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Introduction

This document describes the procedure to delete unassigned directory numbers (DNs) in Cisco Unified Communication Manager (CUCM).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Administration
- Configuration of DNs

Components Used

This document is not restricted to specific software and hardware versions.

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.

Background Information

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: Due to line group support is a feature of Cisco CallManager, it is required to keep unassigned DNs.

This feature can help when you migrate or change some of your dial plans without having to advertise the new number. In order to complete this, forward 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.

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.

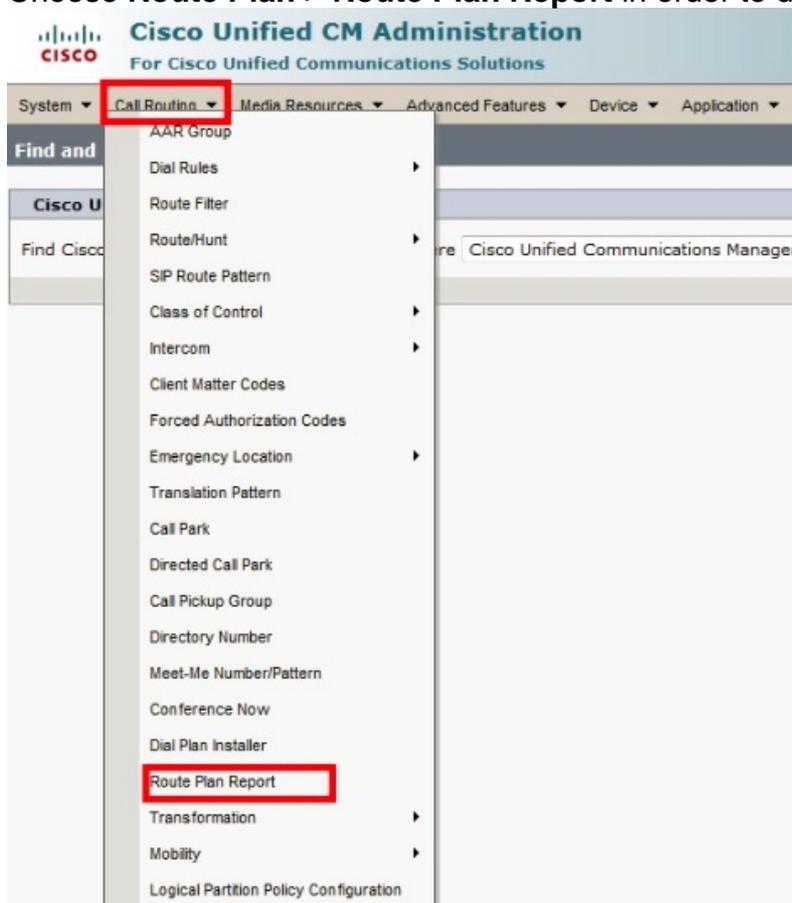
Note: Be sure to delete unassigned DNs throughout off-peak hours in order to prevent issues due to processor utilization.

Configure

Delete Unassigned DNs in Cisco CallManager 11.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.



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

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Find and List Route Plan Report Related Links: View in file Go

Select All Clear All Delete Selected Delete All Found Items

Status
8 records found

Route Plan Report (1 - 8 of 8) Rows per Page 50

Find: Unassigned DN Route Plan Report where Pattern or URI begins with Find

<input type="checkbox"/>		Pattern or URI ^	Partition	Type	Route Detail
<input type="checkbox"/>	7718 7719	1001		Directory Number	
<input type="checkbox"/>	7718 7719	1006		Directory Number	
<input type="checkbox"/>	7718 7719	50000		Directory Number	
<input type="checkbox"/>	7718 7719	50001		Directory Number	
<input type="checkbox"/>	7718 7719	50002		Directory Number	
<input type="checkbox"/>	7718 7719	50003		Directory Number	
<input type="checkbox"/>	7718 7719	50004		Directory Number	
<input type="checkbox"/>	7718 7719	50005		Directory Number	

Select All Clear All Delete Selected Delete All Found Items

- 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 Related Links: Back To

Save Delete Copy Reset Apply Config Add New

Directory Number Information

Directory Number*
Route Partition
Description
Alerting Name
ASCII Alerting Name
External Call Control Profile: < None >
 Active

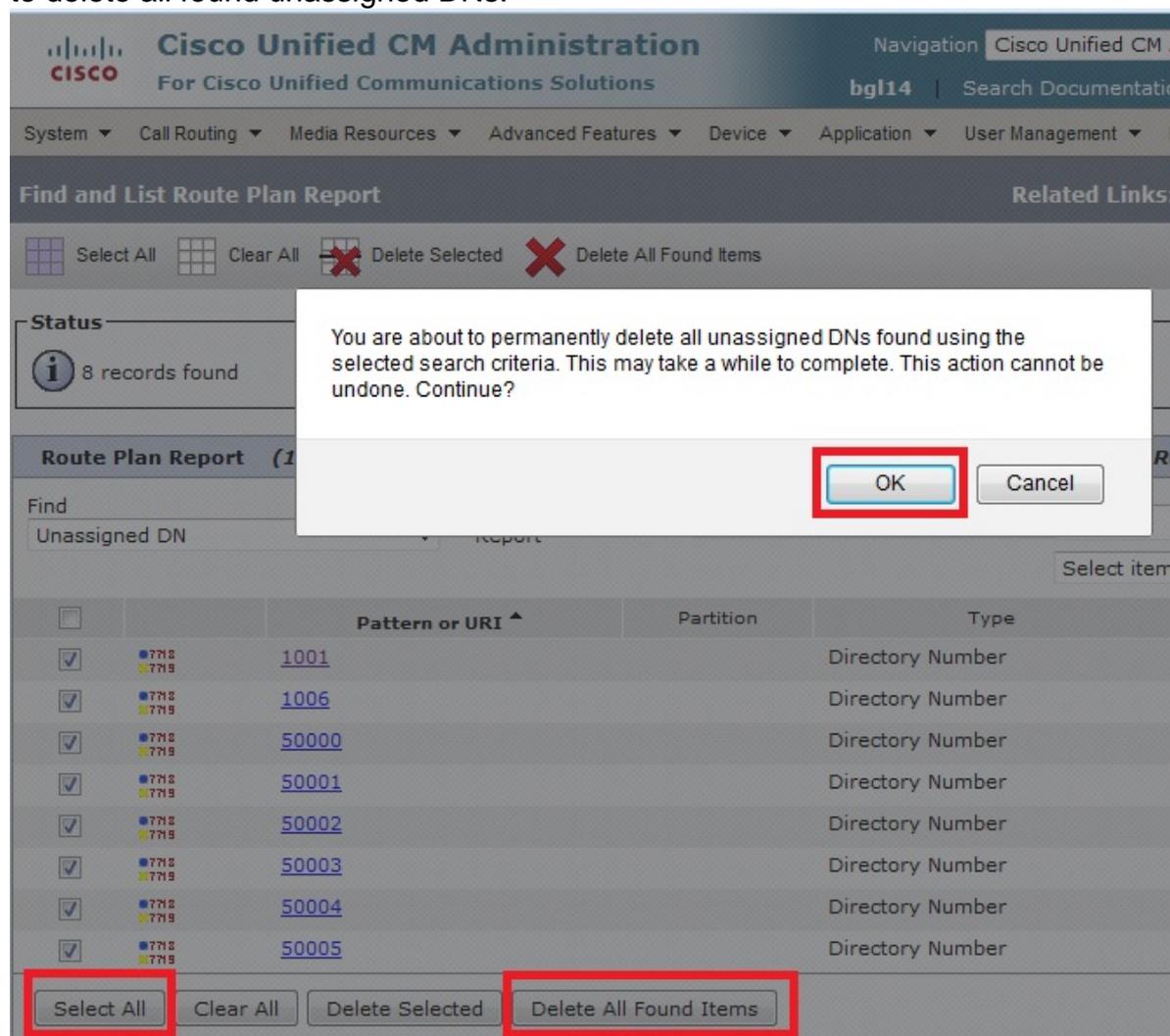
Directory Number Settings

Voice Mail Profile: < None > (Choose <None> to use...)
Calling Search Space: < None >
BLF Presence Group*: Standard Presence group
User Hold MOH Audio Source: < None >
Network Hold MOH Audio Source: < None >
 Reject Anonymous Calls

You are about to permanently delete this Directory Number. This action cannot be undone. Continue?
OK Cancel

Check the check box next to the

DN that you want to delete and click **Delete Selected**. Click **Delete All Found Items** in order to delete all found unassigned DNs.



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.

Troubleshoot

Problem

There will be some scenarios when you will not be able to add a DN in your CUCM. In the CallManager Administration GUI, it gives an error that the DN already exists and it will not allow you to add the DN. When you check this DN in the DN search, it does not give any results. In the GUI it confirms that the DN does not exist. When you add the same number it gives an error that the DN already exists.

Solution

In this example, there was a problem adding a DN 4001 via the GUI. The steps, which include how to search and delete the DN, are mentioned in detail.

1. In a publisher SSH session, enter these SQL commands in order to search the DN.

```
run sql select dnorpattern from numplan where dnorpattern="4001" <---Search for the DN
4001
run sql select dnorpattern from numplan where dnorpattern like '%001%' <---Search for part
of DN 001
```

```
admin:
admin:run sql select dnorpattern from numplan where dnorpattern="4001"
dnorpattern
=====
4001
admin:
admin:
admin:run sql select dnorpattern from numplan where dnorpattern like "%001%"
dnorpattern
=====
1001
4001
admin:
```

2. In order to delete the DN which does not show in the GUI output, but does show via SSH session, enter this SQL command.

```
run sql delete from numplan where dnorpattern="4001"
```

```
admin:run sql delete from numplan where dnorpattern="4001"
Rows: 1
admin:
admin:
admin:run sql select dnorpattern from numplan where dnorpattern="4001"
dnorpattern
=====
admin:
admin:
```

After you delete the DN, when you check for this DN in the database it gives you blank output. Refer to the previous output. Now, you will be able to add the DN via the CUCM GUI successfully.

Verify

There is currently no verification procedure available for this configuration.