

# BAT ERROR – Error No. Path not found, Error in Retrieving Phone Templates

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## Introduction

### Prerequisites

Requirements

Components Used

Conventions

### Problem

### Solution

### NetPro Discussion Forums – Featured Conversations

### Related Information

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## Introduction

The Bulk Administration Tool (BAT), a web-based application, allows you to perform bulk transactions, such as add, update, or delete, to the Cisco CallManager database for a large number of phones, users, and ports on a Cisco Catalyst 6000 FXS Analog Interface Module. In addition, BAT allows you to insert and delete Cisco VG200 gateways and ports. Previously a manual operation, BAT helps you automate the process and achieve much faster add, update, and delete operations. BAT also provides the Tool for Auto-Registered Phones Support (TAPS), which is an optional component of BAT.

This document describes this BAT error message and the steps necessary to troubleshoot it:

Error No. Path not found, Error in Retrieving Phone Templates

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CallManager)
- Bulk Administration Tool (BAT)

### Components Used

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

- Cisco Unified Communications Manager (CallManager) 4.x
- Bulk Administration Tool (BAT) 5.x

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

When you attempt to export phones from BAT, this error message displays:

```
Error No. Path not found, Error in Retrieving Phone Templates
```

## Solution

In order to overcome this error, uninstall and then reinstall BAT to see if this successfully retrieves phone templates. If you still receive the same error message, complete these steps:

1. Go to the publisher Cisco CallManager server.
2. Choose **Start > Programs > Administrative Tools > Internet Services Manager**.

The default website is located on the left.

3. Under your server name, expand the default website in order to display the BAT directory
4. Right-click the **BAT** directory, and choose **Properties**.
5. Locate the **application name** at the bottom of the page.
6. Click the **Create** tab in order to create the virtual directory.
7. Click **OK**, and then try again to create a phone template in BAT.
8. Restart the IIS Admin Services. If the WWW fails, continue to restart until the process is successful.
9. Try again to access the BAT templates.

**Note:** You might need to reboot the server if this procedure does not resolve the issue.

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Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

- **CallManager Bulk Administration Tool (BAT) Common Problems and Solutions**
- **BAT ERROR – [Microsoft][ODBC SQL Server Driver][SQL Server] The Cursor Was Not**

## **Declared**

- **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
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