



Installing Dial Plans

You can install Cisco International Dial Plan and use it to create a unique numbering plan that is specific to a country, other than one in North America. Cisco Unified CallManager provides North American Numbering Plan (NANP) by default. Because dial plan requirements of other countries are unique to those countries, the default NANP configuration may not be the best suited configuration to create a dial plan for those countries. Cisco International Dial Plan allows you to create and update unique dial plans and make them available for use to Cisco customers worldwide.

This chapter describes how to install a dial plan on Cisco Unified CallManager server.

Before you install a dial plan on the server, you should download the equivalent dial plan COP (Cisco Option Package) file to the Cisco Unified CallManager server.

You can find COP files for all the available dial plans that you can download, install, and integrate with Cisco Unified CallManager systems at the following URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/IDP>

For details on installing a COP file, see the *Cisco Unified CallManager Dial Plan Guide*.

For details on how to install a dial plan from this location, see “[Installing a Dial Plan on Cisco Unified CallManager](#)” section on [page 52-3](#).

Use the following procedures to find and install dial plans on Cisco Unified CallManager.

- [Finding a Dial Plan, page 52-2](#)
- [Editing a Dial Plan, page 52-3](#)
- [Installing a Dial Plan on Cisco Unified CallManager, page 52-3](#)
- [Configuring Route Pattern Details for a non-NANP Dial Plan, page 52-4](#)
- [Upgrading a Dial Plan, page 52-4](#)
- [Uninstalling a Dial Plan, page 52-6](#)
- [Restarting the Cisco CallManager Service, page 52-6](#)
- [Related Topics, page 52-7](#)

Finding a Dial Plan

Use the following procedure to find a dial plan on a Cisco Unified CallManager system.

Procedure

Step 1 From Cisco Unified CallManager Administration window, choose **Call Routing > Dial Plan Installer**. The Find and List Dial Plans window displays

Because you might have several dial plans in your network, Cisco Unified CallManager lets you locate specific dial plans on the basis of specific criteria. Use the following procedure to locate servers.



Note

During your work in a browser session, cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified CallManager search preferences until you modify your search.

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

- Dial Plan
- Description

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

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

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip

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

A list of discovered servers displays by

- Dial Plans
- Description
- Installed Version
- System Version



Note

Installed version refers to the dial plan version that is installed on the node. System version refers to the latest version of the dial plan that is available on the first node of the cluster.

Additional Information

See the [“Related Topics” section on page 52-7](#).

Editing a Dial Plan

Use the following procedures to install, upgrade, or uninstall dial plans.

Procedure

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- Step 1** Find the Dial Plan that you want to install by using the procedure defined in the [“Finding a Dial Plan” section on page 52-2](#)
- Step 2** From the list of records, click the Dial Plan name that matches your search criteria.
The Dial Plan Configuration window displays.
- Step 3** Complete one of the following tasks:
- To install a dial plan, see the [“Installing a Dial Plan on Cisco Unified CallManager” section on page 52-3](#).
 - To upgrade a dial plan, see the [“Upgrading a Dial Plan” section on page 52-4](#).
 - To uninstall a dial plan, see the [“Uninstalling a Dial Plan” section on page 52-6](#).
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Additional Information

See the [“Related Topics” section on page 52-7](#).

Installing a Dial Plan on Cisco Unified CallManager

Use the following procedure to install a dial plan.

Procedure

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- Step 1** Find the Dial Plan that you want to install by using the procedure that is defined in the [“Finding a Dial Plan” section on page 52-2](#).
- Step 2** From the list of records, click the Dial Plan name that matches your search criteria.
The Dial Plan Configuration window displays.
- Step 3** The dial plan name and description display in the Dial Plan and Description fields.
- Step 4** The Installed Version displays the current version that is installed on Cisco Unified CallManager server. If no version of the dial plan is installed, the Installed Version displays Not Installed.
- Step 5** Choose the dial plan version that you want to install from the Available Version drop-down list box.
- Step 6** Click **Install**.
The Status displays that the dial plan has been installed.
The Installed Version field displays the dial plan version that is installed on Cisco Unified CallManager server.

Step 7 Repeat [Step 1](#) to [Step 6](#) to install the dial plans on all the nodes Cisco Unified CallManager cluster.

**Note**

After installation of the dial plans, restart the Cisco CallManager service to load the dial plan.

Additional Information

See the [“Related Topics”](#) section on page 52-7.

Configuring Route Pattern Details for a non-NANP Dial Plan

If you have installed a non-NANP dial plan on your Cisco Unified CallManager system, you can choose the required dial plan when you set up route pattern details in the Route Details Configuration window in Cisco Unified CallManager.

Note the following points when you configure route pattern details:

1. For a non-NANP dial plan, if you want to retain the settings at the Route Pattern level, make one of the following choices in the Route Details Configuration window:
 - a. Choose None in the Discard Digits field. Choosing None DDI in the Discard Digits field represents the same as not choosing a dial plan.
 - b. Choose a non-NANP dial plan:No Digits in the Discard Digits field. (For Example, AMNP:No Digits.)
2. If you want to specify settings at the Route Group level that will override the Route Pattern settings, choose the appropriate DDI for that dial plan from the Discard Digits field. Examples of DDI: NANP:PreDot, AMNP:PreDot.

Additional Information

See the [“Related Topics”](#) section on page 52-7.

Upgrading a Dial Plan

If you have installed a non-NANP dial plan, you can upgrade the dial plan that is installed on your Cisco Unified CallManager system with an upgraded version of the dial plan.

**Caution**

Upgrading a dial plan will fail if you configured one or more tags as a clause for a route filter in the existing version of the dial plan and the upgrade version does not contain these tags. After you upgrade to the new dial plan, the upgrade will list all such tags. You need to disassociate these tags from the route filter and run the dial plan upgrade again on the Cisco Unified CallManager system.

**Caution**

Upgrading a dial plan will fail if you have associated one or more DDIs with Route Patterns/Translation Patterns/Route Lists in the existing version of the dial plan and the upgrade version does not contain these DDIs. The dial plan upgrade will list all such DDIs. You need to disassociate these DDIs from Route Patterns/Translation Patterns/Route Lists and run the dial plan upgrade again on the Cisco Unified CallManager system.

**Note**

Make sure that you update the dial plans on the first node server of the Cisco Unified CallManager cluster before updating them on subscribers or other nodes in the cluster.

Use the following procedure to upgrade an existing dial plan.

Procedure

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- Step 1** Find the Dial Plan that you want to upgrade by using the procedure that is defined in the [“Finding a Dial Plan”](#) section on page 52-2
- Step 2** From the list of records, click the Dial Plan name that matches your search criteria.
The Dial Plan Configuration window displays.
- Step 3** The dial plan name and description display in the Dial Plan and Description fields.
- Step 4** The Installed Version displays the current version that is installed on Cisco Unified CallManager server. If no version of the dial plan is installed, the Installed Version displays Not Installed.
- Step 5** Choose the dial plan version that you want to upgrade from the Available Version drop-down list box.
- Step 6** Click **Install**.
The Status displays that the dial plan has been upgraded.
The Installed Version field displays the latest dial plan version.
- Step 7** Repeat [Step 1](#) to [Step 6](#) to upgrade the dial plans on all nodes of Cisco Unified CallManager cluster where the Cisco CallManager service is installed.

**Note**

After upgrading the dial plans, restart the Cisco CallManager service for the changes to take effect. See the [“Restarting the Cisco CallManager Service”](#) section on page 52-6.

**Note**

When dial plans are migrated from 4.0x to 5.0x, all configurations, like route patterns, get retained; the dial plans do not display in the Find and List Dial Plans window. To update dial plans, you must install the COP file, as described in the *Cisco Unified CallManager Dial Plan Guide* and install the dial plans that you want. See the [“Installing a Dial Plan on Cisco Unified CallManager”](#) section on page 52-3.

**Note**

When you upgrade from 4.0x to 5.0x, to retain the dial plan and the dial plan configurations like route pattern/route filter associated for a dial plan, install the latest dial plans available on CCO.

Additional Information

See the [“Related Topics”](#) section on page 52-7.

Uninstalling a Dial Plan

**Caution**

Before you uninstall a dial plan, ensure that you remove the route patterns, translation patterns, route lists, and route filters that are configured in the dial plan on the Cisco Unified CallManager system.

Use the following procedure to uninstall a dial plan.

Procedure

- Step 1** Find the Dial Plan that you want to delete by using the procedure that is defined in the [“Finding a Dial Plan”](#) section on page 52-2.
 - Step 2** From the list of records, click the Dial Plan name that matches your search criteria.
The Dial Plan Configuration window displays.
 - Step 3** The dial plan name and description display in the Dial Plan and Description fields.
 - Step 4** The Installed Version displays the current version that is installed on the Cisco Unified CallManager server.
 - Step 5** Click **Uninstall**.
- **Note** Dial plans should be uninstalled first from the first node in the cluster and then from the subsequent nodes.
- The Status displays that the dial plan was deleted.
The Installed Version field displays Not Installed.
- Step 6** Repeat [Step 1](#) to [Step 5](#) to uninstall the dial plans on all nodes of the Cisco Unified CallManager cluster.

Additional Information

See the [“Related Topics”](#) section on page 52-7.

Restarting the Cisco CallManager Service

Use the following procedure to restart the Cisco CallManager service.

Procedure

- Step 1** In the Cisco Unified CallManager Serviceability window, choose **Tools > Control Center - Feature Services**.
The Control Center–Feature Services window displays.
- Step 2** Choose the Cisco Unified CallManager server from the Servers drop-down list box.
In the CM Services area, Cisco CallManager displays in the Service Name column.



Note Click the radio button corresponding to the Cisco CallManager service.

- Step 3** If you want to restart the Cisco CallManager service, click **Restart**.
The service restarts, and the message, Service Successfully Restarted, displays.
- Step 4** If you want to start a stopped Cisco CallManager service, click **Start**.
The service starts, and the message, Service Successfully Started, displays.
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Additional Information

See the [“Related Topics” section on page 52-7](#).

Related Topics

- [Finding a Dial Plan, page 52-2](#)
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- [Uninstalling a Dial Plan, page 52-6](#)
- [Restarting the Cisco CallManager Service, page 52-6](#)
- *Cisco Unified CallManager Dial Plan Guide.*

