

## CUCM Phones and extension deletion process using BAT Custom File

In future definitely the need arise that the old extensions requires to be deleted. If the extension deletion range is straight like example 1000, 1001, 1002, etc. then it's very easy to delete. What if extension deletion it's not in straight order like 1000, 1004, 1007, 1112, 1115, etc. Individual extension deletion is very lengthy and too much of time consuming.

In fast pace life, need some sort of tools which can do the above jobs quicker. Thanks! CUCM BAT tool to add, delete, modify in bulk process.

Recently, customer asked to delete roughly 500 unassigned phones and extensions and the excel sheet contained the un-even extension order. Arranging those extensions in straight way is difficult.

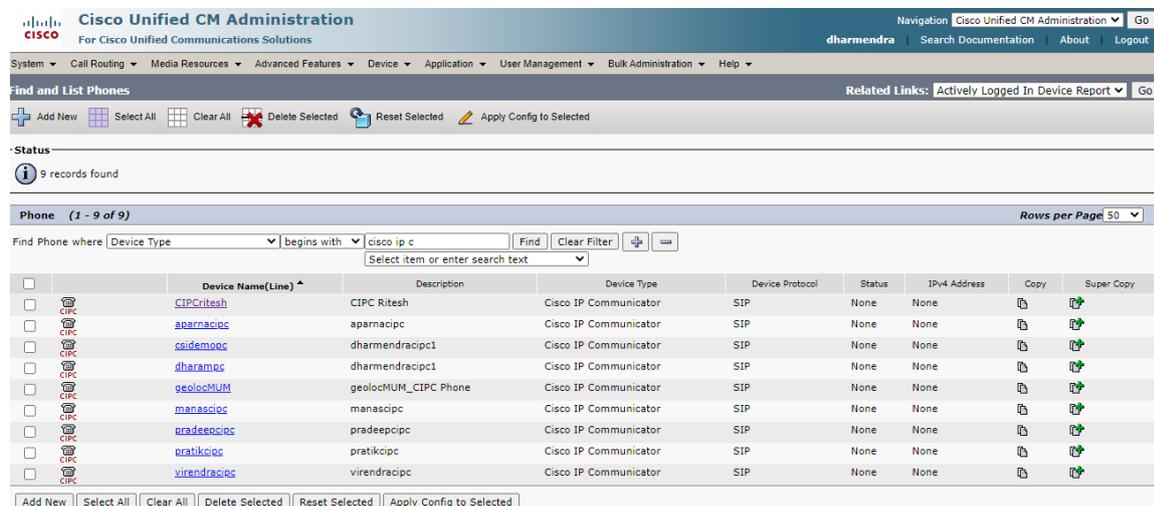
I applied the logic to do it bulk. Below are the steps what I did. First time it will take 10minuts to follow steps and perform the action. Once you memorize and know the steps it's very easy.

Here is summary steps I referred;

1. Delete Phones.
2. Delete Extensions.

## Delete Phones

Summary of Phones configured in lab.

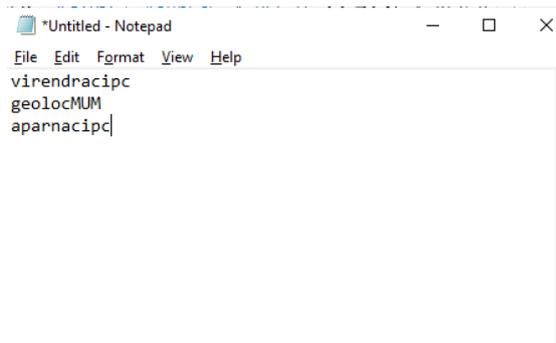


The screenshot shows the Cisco Unified CM Administration interface. The page title is "Cisco Unified CM Administration" and the user is logged in as "dharmendra". The page is titled "Find and List Phones" and shows 9 records found. The table below lists the phones:

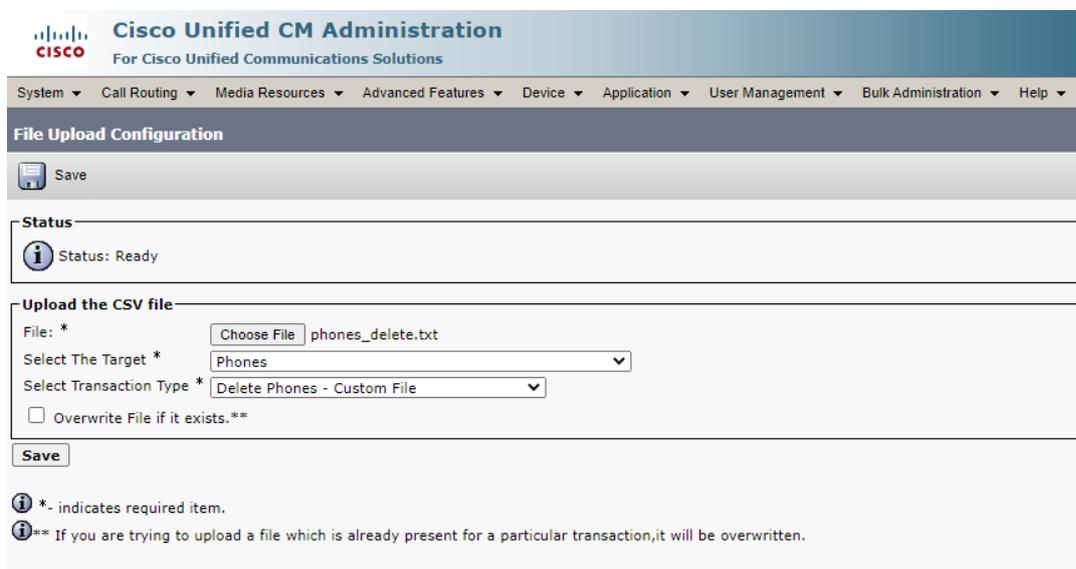
Device Name(Line)	Description	Device Type	Device Protocol	Status	IPv4 Address	Copy	Super Copy
CIPCritesh	CIPC Ritesh	Cisco IP Communicator	SIP	None	None		
aparnacipc	aparnacipc	Cisco IP Communicator	SIP	None	None		
csidemopc	dharmendracipc1	Cisco IP Communicator	SIP	None	None		
dharamopc	dharmendracipc1	Cisco IP Communicator	SIP	None	None		
geolocMUM	geolocMUM_CIPC Phone	Cisco IP Communicator	SIP	None	None		
manascipc	manascipc	Cisco IP Communicator	SIP	None	None		
pradeopcipc	pradeopcipc	Cisco IP Communicator	SIP	None	None		
pratikopc	pratikopc	Cisco IP Communicator	SIP	None	None		
virendracipc	virendracipc	Cisco IP Communicator	SIP	None	None		

Delete the Cisco IP Communicator phones having Device Name as "virendracipc", "geolocMUM" and "aparnacipc".

Copy the device names in text file and give a suitable name e.g.Phones\_delete.txt



Go to CUCM > Bulk Administration Tool > Upload / Download. Now we will upload the custom file which we created in previous step Phones\_delete.txt and click on Save.



Now, go back to CUCM > Bulk Administration Tool > Upload / Download and you will see the phones\_delete.txt file uploaded.



Next step will be to delete the phones using phones\_delete.txt custom file. Go to Bulk Administration > Phones > Delete Phones > Custom File.

The screenshot shows the Cisco Unified CM Administration interface. The top navigation bar includes 'System', 'Call Routing', 'Media Resources', 'Advanced Features', 'Device', 'Application', 'User Management', 'Bulk Administration', and 'Help'. The 'Bulk Administration' menu is open, showing options like 'Upload/Download Files', 'Phones', 'Users', 'Phones & Users', 'Managers/Assistants', 'User Device Profiles', 'Query', 'Custom File', 'Delete Unassigned DN', 'Call Pickup Group', 'Mobility', 'Region Matrix', 'Import/Export', 'Phone Migration', 'EMCC', 'Intercompany Media Services', 'Confidential Access Level', 'TAPS', 'Directory URIs and Patterns', and 'Job Scheduler'. The 'Custom File' option is selected, and a sub-menu is visible with options like 'Phone Template', 'Phone File Format', 'Validate Phones', 'Insert Phones', 'Update Phones', 'Delete Phones', 'Export Phones', 'Add/Update Lines', 'Reset/Restart Phones', 'Wipe And Lock Phones', 'Generate Phone Reports', 'Migrate Phones', and 'Add/Update Intercom'. Below the menu, the 'Find and List Files' section shows a search for files in the 'phones\_delete.txt' file. The search results table lists three files: '9Juneallconfig\_06092020143157.tar', 'bat.xit', and 'phones\_delete.txt'.

The page will open. For the first time, the records will not display. Select the filters as Device Name, Custom File which we uploaded in previous step will display here. Select the custom file.

The screenshot shows the 'Delete Phones To Delete' job configuration page. The 'Job Information' section includes a 'Job Description' field with the text 'Delete Phones - Custom File' and two radio buttons: 'Run Immediately' (unselected) and 'Run Later (To schedule and activate this job, use Job Scheduler page.)' (selected). Below this, the 'Phones' section shows a search for phones in the 'phones\_delete.txt' custom file. The search results table lists three phones: 'aparmacipc', 'geolocMUM', and 'virendracipc'. The 'Device Name(Line)' column is highlighted, and a dropdown menu is open showing 'phones\_delete.txt' selected. The 'Submit' button is visible at the bottom.

After the custom file is selected you will see the records contain in the phone\_delete.txt custom file. As we included 3 cisco ip communicator phones device names.

Select Run Immediately which will delete the phones once the Submit button is pressed. You can also click on View File to see the list of devices in custom file.

**Cisco Unified CM Administration**  
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### Find and List Phones To Delete

Submit

**Status**

- 3 records found
- Browse the complete search result before submitting the job.
- This query will only return up to 1000 matches from the database. However, the job will process all entries in the custom file.

**Job Information**

Job Description: Delete Phones - Custom File

Run Immediately  Run Later (To schedule and activate this job, use Job Scheduler page.)

**Phones (1 - 3 of 3)** Rows per Page: 100

Delete Phones where Device Name in custom file phones\_delete.txt (View File) Find

	Device Name(Line) ^	Description	Device Pool	Device Protocol	Status	IP Address
	aparnacipc	aparnacipc	CSI_DP	SIP	None	None
	geolocMUM	geolocMUM_CIPC Phone	geoBEN_DP	SIP	None	None
	virendracipc	virendracipc	CSI_DP	SIP	None	None

Submit

After the Submit button is pressed, the next screen will inform you to check the phone deletion status in Job Scheduler.

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### Find and List Phones To Delete

Submit

**Status**

- 3 records found
- Job request submitted. Use the Job Scheduler to see the status of your job.

**Job Information**

Job Description: Delete Phones - Custom File

Run Immediately  Run Later (To schedule and activate this job, use Job Scheduler page.)

**Phones (1 - 3 of 3)** Rows per Page: 100

Delete Phones where Device Name in custom file phones\_delete.txt (View File) Find

	Device Name(Line) ^	Description	Device Pool	Device Protocol	Status	IP Address
	aparnacipc	aparnacipc	CSI_DP	SIP	None	None
	geolocMUM	geolocMUM_CIPC Phone	geoBEN_DP	SIP	None	None
	virendracipc	virendracipc	CSI_DP	SIP	None	None

Submit

Go to CUCM > Bulk Administration > Job Scheduler

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### Find and List Phones To Delete

Submit

**Status**

- 3 records found
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**Job Information**

Job Description: Delete Phones - Custom File

Run Immediately  Run Later (To schedule and activate this job, use Job Scheduler page.)

**Phones (1 - 3 of 3)** Rows per Page: 100

Delete Phones where Device Name in custom file phones\_delete.txt (View File) Find

	Device Name(Line) ^	Description	Device Protocol	Status	IP Address
	aparnacipc	aparnacipc		None	None
	geolocMUM	geolocMUM_CIPC Phone		None	None
	virendracipc	virendracipc		None	None

Submit

- Upload/Download Files
- Phones
- Users
- Phones & Users
- Managers/Assistants
- User Device Profiles
- Gateways
- Forced Authorization Codes
- Client Matter Codes
- Call Pickup Group
- Mobility
- Region Matrix
- Import/Export
- Phone Migration
- EMCC
- Intercompany Media Services
- Confidential Access Level
- TAPS
- Directory URIs and Patterns
- Job Scheduler**

Click on Find. If you have many phones it will take time to process. The status will show Processing. In my case it was done immediately.

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**Find and List Jobs**

Select All | Clear All | Delete Selected | Activate Selected | Stop Processing

**Status**

2 records found  
Server Date and Time: August 3, 2020 1:25:12 PM IST

**Jobs (1 - 2 of 2)** Rows per Page: 100

Find: All | Jobs where: User | begins with: | Using: AND | Show: Completed Jobs | Find | Clear Filter

Select item or enter search text

Job Id	Scheduled Date Time	Submit Date Time	Sequence	Description	Status	Last User
1591693146	June 9, 2020 2:29:06 PM IST	June 9, 2020 2:29:06 PM IST	1	Export Configuration	Completed	dharmendra
1596441203	August 3, 2020 1:23:23 PM IST	August 3, 2020 1:23:23 PM IST	1	Delete Phones - Custom File	Completed	dharmendra

Select All | Clear All | Delete Selected | Activate Selected | Stop Processing

You can review log file to verify the Number of records processed, Number of records failed, total number of records. Log file name.

If there are failed counts, the log file will print the records which failed and you can see what caused the phones to give error.

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**Job Scheduler** Related Links: Back To Find/List | Go

Delete

Status: Ready  
Server Date and Time: August 3, 2020 1:27:04 PM IST

**Job Details**

Job id\*: 1596441203  
Job Status\*: Completed  
Scheduled Date Time: 08/03/2020 13:23:23  
Submit Date Time: 08/03/2020 13:23:23  
Sequence\*: 1  
Job Description: Delete Phones - Custom File  
Frequency\*: Once  
Job End Time:   
Last Modified By: dharmendra

**Transaction Details**

CSV File Name: [phones\\_delete.txt](#)  
Selection Criteria: Device Name in Custom File

**Job Results**

Job Launched Date Time	Job Result Status	Number Of Records Processed	Number Of Records Failed	Total Number Of Records	Log File Name
08/03/2020 13:23:27	Error	3	3	3	<a href="#">1596441203#08032020132326.txt</a>

Delete

In my case, I had licensing issue so CUCM rejected the request. The log file printed below error message with the reason. In case of successful deletion, it will mention the filename. Out of bunch of phones and some phone record failed the device name will be displayed.

```

Delete Phones - Custom File
Begin Time : 08/03/2020 13:23:26
Query :
DELETE PHONES WHERE Device Name in custom file 'phones_delete.txt'
Failure Details :
name Error Code Error Description
-----
virendrapic 25310 The system has exceeded its time limit to resolve license non-compliance issue. No more provisioning operations are allowed until the license compliance issues are resolved.
geolocMUM 25310 The system has exceeded its time limit to resolve license non-compliance issue. No more provisioning operations are allowed until the license compliance issues are resolved.
aparnapic 25310 The system has exceeded its time limit to resolve license non-compliance issue. No more provisioning operations are allowed until the license compliance issues are resolved.
Result Summary :
DELETE for 0 PHONE passed.
DELETE for 3 PHONE failed.
End Time : 08/03/2020 13:23:28

```

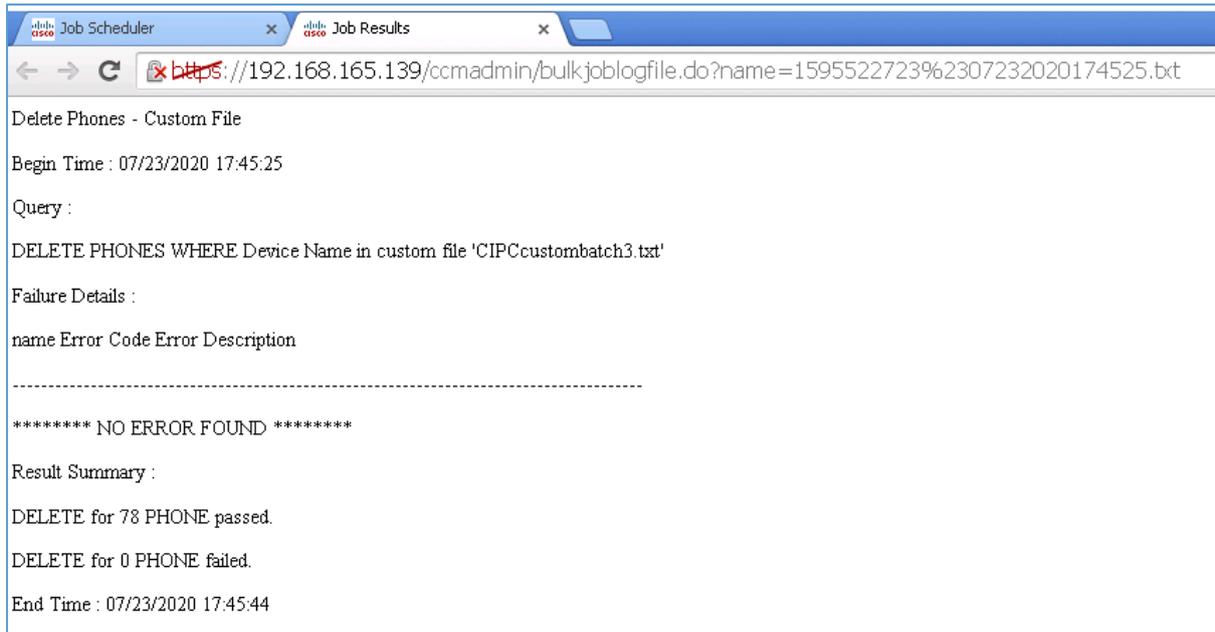
I am sharing you snippet from different CUCM cluster where the phone was successfully deleted.

The screenshot shows the Cisco Unified CM Administration interface. The 'Jobs' section displays a list of tasks with columns for Job Id, Scheduled Date Time, Submit Date Time, Sequence, Description, Status, and Last. Several rows are highlighted in red, indicating successful phone deletion using a custom file.

Job Id	Scheduled Date Time	Submit Date Time	Sequence	Description	Status	Last
1595049898	July 18, 2020 6:24:58 AM BST	July 18, 2020 6:24:58 AM BST	1	Insert Phones - Specific Details	Completed	ccmadm
1595418098	July 22, 2020 12:41:38 PM BST	July 22, 2020 12:41:38 PM BST	0	Validate Phones - Specific Details	Completed	ccmadm
1595418132	July 22, 2020 12:42:12 PM BST	July 22, 2020 12:42:12 PM BST	1	Insert Phones - Specific Details	Completed	ccmadm
1595180889	July 23, 2020 4:28:09 PM BST	July 23, 2020 4:28:09 PM BST	1	Export Phones - Specific Details	Completed	ccmadm
1595520119	July 23, 2020 5:01:53 PM BST	July 23, 2020 5:01:53 PM BST	1	Export Phones - Specific Details	Completed	ccmadm
1595522189	July 23, 2020 5:36:29 PM BST	July 23, 2020 5:36:29 PM BST	1	Delete Phones - Custom File	Completed	ccmadm
1595522597	July 23, 2020 5:42:17 PM BST	July 23, 2020 5:42:17 PM BST	1	Delete Phones - Custom File	Completed	ccmadm
1595522723	July 23, 2020 5:45:23 PM BST	July 23, 2020 5:45:23 PM BST	1	Delete Phones - Custom File	Completed	ccmadm
1595570866	July 24, 2020 7:07:46 AM BST	July 24, 2020 7:07:46 AM BST	1	Delete Unassigned DN - Query	Completed	ccmadm
1595580723	July 24, 2020 9:52:03 AM BST	July 24, 2020 9:52:03 AM BST	1	Insert Phones - Specific Details	Completed	ccmadm
1596096077	July 30, 2020 9:01:17 AM BST	July 30, 2020 9:01:17 AM BST	1	Delete Unassigned DN - Query	Completed	ccmadm
1596096175	July 30, 2020 9:02:55 AM BST	July 30, 2020 9:02:55 AM BST	1	Delete Phones - Query	Completed	ccmadm
1596096203	July 30, 2020 9:03:23 AM BST	July 30, 2020 9:03:23 AM BST	1	Delete Unassigned DN - Query	Completed	ccmadm
1596097219	July 30, 2020 9:20:19 AM BST	July 30, 2020 9:20:19 AM BST	1	Delete Phones - Custom File	Completed	ccmadm
1596097220	July 30, 2020 9:20:20 AM BST	July 30, 2020 9:20:20 AM BST	1	Delete Phones - Custom File	Completed	ccmadm
1596097302	July 30, 2020 9:21:43 AM BST	July 30, 2020 9:21:43 AM BST	1	Delete Unassigned DN - Query	Completed	ccmadm
1596097974	July 30, 2020 9:26:14 AM BST	July 30, 2020 9:26:14 AM BST	1	Insert Phones - Specific Details	Completed	ccmadm

Highlighted in RED bar are the records of Phone deletion using custom file and status shows Completed.

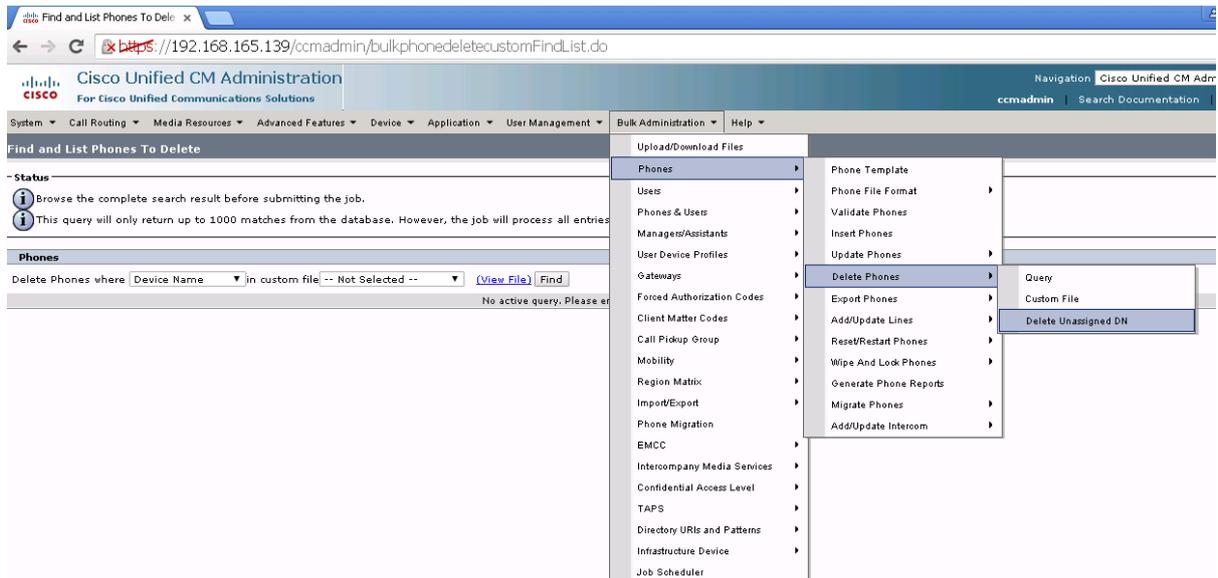
One of the bulk Phone deletion process Log file printed below message. Phone deletion was successful and No Errors reported.



Go to Device > Phones and search the device name. It will not show as those has been deleted. But, still the extensions to those phones are not deleted yet.

## Extension deletion

To perform the extension deletion of the deleted cisco ip communicator phones, go to CUCM > Bulk Administration > Phones > Delete Phones > Delete Unassigned DN.



**Find and List Directory Numbers To Delete**

Submit

**Status**

- 4 records found
- Browse the complete search result before submitting the job.

**Job Information**

Job Description:

Run Immediately
  Run Later (To schedule and activate this job, use Job Scheduler page.)

**Bulk Unassigned Directory Number (1 - 4 of 4)**

Delete Bulk Unassigned Directory Number where  begins with  Using  Find Clear Filter

Pattern ^	Description	Partition
<a href="#">1001</a>	dkb sip	<a href="#">PT_Internal</a>
<a href="#">1003</a>		
<a href="#">1005</a>		
<a href="#">2000</a>	CRS Line description	

Submit

Select Run Immediately and click on Submit button.

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**Find and List Directory Numbers To Delete**

Submit

**Status**

- 4 records found
- Job request submitted. Use the Job Scheduler to see the status of your job.

**Job Information**

Job Description:

Run Immediately
  Run Later (To schedule and activate this job, use Job Scheduler page.)

**Bulk Unassigned Directory Number (1 - 4 of 4)**

Delete Bulk Unassigned Directory Number where  begins with  Using  Find Clear Filter

Pattern ^	Description	Partition
<a href="#">1001</a>	dkb sip	<a href="#">PT_Internal</a>
<a href="#">1003</a>		
<a href="#">1005</a>		
<a href="#">2000</a>	CRS Line description	

Submit

Go to CUCM > Bulk Administration > Job Scheduler > Find. Refer to latest job ID and verify if the process shows completed.

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**Find and List Jobs**

Select All Clear All Delete Selected Activate Selected Stop Processing

**Status**

- 2 records found
- Server Date and Time: August 3, 2020 2:07:49 PM IST

**Jobs (1 - 2 of 2)**

Find: All Jobs where: User begins with  Using: AND Show: Completed Jobs Find Clear Filter

Job Id ^	Scheduled Date Time	Submit Date Time	Sequence	Description	Status	Last User
<a href="#">1595443714</a>	August 3, 2020 2:05:14 PM IST	August 3, 2020 2:05:14 PM IST	10	Delete Phones - Custom File	Completed	dharmendra
<a href="#">1595443810</a>	August 3, 2020 2:06:50 PM IST	August 3, 2020 2:06:50 PM IST	1	Delete Unassigned DN - Query	Completed	dharmendra

Select All Clear All Delete Selected Activate Selected Stop Processing

Click on Job ID and the job ID details will be presented on the desktop. You can also click on Log file name

Delete Unassigned DN - Query

Begin Time : 08/03/2020 14:06:53

Query :

DELETE LINES WHERE numplan.dnorpattern

Failure Details :

name	Error Code	Error Description
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\*\*\*\*\* NO ERROR FOUND \*\*\*\*\*

Result Summary :

DELETE for 4 LINE passed.

DELETE for 0 LINE failed.

End Time : 08/03/2020 14:06:54

So these steps above concludes the phones and extension delete using custom file.

Hope this has been informative and rate the document if found helpful.