

A warning message verifies that you want to delete the directory number.

**Step 3** To delete the directory number, click **OK**. To cancel the delete request, click **Cancel**.

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### Related Topics

- [Route Plan Report, page 28-1](#)
- [Viewing Route Plan Records, page 28-2](#)
- [Adding a Directory Number, page 57-45](#)
- [Updating Unassigned Directory Numbers, page 28-5](#)
- [Understanding Route Plans, Cisco CallManager System Guide](#)

## Updating Unassigned Directory Numbers

This section describes how to update the settings of an unassigned directory number from the route plan report. Directory numbers get configured and removed in the Directory Number Configuration window of Cisco CallManager Administration. When a directory number gets removed from a device, the directory number still exists in the Cisco CallManager database. To update the settings of the directory number, use the Route Plan Report window.

### Procedure

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**Step 1** Choose **Route Plan > Route Plan Report**.

The Route Plan Report window displays. Use the three drop-down list boxes to specify a route plan report that lists all unassigned DNs.

**Step 2** Click the directory number that you want to update.

The Directory Number Configuration window displays.



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**Note** You can update all the settings of the directory number except the directory number and partition.

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**Step 3** Make the required updates such as calling search space or forwarding options.

**Step 4** Click **Update**.

The Directory Number Configuration window redisplay, and the directory number field is blank.

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### Related Topics

- [Route Plan Report, page 28-1](#)
- [Viewing Route Plan Records, page 28-2](#)
- [Adding a Directory Number, page 57-45](#)
- [Deleting Unassigned Directory Numbers, page 28-4](#)
- [Understanding Route Plans, Cisco CallManager System Guide](#)

## Viewing Route Plan Reports in a File

This section contains information on how to view route plan reports in a .csv file.

### Procedure

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**Step 1** Choose **Route Plan > Route Plan Report**.

The Route Plan Report window displays.

**Step 2** Click **View In File**. A dialog box displays.

From this dialog box, you can either save the file or import it into another application.

**Step 3** Click **Save**.

Another window displays that allows you to save this file to a location of your choice.



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**Note** You may also save the file as a different file name, but the file name must have a .csv extension.

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**Step 4** Choose the location in which to save the file and click **Save**. This action should save the file to the location that you designated.

**Step 5** Locate the .csv file that you just saved and double-click its icon to view it.

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**Related Topics**

- [Route Plan Report, page 28-1](#)
- [Viewing Route Plan Records, page 28-2](#)
- [Understanding Route Plans, \*Cisco CallManager System Guide\*](#)

