

Cannot Create Phone Button Template for 7941 IP Phone. Error: -2146828282 (0x800a0006):Overflow error

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Introduction

This document addresses the `-2146828282 (0x800a0006):Overflow error` error message that appears when a user attempts to create a new phone button template from the 7941 template.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Communications Manager (CallManager) 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.

Problem

When you attempt to create a new phone button template from the 7941 template in order to establish a two line phone, this error message appears: `Error No. -2146828282 (0x800a0006):Overflow error`.

Solution

In order to resolve this issue, complete these steps:


1. Open SQL Query Analyzer, and choose the **ccm database**.
2. Run this query in order to insert into the PhoneTemplate table:

```
INSERT INTO PhoneTemplate (pkid, Name, NumOfButtons,
    UserModifiable, RemoveAtMigration, tkPhoneTemplateUsage, msrepl_tran_version)
VALUES (NEWID(), 'Copy Of 7941', 2, 1, 0, 0, NEWID())
```

3. Note the generated primary key ID (PKID) for this new record from the PhoneTemplate table where the name is **Copy of 7941**.
4. Use the generated PKID for the fkphonetemplate in all of these queries in place of the {1EEF6637-07C9-4353-9EDA-229A579CA4EC}:

- ◆ INSERT INTO PhoneTemplateModelMap (pkid, fkPhoneTemplate, tkModel, msrepl_tran_version) VALUES (NEWID(), '{1EEF6637-07C9-4353-9EDA-229A579CA4EC}', 115, NEWID())
- ◆ INSERT INTO PhoneButton (pkid, fkPhoneTemplate, ButtonNum, tkFeature, Label, ParamN1, ParamN2, ParamT1, ParamT2, isFixedFeature, msrepl_tran_version) VALUES (NEWID(), '{1EEF6637-07C9-4353-9EDA-229A579CA4EC}', 1, 9, 'Line 1', 1, 0, NULL, NULL, 1, NEWID())
- ◆ INSERT INTO PhoneButton (pkid, fkPhoneTemplate, ButtonNum, tkFeature, Label, ParamN1, ParamN2, ParamT1, ParamT2, isFixedFeature, msrepl_tran_version) VALUES (NEWID(), '{1EEF6637-07C9-4353-9EDA-229A579CA4EC}', 2, 9, 'Line 2', 2, 0, NULL, NULL, 0, NEWID())

Related Information

- [Cisco Unified IP Phones 7900 Series Q&A](#)
- [Cisco Technical Support IP Phone FAQ](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
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