

BAT ERROR – [Microsoft][ODBC SQL Server Driver][SQL Server] The Cursor Was Not Declared

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Introduction

The Bulk Administration Tool (BAT), a web-based application, lets you perform bulk transactions, such as add, update, or delete, on a large number of phones, users, and ports on a Cisco Catalyst 6000 FXS Analog Interface Module to the Cisco CallManager database. BAT also supports the insertion and deletion of 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), an optional component of BAT.

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

```
Error Number: 40002
Error Description:37000: [Microsoft][ODBC SQL Server Driver][SQL Server]
The cursor was not declared.
```

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 Number: 40002
Error Description:37000: [Microsoft][ODBC SQL Server Driver][SQL Server]
The cursor was not declared.
```

Solution

In order to overcome this error, perform these steps:

1. Uninstall BAT with an Add/Remove program.

Note: Delete the folder **C:\ciscowebs\BAT** if it is not deleted while BAT is uninstalled.

2. Reboot the server.
3. Re-install BAT through **CCMAdmin > Application > Install Plugins:**
 - a. Log on with administrator privileges to the system that runs the publisher database for Cisco CallManager.
 - b. Choose **Applications > Install Plugins**. The Install Plugins window displays.
 - c. Find the Cisco Bulk Administration Tool and double-click the setup icon.
 - d. A standard Windows dialog box appears. You must choose whether to copy the BAT install executable to your system or run it from the current location.

If an existent version of BAT is detected on the server, a prompt asks you to confirm the reinstallation or upgrade. In order to reinstall BAT or upgrade from a previous version, click **OK**.

- e. The Welcome screen displays. Click **Next**, and the Current Settings window displays.
- f. In order to install to the default location **C:\CiscoWebs\BAT**, click **Next**. BAT installs to **C:\ciscowebs\BAT**. You cannot change this path. The Start Copying Files window displays. Setup begins to copy the files.
- g. The Setup Complete window displays. You have successfully installed BAT.
- h. Click **Finish** to close Setup.

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Related Information

- **Bulk Administration Tool User Guide, Release 5.0(1)**
 - **CallManager Bulk Administration Tool (BAT) Common Problems and Solutions**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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