

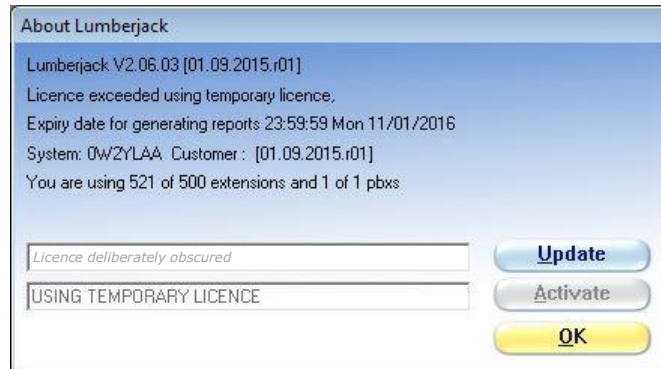


# How To DELETE EXTENSIONS / AGENTS

Your LUMBERJACK licence allows your system to log a finite number of extensions and agents. If you exceed that number your client LUMBERJACK screen will look like the image below:

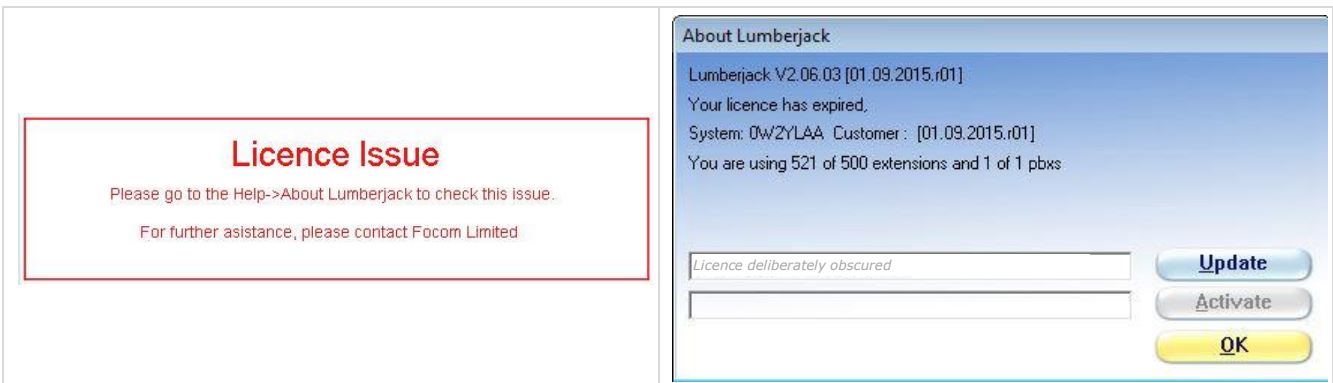


If you go to **Help>About Lumberjack** it will show you how many extensions/agents that are being logged. LUMBERJACK will have created a 32 day Temporary licence giving you time to do some housekeeping and hopefully bring your system back within licence.



If you ignore the warning, at the end of the 32 days, the licence expires and you will be unable to run reports. LUMBERJACK does, however, continue to log the calls.

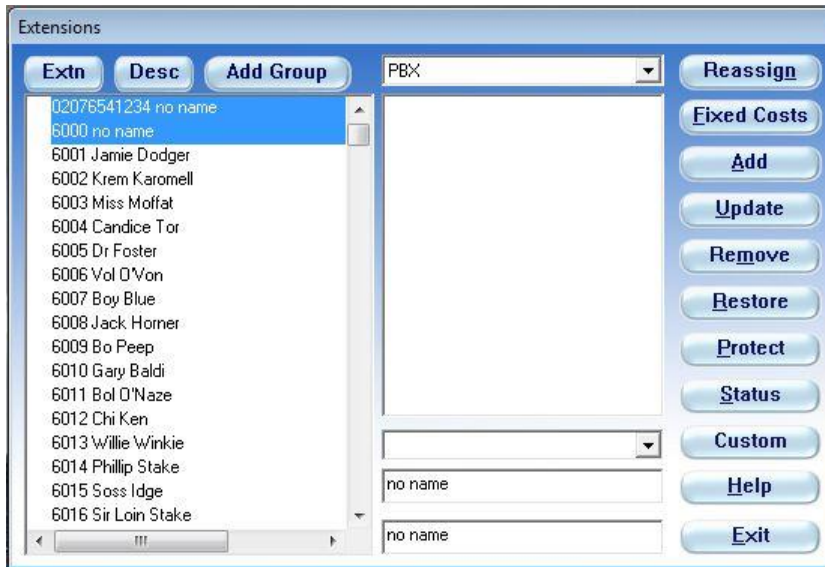
If the temporary licence does expire you will see the **Licence Issue** text repeated on your main LUMBERJACK screen and the **Help>About Lumberjack** screen will show that the licence has expired.



If you remove any unused extensions/agents and bring the number down to within licence LUMBERJACK will automatically revert to your purchased permanent licence.

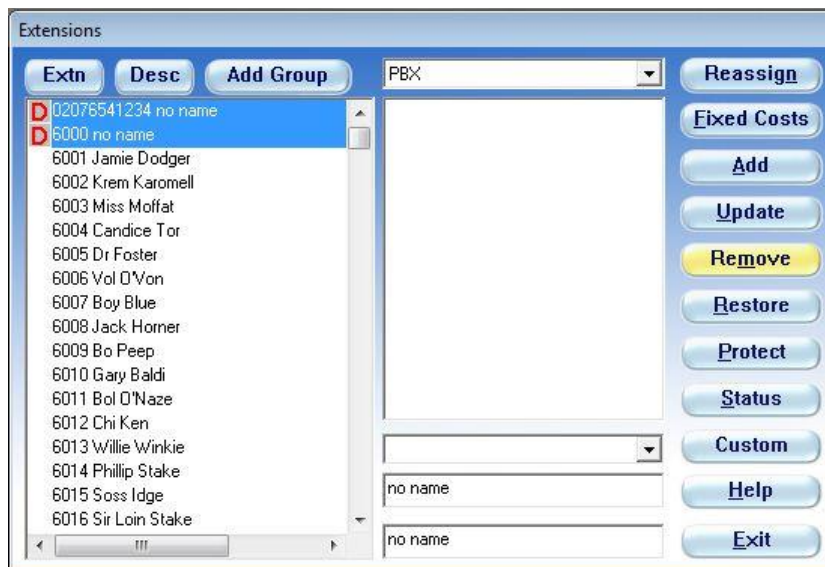


If you are only a few extensions over your licence you might just look in **PBX >Extensions** to see if any bogus extensions are listed; these could then be deleted.

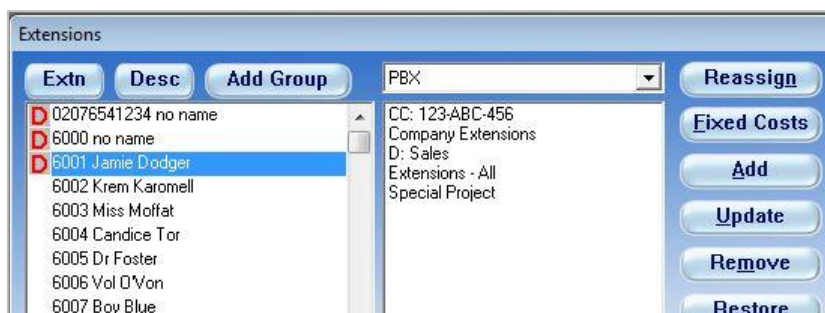


The above shows 2 highlighted bogus extensions: 1 that is obviously not an extension (02076541234), and 1 that is outside the normal range of 6001 to 6500 (6000).

When you find an extension that is bogus, highlight it and click **[Remove]** in the list of command buttons on the right.



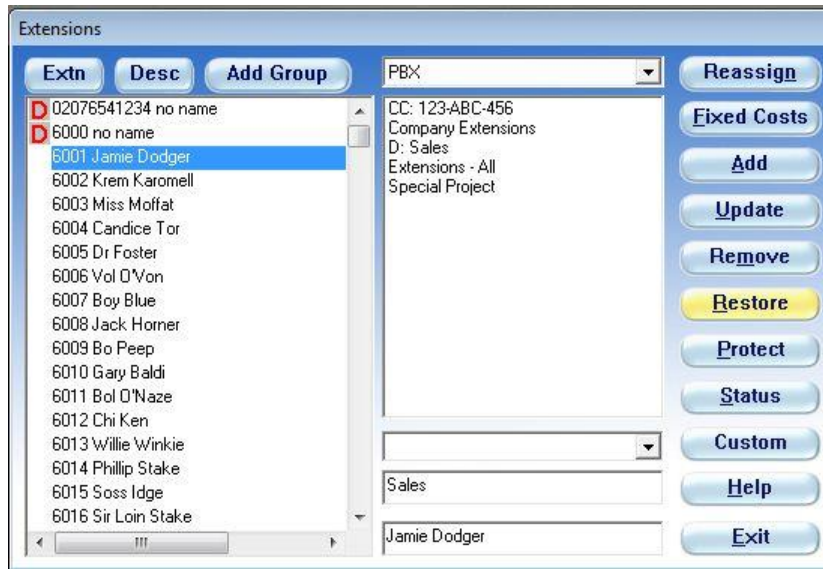
Each extension that you **[Remove]** will be marked for deletion with a **D**, but will remain in the list until you **[Exit]** the window. If you have incorrectly marked an extension, as 6001 below,



this can easily be remedied (before you exit the window).

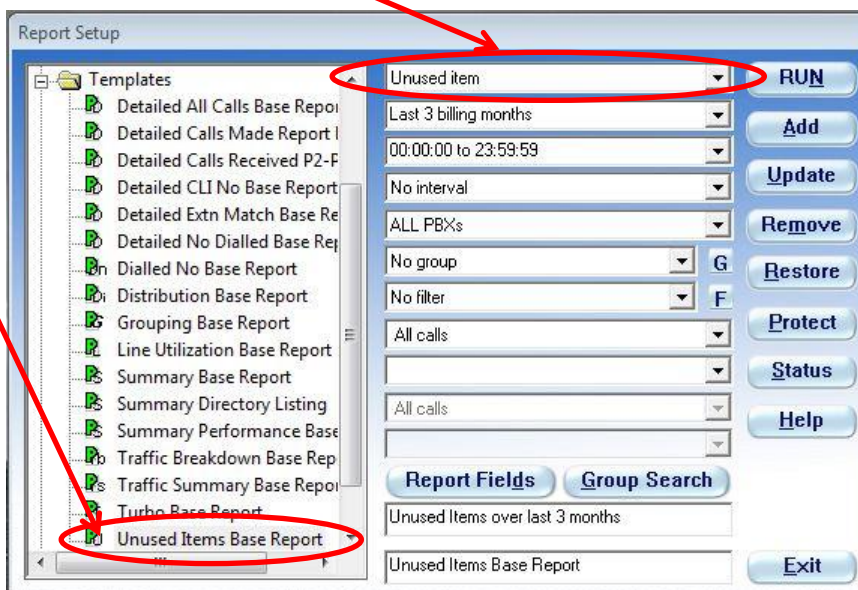


Ensure that the incorrectly marked extension is highlighted and click **[Restore]**. The extension will remain highlighted, but the **D** marking it for deletion, is removed.



If, having checked, you have no bogus extensions to remove the next step would be to look for extensions that have not been used in a given time frame. This is done by running an **Unused Item** report.

Go to **Reports>Report Setup**. If you have a **Templates** folder, expand it and select the **Unused Items Base Report**. If you don't have a Templates folder you can select any report in the list on the left and change the **Report Type** to **Unused Item**.



Next, decide on the time frame you want. You might decide to start by looking for extensions that have not been used in the last year (Billing Year), or you may choose the 3, 6, or 9 billing months option. The 6 and 9 month options are available from version 2.7 onwards.

If you use one of the predefined options (Last Calendar Month; Billing Month etc), rather than entering a date range, LUMBERJACK will generate the report for the period and then it will continue right up to the moment you hit the **[Run]** button – which is very useful just in case an extension had been unused for the time frame requested, but it had been used Today.

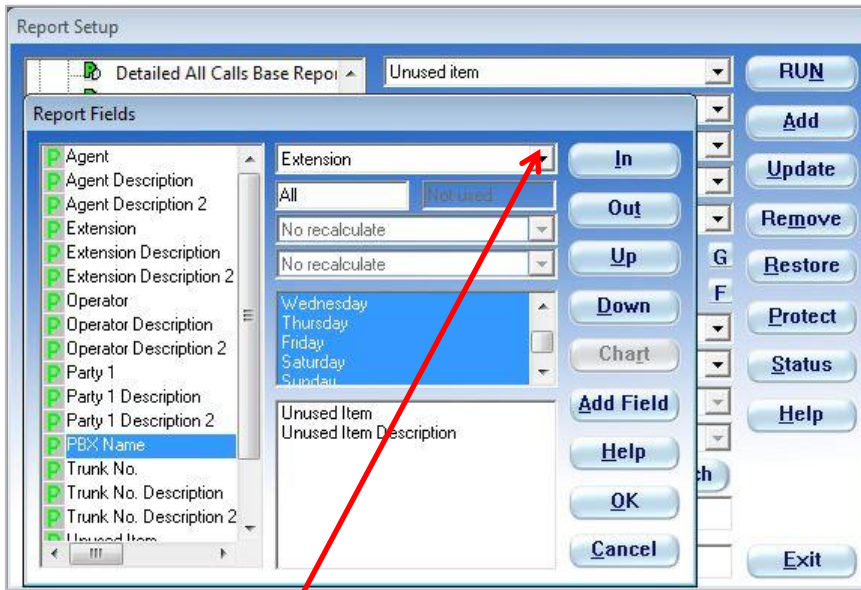
If you choose to enter a specific date range LUMBERJACK will only generate the report for that date range.

After selecting the period to run the report ensure that the rest of the options are set as above: ie 00:00:00 to 23:59:59; no interval; All PBXs; No group; No filter; All Calls.





Next select **[Report Fields]**.

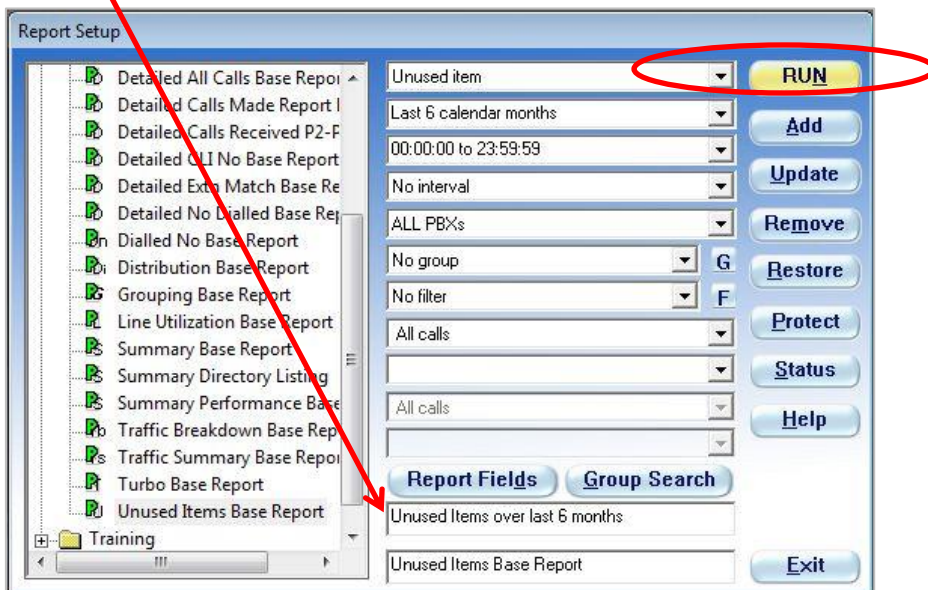


Select the relevant item: Extension or Agent.

For the report columns select the columns that you want from the list on the left. Probably **Unused Item** and **Unused Item Description** – if you are running the report on multiple PBXs then also add **PBX Name** to your report.

When you're finished click **[OK]**.

Amend the report title as appropriate and **[Run]** the report.



**Unused Items over last 6 months**

Period : 1st Mar 2016 to 16th Sep 2016      Time : 00:00:00 to 23:59:59  
Group : No Group      Exclude : None  
Filter : No filter      Sub-Filter : None  
PBX : All PBXs

SUMMARY		
PBX Name	Unused Item	Unused Item Desc
Training-pbx	6021	John Brown
Training-pbx	6022	no name
Training-pbx	6023	no name
Training-pbx	6024	no name
Training-pbx	6025	no name



When you have the report you can then go through the steps above to remove any extensions that haven't been used.

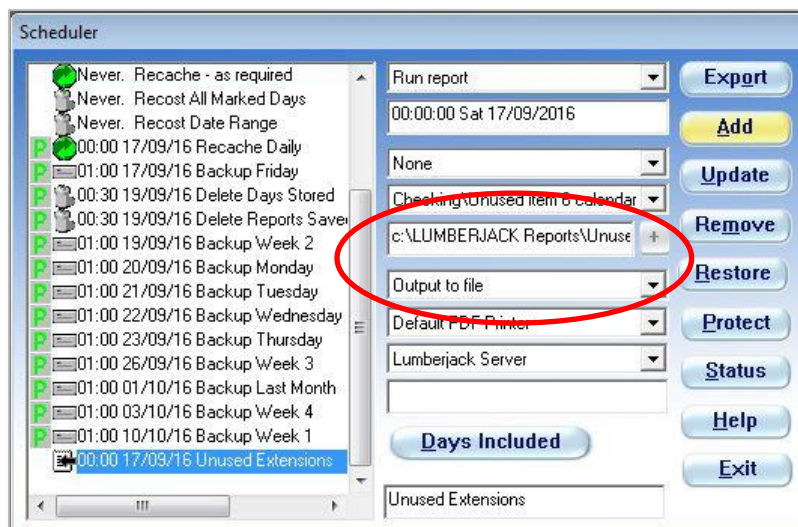
You may decide that all the extensions/agents listed in the Unused Item report can be deleted. Rather than doing this manually you can setup a schedule event that will do it for you.

You actually need two scheduled events, one to run the Unused Item report and one to delete the extensions/agents listed in that report.

Please see How to Setup a Scheduled Report in the Usergroup area of our website.

You will need to ensure the **Output Style** is Output to File and in the box above enter a path and file name where the report will be stored. *This path is relative to the LUMBERJACK server* and the file type **MUST** be **.LJR**

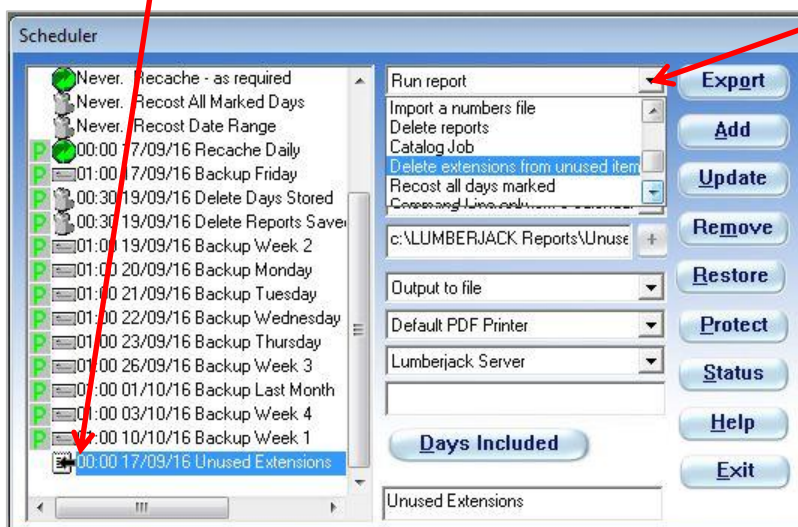
Although you can't see the full path below it is: *c:\LUMBERJACK Reports\Unused Extns.LJR*.



Once you have finished click **[Add]**.

You will probably need to create a brand new event to create the event that deletes the unused extensions.

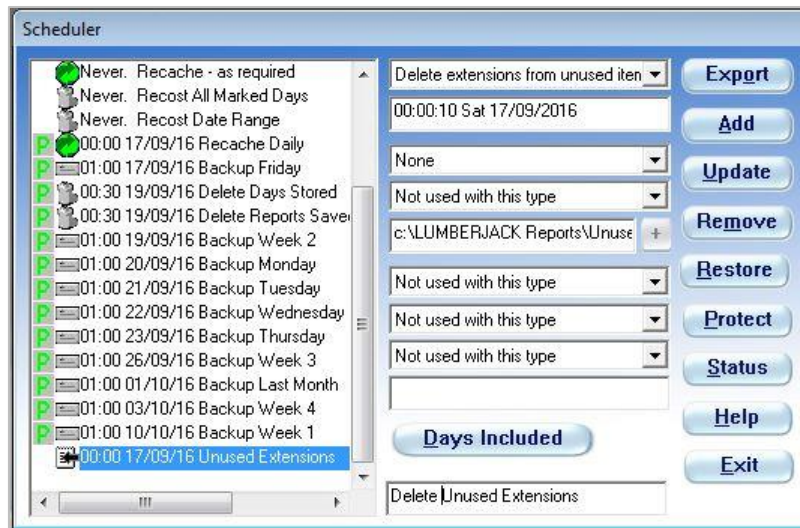
The easiest way to do this is highlight the event you have just created and click the drop-down next to **Run report** – scroll down and select **Delete extensions from unused item**.





The reason for using the event that runs your report is that the path and file name will be remembered.

Adjust the time the event will run so it is a few minutes later than the report; amend the description for the event and click **[Add]**.



LUMBERJACK will remove any extensions listed in your Unused Item report and the numbers in your licence will only drop after the next **Recache** (one happens at midnight every day).

Some extensions may not be used regularly, such as meeting rooms, lifts etc. and deleting extension/agents automatically can also have an effect on your group/department structure. It may be best to have a conversation with our support team before setting up the scheduled events.