

# How to Update ICM Node Host Files Using the Sendall.bat Command

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## Introduction

This document explains the benefits of using the **sendall.bat** command and how to use this command.

## Before You Begin

### Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

### Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco Intelligent Contact Management (ICM)
- Microsoft batch programs

### Components Used

The information in this document is based on the software and hardware versions below.

- All versions of Cisco ICM

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

## Benefits

In a Cisco ICM environment, there are times when a device such as a Peripheral Gateway (PG) PBX switch or any other device gets added or removed from the network. It is important that the associated IP address and host name for that device be added or removed from each device host file. You can dial into each device individually and make the host file entry change or you can run the **sendall.bat** command from one location and it updates all host and lmhost files. This is a big time saver.

**Note:** If you are adding a new device, for example a new PG, in addition to adding it to the host file it is also very important to edit the **sendall.bat** file to include this new device so the device host/lmhosts files are updated when the **sendall** command is executed in the future.

## How to Use the sendall.bat Command

You have to create the `sendall.bat` file manually. It controls the copy of hosts and lmhosts file from LoggerA to all the other ICM servers such as RouterA. The format is shown here:

```
copy hosts \\rchnlrtra\c$\winnt\system32\drivers\etc
```

The diagram illustrates the components of the command `copy hosts \\rchnlrtra\c$\winnt\system32\drivers\etc`. Red arrows point from labels below to the corresponding parts of the command: 'File Name' points to 'hosts', 'Destination ICM Server Name' points to '\\rchnlrtra', and 'Destination Directory' points to 'c\$\winnt\system32\drivers\etc'.

This is part of a working `sendall.bat` file:

```
copy hosts \\rchnlrtra\c$\winnt\system32\drivers\etc
copy lmhosts \\rchnlrtra\c$\winnt\system32\drivers\etc

copy hosts \\rchnlrtrb\c$\winnt\system32\drivers\etc
copy lmhosts \\rchnlrtrb\c$\winnt\system32\drivers\etc

copy hosts \\rchnllgra\c$\winnt\system32\drivers\etc
copy lmhosts \\rchnllgra\c$\winnt\system32\drivers\etc

copy hosts \\rchnllgrb\c$\winnt\system32\drivers\etc
copy lmhosts \\rchnllgrb\c$\winnt\system32\drivers\etc
```

Before using the **sendall.bat** command make sure the host and lmhosts file has been reviewed and approved to avoid future problems with incorrect data.

1. You must be at the Primary Domain Controller (PDC) which is LoggerA.
2. Open a Microsoft DOS prompt and change directory to `C:\>winnt\system32\drivers\etc`.
3. Rename the current hosts/lmhosts file before making any changes. This prevents problems in the event something goes wrong.
4. Open the host file and modify accordingly. For example, add a new IP address and host name or comment out (## signs). Make sure at the top of the hosts file you add a comment about what is done, along with your name and the date of change so others know what has been changed. For example:

```
*****
*                               The Following IP Addresses and Host Names
*                               are for the XYZ Company(XYZ)
*                               *****
##  PG11 no longer in Service - Robert Walsh - Cisco Systems - 01/15/01
*****
* Visible Net: HOUSTON,TX
* Modem PG11 713-123-4567
* Net 222.26.232.64 Mask 255.255.255.240
*****

# 222.26.232.23      geocustpg11a          # pg11a
# 222.26.232.23      geocustg11av         # pg11a
# 222.26.232.24      geocustg11aras1     # pg11a ras address
# 222.26.232.25      geocustg11aras2     # pg11a ras address
```

```
# 222.26.232.63      houstm          # Meridian ACD
# 222.26.232.7      houstl          # Meridian Link

# 222.26.232.4      iprouter        # Default IP Router
```

5. Save the corrected host file once all changes have been made.

6. To execute the **sendall.bat** file while in this directory type **sendall** and create a name. For example:

```
C:\>winnt\system32\drivers\etc\ sendall sendallresults012501.txt
```

This begins the **sendall.bat** process and goes to each device and copies over the old hosts and lmhosts files with the newly corrected file. Once the command has completed, you receive a command prompt again. You can open the file that you created, for example `sendallresults012501`, and view all the devices that are successfully upgraded. If there are some devices not updated, you need to verify each individually and, if necessary, correct manually by dialing in to that specific device.

7. You can view both the file you created and the **sendall.bat** by typing at the command prompt:

```
C:\>winnt\system32\drivers\etc notepad sendall
or notepad sendallresults012501.
```

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## Related Information

- **Technical Support – Cisco Systems**

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