

# Bulk Administration Tool Release 3.0(2) Installation Instructions

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## **Introduction**

This document provides installation instructions, known problems, and restrictions for the Bulk Administration Tool, Release 3.0(2).

# 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:

- Bulk Administration Tool 3.0(2)
- Cisco CallManager Release 3.0

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.

## Installing the Bulk Administration Tool Release 3.0(2)

This section provides installation instructions.

### Prerequisite for Bulk Administration Tool 3.0(2) Installation

Cisco CallManager Release 3.0 with a Publisher Database must be installed prior to the installation of the Bulk Administration Tool (BAT).

### Running the Installer

The setup.exe for BAT3.0(2) can be run from any machine on the network.

During installation or reinstallation of the Bulk Administration Tool, the setup program stops the these services. These services are automatically restarted by BAT installation, once the installation is complete:

- IIS Admin
- World Wide Web Publishing
- FTP publishing

**Note:** A forced exit from the installation process can occur under these scenarios:

- Cisco CallManager Release 3.0 does not run on your machine.
- The glass house database does not run.
- Posting Acceptor1.01 ias not installed during BAT setup.

Complete these steps:

1. Log on to the system with administrator privileges.

2. Run the BAT 3.0(2) installer application. In order to do this, double-click **BAT3.0(2).exe**.

**Note:** If you have already installed a version of BAT, close any BAT-related programs before installation. For example, stop BAT and any BAT sessions.

**Note:** If you re-install BAT, and you already have BAT installed on your machine, you are asked, Do you want to re-install BAT? Click **Yes** to reinstall BAT or **No** to exit the installation.

3. Click **Next**.

4. In the Choose Destination Folder dialog box, click **Next** in order to install into the default destination folder, C:\CiscoWebs\BAT. If you want to install into a different location, click **Browse**, and choose the path from the file dialog, then click **OK** and **Next**.

5. The installer displays a summary of your selections. Click **Next** if the selections are correct. Otherwise, click **Back**, and repeat step 4.

6. BAT requires Microsoft Posting Acceptor 1.01 to be installed. One of these two options occur:

a. If Microsoft Posting Acceptor 1.01 is not installed on your system, you are prompted to install Microsoft Posting Acceptor 1.01. In order to do so, click **Yes** on the License Agreement. Once Microsoft Posting Acceptor 1.01 installation is complete, this message is displayed: Microsoft Posting Acceptor 1.01 has been successfully installed. Click **OK**, and skip to step 7.

b. If Microsoft Posting Acceptor 1.01 is installed on your system, BAT setup proceeds. Continue to step 7.

**Note:** If Microsoft Posting Acceptor 1.01 is uninstalled manually and re-installed without a restart of the system, the BAT installer can prompt for a restart of the system.

7. Once the BAT installation is complete, click **Finish**.

## Launching the Bulk Administration Tool

After you have installed the Bulk Administration Tool (BAT), complete these steps in order to launch it:

1. Open Cisco CallManager Administration.
2. Click Application / BAT. The BAT launches.

## Stopping the Bulk Administration Tool

In order to stop a transaction after it has started click **Start > Program Files > Cisco CallManager 3.0 > Bulk Admin Tool > Stop BAT**. This can only be performed at the server machine and takes some time to actually stop the transaction.

## Uninstalling the Bulk Administration Tool Release 3.0(2)

This section provides instructions on how to uninstall the Bulk Administration Tool (BAT).

If you uninstall the BAT, it does not remove the available phone templates and data files.

### Running the Uninstaller

Complete these steps:

1. Click **Start > Program Files > Cisco CallManager 3.0 > Bulk Admin Tool > UnInstall BAT** A dialog box displays the message: Are you sure you want to completely remove BAT and all of its components?
2. Click **Yes** to uninstall BAT, or **No** to exit the uninstaller.
3. If you clicked Yes, the un–installation process begins. After un–installation, a dialog box displays the message: Uninstall successfully completed.
4. Click **OK**.

## Known Problems and Restrictions of BAT 3.0(2)

This sections details known problems and limitations in the Bulk Administration Tool Release 3.0(2).

### ASP Script Timeout Problem

If you want to see a huge number of records on the Update Phones / Delete Phones page with ViewQueryResults, and your Cisco CallManager m/c takes more than 10 minutes, then this can indicate an ASP Script Timeout. This can also occur when the transaction requests very large data, such as more than 2500 records. However, this is a display problem. The BAT does not impose a restriction on the number of records.

### Browser Problems

These are some problems you can encounter, which relate to the browser in use, Netscape Navigator or Internet Explorer:

- Netscape Navigator does not show any status in the Transaction window.
- Netscape Navigator version 4.7 does not show a (+) sign in detailed web–help, even though the detailed web–help feature is available.
- Depending on the file type, for example, .csv or .txt, Netscape allows you to either open the file or save it to a location. Only certain file types, such as .txt, can be displayed in Netscape.
- When you view the latest log file in Netscape Navigator, always press Ctrl+R to refresh the window.
- In Internet Explorer, the Transaction window can display previous Transaction details. This automatically refreshes after a few seconds.

### Data Files (CSV) Format Does Not Match Phone Template/Sample File

The number of lines on a data file must match exactly the number of lines configured in the Phone Template. For example, the Phone Template has four lines. Of these four lines, Line 1, Line 3, and Line 4 are configured. The Phone data file can be used. In all the cases there should be three fields.

1111,3333,4444 results in:

- Line1–1111
- Line2–NONE
- Line3–3333
- Line4–4444

### Delete Failed/Update Failed

It is possible to get a status Delete Failed/Update Failed even when the log file shows zero records failed, that is, all the desired records in your transaction were deleted or updated successfully. If this occurs, click **View**

**Latest Log File** in order to ensure that the results of your transaction are accurate.

## Dummy MAC Address Update

When you need to change the dummy MAC address entered by BAT, which has a format BATXXXXXXXXXXXX where XXXXXXXXXXXXXXX is a 12 character hex value, in order to set it for a hardware phone, use these instructions:

1. Open Cisco CallManager Administration.
2. Set the Device Name as SEPYYYYYYYYYYYYY where YYYYYYYYYYYYYY is the real MAC address of the hardware phone and SEP signifies that it is a real phone.

## Error Message: "-2147219962 A COM error occurred during processing. Debug information:"

These are some of the reasons you receive this error message. Other conditions not listed can also cause this error.

- You try to Insert a record that already exists in the database.
- You try to set a value for a field that does not exist in its parent table. For example, fields like Calling Search Space, Device Pool, and Location can be set only to the value that exists in their parent table. In this case, CallingSearchSpace, DevicePool, and Location tables respectively.
- Any other problem with the DBL layer of Cisco CallManager.

**Workaround:** In order to see the possible valid values for these kind of fields, on the Update / Delete screen, choose the field in the top drop-down list box in the Select Phones Where area. You can see the values in the lower right side drop-down list box. The Database layer of Cisco CallManager causes this error.

## Error Message: "This Page Cannot be Displayed"

The probable cause of this error message is the temporary shut down of IIS Admin service. This can occur when:

- You insert a record that has a foreign key violation, for example, Location on CSV file is not the same one in the Location table, or you try to insert a very large amount of data, more than 2500 records.
- You update a field, such as Calling Search Space, Device Pool, and Location, to a value that is not present in the parent table for that field, which is a foreign key violation.

**Workaround:** This is a display problem. The Bulk Administration Tool continues to function, it inserts the valid records and doesn't modify the records in update case. If you are on the update screen, choose a valid value from the drop-down list box, and add it to the list box on the right-hand side.

## Excel Files to Create CSV Data Files

The Bulk Administration Tool provides Microsoft Excel files to fill up the data and export that to BAT Comma Separated Value (CSV) files. You can fill up data for a maximum of six lines, or Directory Numbers, for the phone record. Note this information:

- If you opt for a lesser number, all the Line Details for all the Directory Numbers entered after that are discarded.
- Any row left blank in the Excel file is treated as End of File, and subsequent records are discarded.

- Directory Numbers must be filled up consecutively. For example, if you want three lines on the CSV File, use Directory Numbers 1, 2, and 3 as opposed to 1, 2, and 4.
- If you want to copy a value from one column to the other, use the Edit > Paste Special feature or copy only the text from the cell. If you paste cells on other cells, it overwrites the validations as well.

## Field Names Must Match

Field values on CSV files, which observe foreign key constraints, must be exactly the same name as in the Cisco CallManager database, for example, Location or CallPickUpGroup(DN/Partition Name) must exist in the parent tables. Otherwise, the record are discarded.

## Field Precedence

Some fields are present at CSV file as well as on Phone Templates, for example Location, FwdBusy Destination, CallPickUpGroup. In this case, the value on the CSV file has higher precedence than the one on the Template. If you leave these fields blank on the CSV file, the value on Template is used.

## File Discards

For Insert, only CSV (Comma Separated Value) files, such as .txt and .doc, are allowed. Files with extension .exe or .dll are discarded.

## Log File Indicates Error with Dummy MAC Address Option

If you opt for a dummy MAC address, you see that the Bulk Administration Tool generates Dummy MAC in the failure details of the log file. In order to map this to the records that actually had the problem, you can see another generated file with this name:

ModifiedDataFileName#TimeStamp.dat.

This .dat file shows the actual record with the Dummy MAC address.

Go to c:\CiscoWebs\BAT\LogFiles, which is the default location during installation, or the actual BAT path where you opted to install it (?PATH\LogFiles) in order to see the ModifiedDataFileName#TimeStamp.dat.

## Inaccurate Phone Template

Phone Templates are stored as a file on the server. If you delete some record that is used by this template, for example, if you delete a Location, this can be indicated only if you view the details of that template.

## Installation–Related Problems

These problems can be encountered during installation:

**Problem:** If the install fails or is aborted, and you try to reinstall within the next few seconds, you can be prompted whether to replace some extracted files. This can result in an installation problem.

**Workaround:** If you need to reinstall, wait a few minutes. If you receive the message to replace files, click **Cancel**. Wait several minutes and then reinstall. Based on the fragmentation level of your system, temp folders are deleted. Therefore, if you wait several minutes, those already existing folders are deleted.

**Problem:** Install extraction initially shows 100 percent, but then nothing happens.

**Workaround:** This problem is non-reproducible. Close some other applications and wait several minutes. The Install window generally comes up within five minutes.

## No Multiple BAT Sessions

Multiple sessions of the Bulk Administration Tool (BAT) are not recommended, and BAT must be run during off-peak hours of Cisco CallManager.

## Publisher Database Required

The Bulk Administration Tool can be installed only on a system with a publisher database.

## Re-installation-Related Problem

If you try to reinstall the Bulk Administration Tool and receive an error during the move data process, close any BAT-related programs, for example, Stop BAT and any BAT session, and wait several minutes before you reinstall.

## Stop BAT Fails

In some cases, the Stop BAT application does not work. This problem is non-reproducible.

If you close other applications and processes, it can help.

## Unable to See the Log File, Unable to See the Status of Transaction, or Status: Unavailable

This tool inherently deals with a large number of records and as such, can take a good amount of time to process a request. Once a transaction successfully begins, it cannot be cancelled.

If you click on various buttons or links to other pages, you can potentially not see the results of your transactions and the Log File that generates.

If you are unable to see the Log File for your transaction, go to `c:\CiscoWebs\BAT\LogFiles`, which is the default location during installation, or the actual BAT path where you opted to install it (`?PATH\LogFiles`). The Log File name for your transaction is (TimeStamp Format is "mmddyyyyhhmmss"):

- Insert `FileName#TimeStamp.log`. For example, `File1#05022000133431`
- Update `UpdatePhone#TimeStamp.log`. For example, `UpdatePhone#05022000133431`
- Delete `DeletePhone#TimeStamp.log`. For example, `DeletePhone#05022000133431`

## User Password Default

When the Bulk Administration Tool creates the User records in the DC directory, the password defaults to **abcd**. The Web Help for the Bulk Administration Tool incorrectly states that the default password is **1234**.

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## Related Information

- [Voice Technology Support](#)
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