

Unable to Cancel Call Forward All from an IP Phone

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Contents

Introduction

Prerequisites

- Requirements
- Components Used
- Conventions

Problem

Solutions

- Solution 1
- Solution 2
- Solution 3

Related Information

Introduction

This document describes how solve the problems associated with when you enable and disable Call Forward All from an IP phone.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 3.0 and later
- Cisco IP Phone 7960

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

Once Call Forward All is activated on an IP phone, you are not able to disable Call Forward All. When you press the **CFwdAll** button, you hear a fast busy tone and the `Error Database` message displays.

Solutions

This issue can be due to different reasons and can have different solutions as these sections describe.

Solution 1

Disable Call Forward All from the phone's device page in Cisco CallManager Administration or from the Cisco CallManager User page. Reset the phone after you make this change.

Solution 2

Restart the Database Layer monitor service that runs in Cisco CallManager.

Complete these steps:

1. Choose **Start > Programs > Administrative Tools > Services**.
2. Select **Cisco Database Layer Monitor**, right click **Stop** and **Start** the service.

Try this on the Subscriber first and check if you can disable Call Forward All. If it does not work try it on the Publisher.

Note: If these steps do not solve the issue, you need to reboot the cluster. Reboot the subscriber first, and, once the subscriber is up, reboot the publisher.

Solution 3

This issue can happen when CallManager trace files consume all disk space and cause the SQL server to run slowly on the CallManager server. You should therefore delete the old trace log files in order to free up the disk space.

1. In order to delete the old trace file, first you need to stop the traces on the Cisco CallManager server:
 - a. Logon to the Cisco CallManager Administration page.
 - b. Choose **Application > Cisco CallManager Serviceability > Trace > Configuration**.
 - c. Select the server and double click on **Cisco CallManager**.
 - d. Uncheck **Trace On** and click **Update**.
2. Go to **C:\Program files\Cisco\trace\CCM**.
3. After the deletion you need to turn trace on. In order to do this, repeat steps 1a through 1c, re-check **Trace on** and click on **Update**.
4. Try to enable or disable Call Forward All.

Related Information

- **Cisco CallManager Issues with Call Forward All**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Technical Support & Documentation – Cisco Systems**

