



## **Bulk Loader Guide for Cisco Unified Communications Domain Manager 8.1.4**

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# Contents

Preface	5
Typographic Conventions	5
Model Management Introduction	6
Bulk Load	6
Formatting Bulk Load Spreadsheets	7
Loading Bulk loaders	7
Select File Encoding	8
Using the Model Loader	9
Loading Status	9
Additional screen functions	10
Workbook Load Order	11
Raw Sheet Load Order	11
Overview of Provided Bulk Loaders	18
Bulk Loader for HCS	18
01 CUCDM814 VS P1 BaseData DialPlanSpecific v1 14(HCS-G1-G2-G3)	19
01 CUCDM814 VS P1 BaseData PlatformSpecific v1.24	20
02 CUCDM814 VS P1 RawData OrderEntry (AddSystemAdmin) v1 5	22
02 CUCDM814 VS P1 RawData OrderEntry (ModPhoneType) v1 10	22
03 CUCDM814 VS P1 ProviderReseller v1 18	22
04 CUCDM814 VS P1-P2-P3 NetworkElements v1 16 ProviderLevel (VS P1 HCS, VS P2 HCS and VS P3 HCS)	24
C1 CUCDM814 VS P1 NetworkElements v1 29(Single Customer)(VSC CL1 CL2)	26
C2 CUCDM814 VS P1 Customers Divisions Locations (SingleCustomers) v1 30(VS Corp)	34
C3 CUCDM814 VS P1 LocationAdmin(Extended Formula Loader)v1 31(VS Corp)	43
C4 CUCDM814 VS P1 UnManaged PBX Locations v1 26(VS Corp)	50
C5 CUCDM814 VS P1 HCS921 FCT ENT Loader Set v1 7 (VS Corp)	51
C6 CUCDM814 VS P1 NetworkElements v1 28 RG RL RP Connections(VSC CL1)(AddMultipleCountries)	52
C7 CUCDM814 VS P3 NetworkElements-MultiCustomerClusters-MCC-CL1-CL2-v1-29	53
C8 CUCDM814 VS P3 Customers-Divisions-Locations-MultiCustomerClusters) MCC-CL1v1-30	60
C9 CUCDM814 VS P3 LocationAdmin-Extended Formula Loader-v1-31-MCC-CL1	69
C10 CUCDM814 VS P3 NetworkElements v1 27 RG RL RP Connections-MCC-CL1	76
Field Names and Descriptions	78
Add Number Construction	78
Add Countries	81
Add Phone Types	82

Add Service Types	84
Set System Preferences	85
Add Feature Display Policies	86
Add Providers	87
Set Provider Preferences	87
Add Provider Administrators	88
Add Resellers	89
Add Reseller Administrators	89
Service Types	89
Add Customers	92
Add Divisions	93
Customer Preferences	93
Add Locations	94
Location Preferences	96
Add Location Administrators	96
Add Number Groups	97

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# Preface

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This document is aimed at internal system engineers, advanced system engineers and administrators who will be required to install and configure the system, or onboard a new customer to the HCS system.

This system supports various deployments/solutions including HCS and Large Enterprise (LE). This document describes the product in general and is not specific to a particular deployment/solution. Information may vary slightly depending on the installation environment.

## Typographic Conventions

The following typographic conventions are used in this document:

Item	Character format	Example
Buttons	<b>Bold</b>	Click the <b>Enter</b> button.
Checkboxes	<i>italic</i>	Select the <i>Country</i> checkbox.
Dialog boxes menu items, tab names, radio buttons	<i>italic</i>	Select the <i>Configuration</i> option, or select the <i>Parameters</i> tab.



# CHAPTER 1

## Model Management Introduction

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Bulk Load	6
Formatting Bulk Load Spreadsheets	7
Loading Bulk loaders	7
Select File Encoding	8
Using the Model Loader	9
Loading Status	9
Additional screen functions	10
Workbook Load Order	11
Raw Sheet Load Order	11

### Bulk Load

The bulk loader and configuration model tools enable you to populate the system quickly and easily using pre-populated spreadsheets. The bulk load tool can be used to load all of the typical entities such as locations, divisions, customers and users; while the configuration model tool can be used to load dial plan models.

Models are pre-formatted spreadsheets. Information on how to configure these spreadsheets can be found in the following model guides:

- Call Manager Model Guide
- IOS Model Guide
- PGW Model Guide

Reference loaders and sample models (for HCS-G1 and HCS-G2 dial plans) are available with the default system installation:

- For reference loaders and associated worksheets, browse to *Setup Tools > Bulk Load Samples > <Model Subset>*.
- For sample models and associated sample sheets, browse to *Dial Plan Tools > Configuration Models > <HCS-G1 or HCS-G2>*. The sample models include a fully functional set of dial plan models for two types of dial plan layouts, which are known as G1 and G2 (refer to the *Dial Plan Overview* guide for more information). These can also be customized if desired but should work off the shelf.

The sample loaders provide sample data that if edited should be able to build a fully working loading of the system. However, the sample data must be edited to change fields, add lines, and remove lines as appropriate. Sample model versions can be seen in the *Notes* section of the relevant model.

Models and bulk loaders (FCS versions and later) are also available at Cisco.com under *Support > Products > Voice and Unified Communications > IP Telephony > Unified Communications Platform > Cisco Hosted Collaboration Solution (HCS)*.

This section provides a description of how to load the bulk loader workbooks onto the system.

## Formatting Bulk Load Spreadsheets

The name of the workbook can be anything and the same filename can be loaded multiple times, although best practice would be to use different names. The name of the sheets within the workbook needs to be as shown in the samples. The order of the sheets in the workbook makes no difference as the order they are loaded is dictated by the code that reads the loaders. The sheets can be combined or split up into as many or as few workbooks as required. One consideration when building the workbooks is that there are dependencies between the sheets in that, for example, you can't load a location if you haven't loaded the customer for the location, and so on. These dependencies should be clear from using the GUI or looking at the samples. On the sheets themselves, the first row in the sheet must be the header row with the column names. The names of the columns need to be as they are in the samples. The order of the columns is not important as the loader software uses the header row to determine what data is in each column so they can be reordered if desired.

If you like, you may add an additional column to the sheet. For instance column "A"; in column "A" you may place a hash symbol '#' or double-hash symbol '##' preceding a row that you do not wish to load into the system.

For more details about dependencies and the order in which the loaders should be loaded, refer to the *CUCDM Reference Bulk-Loader Set Technical Overview* document (contact your Cisco support representative if required).

Comments have been added to certain header fields to indicate default values, or to state, for example, that the field should be left blank or to provide other helpful info. The headers in red text are required fields and you **must** provide a value in these fields.

One consideration when using Excel: if you delete the contents of cells it does not always mean the contents are fully removed, even though the cell might appear empty. This will create issues when loading as the cell is not empty and the system will expect the data in the row to be complete. This problem is usually noticed when loading and getting errors back about required cells that are missing. The row reference given in the log will usually refer to a row that appears to be empty in excel. The easiest way to avoid this issue is to delete whole rows and columns around your data to ensure there are no cells with data left.

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### Note

- The system currently supports the uploading of Microsoft™ Excel® \*.xml spreadsheets.
- For CCM model Sheets, to comment a line out, you can just include the '#' in the action column. Otherwise to load a line an 'I' should be used in that column for most instances.
- The Clear Models worksheet can be used to clear the relevant tables as needed. If you reload a model (either some or all sheets) then the relevant table needs to be cleared first or the load will result in an error.
- As noted above, the behavior of Microsoft™ Excel® can lead to cells that appear empty to be reported as not empty. So it is good practice to delete several rows/columns on each side of your finished data just to make sure.

---

## Loading Bulk loaders

### Procedure

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To upload bulk loader sheets to the system:

- Step 1** Browse to the *General Tools > Bulk Load*.
- Step 2** Click the **Schedule New Job** button.
- Step 3** Click the **Browse** button, and select the Spreadsheet that you would like to upload.
- Step 4** Specify when you would like to execute the bulk load task:
- Enter a *Scheduled Date and Time* for the bulk load task. This is specified as yyyy-mm-dd and hh:mm:ss.
  - Select the *Execute as soon as possible* checkbox if you would like the bulk load task to occur as soon as possible. In these instances, the bulk load task/s are scheduled to run in the order in which they were submitted.
  - Select the *Execute immediately* checkbox if you want the selected bulk load task to run immediately, regardless of those already running, and with no consideration for dependencies.
  - The following table indicates the scheduled result of combining these controls. If there are existing tasks, "Parallel" means the new task is carried out in parallel and "Queued" means that the new task is queued after the existing tasks:

Date/Time	Exec. asap	Exec. imm.	Result
Y	Y	Y	Parallel; Scheduled time is now
Y	N	N	Scheduled time
N	Y	Y	Parallel; Scheduled time is now
N	N	Y	Parallel; Scheduled time is now
N	Y	N	Queued; Scheduled time is now

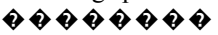
- Step 5** Select the relevant file encoding type from the drop-down list, and then click the **Submit** button to schedule the upload.

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#### Note

- Due to a Platform limit, the maximum allowed bulk sheet size is 20MB.
  - By default, a standard file encoding type is selected if the sheets being loaded include special (non-UTF8) characters; please ensure that you select a file encoding type relevant to the characters.
  - You can schedule multiple sheets one after another and they will queue up and be processed in the order they were scheduled.
  - Bulk loaders cannot modify objects that do not exist. For example, when attempting to modify a phone that does not exist, an error will be returned. Attempting to modify a feature of an object will not enable it. For example, attempting to modify a user mobility profile for a user that does not have a user mobility profile will return an error. The system will not add a new Mobility Profile.
- 

## Select File Encoding

This option is used to set the file encoding. The default is set to UTF8 and will be able to load any sheet containing normal characters. If you are using special characters (àûýçŮěá ...) in your sheets, UTF8 will display these characters as . To load them properly, please select the correct file encoding.



See under "Character encoding" in Wikipedia (if required) to learn more about file (character) encoding.

## Using the Model Loader

### Procedure

To upload configuration models to the system:

- Step 1** Browse to Dial Plan Tools > Configuration Models > Model Loader.
- Step 2** Click the Schedule new job button.
- Step 3** Click the Browse button and select the model that you would like to upload.

### Note

The system currently supports the uploading of Microsoft™ Excel® \*.xml spreadsheets.

- Step 4** Specify the specific date and time when you would like to execute the model loader task. This is specified as yyyy-mm-dd and hh:mm:ss, or select the Execute as soon as possible checkbox if you would like the model loader task to run as soon as possible. In these instances, the model load task/s is scheduled to run in the order in which they were submitted.

### Note

If you want the selected model load task to run immediately, regardless of those already running, and with no consideration for dependencies, select the Execute immediately checkbox.

- Step 5** Select the relevant file encoding type from the drop-down list.

### Note

By default, a standard file encoding type is selected, if the sheets being loaded include special (non-UTF8) characters, please ensure that you select a file encoding type relevant to the characters.

You can schedule multiple sheets one after another and they will queue up and be processed in the order they were scheduled.

- Step 6** Click the Submit button to schedule the upload.

## Loading Status

### Status

The status/history of all the loads in the system shows how long each sheet took to load, and can even drill down on transactions to see how long individual transactions took. Load status/history can be seen from the following locations:

- Bulk Loading: *General Tools > Bulk Load Tools*
- Model Loading: *Dial Plan Tools > Configuration Models > Model Loader*

The status of a loader can be any of the following:

- **Scheduled:** This status indicates that the scheduled time of the load has not occurred yet. The load will be started at the time scheduled.

- **Validating:** The load process is validating the data in the workbook. This occurs before any loading occurs. The current sheet being validated can be seen on the details page for that load. The whole workbook will be validated and if there are any errors the load will not progress to the next phase. The details of the validation failures can be seen in the log.
- **Loading:** This status indicates the process has passed validation and is starting transactions. The current sheet and row being worked on can be seen on the details page for the load. The transactions being started can be seen via the **Show Transactions** button.
- **Completed:** This status means the load process has completed processing the data in the sheets. The details of the load jobs should be checked using the **Show Transactions** button. See also: *Errors and Warnings* below.
- **Failed:** This status generally means the load process hit some internal issue in the load process. The log file for the load can be seen for more details.

## Errors and Warnings

A *Completed* load status only indicates that the load processing is complete. Check the adjacent *Errors* and *Warnings* columns to ensure that the load processing completed without problems.

The *Errors* count includes failed transaction errors as well as any validation errors. If errors and/or warnings are detected, select the relevant *Job* or *File Name* active text link to open the associated *Job Details* screen, then select the *Log file* active text link to review the transaction log file in more detail. Errors and warnings should be fixed on the relevant sheet and then the sheet should be reloaded.

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### Note

- If more than 10 errors are encountered during validation, the load job fails at that point with an appropriate error message. Take note that subsequent records will not have been validated.
  - If a job shows errors but no transactions have been scheduled, the validation of the loader has failed. Again, select the *Log file* active text link and review the transaction log file to troubleshoot this particular scenario.
- 

## Additional screen functions

- Job number (active text link). Click to view further information about the specific bulk upload job.
- File Name (active text link). Click to view further information about the specific bulk upload job.

Selecting either of these active text links causes the associated *Job Details* screen to open. On this screen the following additional functions are available:

- *Log file* (active text link). Click to view the log relating to the selected upload job.
- **Show details** button. Click this button to view more details relating to the information that was uploaded and if any errors were reported during the upload process.
- **Hide details** button. Click this button to hide the additional details displayed on this screen.
- **Hide transactions** button. Click this button to hide all transactions currently displayed on this screen.
- **Show transactions** button. Click this button to display all transactions on this screen.
- Transactions *Number* (active text link). Click to view the detailed status of the selected transaction.

## Workbook Load Order

The workbook load sequence of the Bulk and Model loaders is provided below:

1. BaseData Dialplan specific bulk loader
2. BaseData Platform specific bulk loader
3. Leaf Cluster model
4. IOS Device model
5. Country specific dial plan
6. Provider Reseller bulk loader
7. Network Elements - Provider Level bulk loader (only the *Add Provider Countries* worksheet is initially required)
8. Network Elements - Single Customers bulk loader
9. Customer Divisions Locations (Single Customers) bulk loader
10. Location Admin bulk loader

## Raw Sheet Load Order

The reference loaders and sample models are a set of workbooks that contain various worksheets. The combined worksheets of all of these workbooks have the following load order:

1. Add Brands
2. Add Phone Types
3. Add Expansion Module Types
4. Associate Phone Expansion
5. Add Service Type
6. Add Number Construction
7. Set Dialplan Preferences
8. Add Hardware Sets
9. Add Countries
10. Add Feature Display Policies
11. Associate Hardware Sets
12. Set System Preferences
13. Raw Data-Security Profiles
14. PGW MML Models
15. PGW MML Migrate Models
16. PGW TimesTen Models
17. CCM 6.1.x - Clear Models
18. CCM 6.1.x - Time Periods
19. CCM 6.1.x - Time Schedules

20. CCM 6.1.x - TP to TS Mappings
21. CCM 6.1.x - H323 Trunks
22. CCM 6.1.x - SIP Trunks
23. CCM 6.1.x - Route Groups
24. CCM 6.1.x - RG-H323 Trunk Maps
25. CCM 6.1.x - RG-SIP Trunk Maps
26. CCM 6.1.x - Route Lists
27. CCM 6.1.x - RL-RG Mappings
28. CCM 6.1.x - Partitions
29. CCM 6.1.x - CSS
30. CCM 6.1.x - Partition-CSS Map
31. CCM 6.1.x - Route Patterns
32. CCM 6.1.x - Translate Patterns
33. CCM 6.1.x - Transform Patterns
34. CCM 6.1.x - CTI Route Points
35. CCM 6.1.x - Regions
36. CCM 6.1.x - AAR Groups
37. CCM 6.1.x - Global Settings
38. CCM 6.1.x - Network Locales
39. CCM 6.1.x - Country Details
40. CCM 6.1.x - Device Pools
41. CCM 6.1.x - CTI Ports
42. CCM 6.1.x - Call Park
43. IOS Device 12.x - Clear Models
44. IOS Device 12.x - Globals
45. IOS Device 12.x - Model H.323
46. IOS Device 12.x - Model SIP
47. IOS Device 12.x - Model MGCP
48. IOS Device 12.x - Model SCCP
49. IOS Device 12.x - Model Q931
50. IOS Device 12.x - Model DPNSS
51. IOS Device 15.x - Clear Models
52. IOS Device 15.x - Globals
53. IOS Device 15.x - Model H.323
54. IOS Device 15.x - Model SIP

55. IOS Device 15.x - Model MGCP
56. IOS Device 15.x - Model SCCP
57. IOS Device 15.x - Model Q931
58. IOS Device 15.x - Model DPNSS
59. Add Provider
60. Add Reseller
61. Add System Administrators
62. Set Provider Preference
63. Add Reseller Administrators
64. Add Technician Servers
65. Add PGW Servers
66. Add CUCM Clusters
67. Add CUCM Subscriber
68. Modify CUCM Subscribers
69. Add Bandwidth Groups
70. Add CUCM Groups
71. Import CCM Items
72. Add CUC Cluster
73. Import CUC Item
74. Add SME Cluster
75. Add SME Subscribers
76. Modify SME Subscribers
77. Add SME Groups
78. Import SME Items
79. Add Unmanaged PBX Server
80. Add ISC 3.0.x DHCP Servers
81. Add CER Servers
82. Add WebEx Servers
83. Add Hardware Group
84. Add Network Objects Sets
85. Initialize Network Devices
86. Add CUCM Media Resources Groups
87. Add CUCM MRG Lists
88. Add CUPS Clusters
89. Connect Transit to Gateway

90. Connect Gatekeeper to Transit
91. Connect PBX to Transit
92. Connect IVR to Transit
93. Connect Transit to Transit
94. Connect Voicemail to Transit
95. Connect GK to GK
96. Connect Conference to PBX
97. Connect ER to PBX
98. Connect TFTP to PBX
99. Connect Transcoder to PBX
100. Connect Voicemail to PBX
101. Connect VM GW to PBX
102. Connect Voicemail to VM GW
103. Connect PBX to PBX
104. Connect PBX to PBX-Unmanaged
105. Connect CUCM to CUCM
106. Connect Presence to PBX
107. Add Provider Countries
108. Add EMCC Countries
109. Add EMCC Remote Cluster
110. Add GeoLocation Filter
111. Add EMCC Feature Parameters
112. Add Application Users
113. Add SIP Normalization Script
114. Add LDAP Auth Servers
115. Add ContactCentre Servers
116. ConnectPBXtoContactCentre
117. Add CCM Connections
118. Add CCM Connections Trunks
119. Add CCM Connections Route Groups
120. Add CCM Connection Route Lists
121. Add CCM Associate RG-RL
122. Add CCMConnection RoutePatterns
123. Add CCM Audio Region
124. Import IP Phone Services

- 125. Add IP Phone Services
- 126. Add Device Pool Templates
- 127. Add UC Services
- 128. Add Service Profiles
- 129. Add Customer
- 130. DisAssoc Customer HW Groups
- 131. Assoc Customer HW Groups
- 132. Set Customer Preferences
- 133. Add Customer Administrators
- 134. Add Directory Partitions
- 135. Add Ext Mob Groups
- 136. Add Feature Group Template
- 137. Add Area Codes
- 138. Add PSTN Number Ranges
- 139. Add Forced Authorization Code
- 140. Add Billing Code Ranges
- 141. Add IP Subnets
- 142. Add Feature Config Template
- 143. Add Route Pattern Elements
- 144. Add Translate Pattern Element
- 145. Add Feature Groups
- 146. Add Site Codes
- 147. Add Voicemail Services
- 148. Add Voicemail Templates
- 149. Add Voicemail Pilots
- 150. Add Voicemail Restrictions
- 151. Add Conference Services Hosted
- 152. Add Media Services
- 153. Add Divisions
- 154. Add Divisions Administrators
- 155. Add Contact Centre Services
- 156. Add Contact Centre Pilots
- 157. Add AutoAttendants Services
- 158. Add AutoAttendants Pilots
- 159. Add Locations

- 160. Set Locations
- 161. Add Locations Administrators
- 162. Add Locations Voicemail
- 163. Add Locations Voicemail Profiles
- 164. Add Locations AutoAttendant
- 165. Add GeoLocation
- 166. Add Location Contact Centre
- 167. Add Move Phone
- 168. Add End user
- 169. Mod End User
- 170. Add User Mobility
- 171. Modify User Mobility
- 172. Associate PSTN Number Range
- 173. Associate User Device
- 174. Add User Phone
- 175. Add Number Group
- 176. Add Pickup Group
- 177. Add Hunt Group
- 178. Add User Speed Dials
- 179. Add Phone Speed Dials
- 180. Add Single Number Reach
- 181. Add Mobile Identity
- 182. Presence Clients
- 183. Add User Voicemail
- 184. Set Voicemail Caller Input
- 185. Add Voicemail Notifications
- 186. Add Alternate Extensions
- 187. Add CTI Device
- 188. Assign Locations to Ext Mob LGs
- 189. Modify Phone Features
- 190. Add Device Group
- 191. Move Phones to Locations
- 192. Create Internal Number Range
- 193. Add Meet-ME Numbers
- 194. Move PSTN Number Range



- 195. Create Internal Number Range
- 196. Add Locations Device Pools
- 197. Register Phones
- 198. Add Location Numbers Translations
- 199. Add Locations Subnets
- 200. Associate Auth Servers
- 201. Add Phone Service URLs
- 202. Subscribe Phone Services
- 203. Delete Phone Line
- 204. Delete Mobility Line
- 205. Disassociate User Phone
- 206. Unregister Phone
- 207. Disassociate User Analogue Line
- 208. Unregister Analogue Line
- 209. Delete User
- 210. Add User Conference Account
- 211. Associate Auth Servers



## CHAPTER 2

# Overview of Provided Bulk Loaders

### Bulk Loader for HCS 18

- 01 CUCDM814 VS P1 BaseData DialPlanSpecific v1 14(HCS-G1-G2-G3) 19
- 01 CUCDM814 VS P1 BaseData PlatformSpecific v1.24 20
- 02 CUCDM814 VS P1 RawData OrderEntry (AddSystemAdmin) v1 5 22
- 02 CUCDM814 VS P1 RawData OrderEntry (ModPhoneType) v1 10 22
- 03 CUCDM814 VS P1 ProviderReseller v1 18 22
- 04 CUCDM814 VS P1-P2-P3 NetworkElements v1 16 ProviderLevel (VS P1 HCS, VS P2 HCS and VS P3 HCS) 24
- C1 CUCDM814 VS P1 NetworkElements v1 29(Single Customer)(VSC CL1 CL2) 26
- C2 CUCDM814 VS P1 Customers Divisions Locations (SingleCustomers) v1 30(VS Corp) 34
- C3 CUCDM814 VS P1 LocationAdmin(Extended Formula Loader)v1 31(VS Corp) 43
- C4 CUCDM814 VS P1 UnManaged PBX Locations v1 26(VS Corp) 50
- C5 CUCDM814 VS P1 HCS921 FCT ENT Loader Set v1 7 (VS Corp) 51
- C6 CUCDM814 VS P1 NetworkElements v1 28 RG RL RP Connections(VSC CL1) (AddMultipleCountries) 52
- C7 CUCDM814 VS P3 NetworkElements-MultiCustomerClusters-MCC-CL1-CL2-v1-29 53
- C8 CUCDM814 VS P3 Customers-Divisions-Locations-MultiCustomerClusters) MCC-CL1v1-30 60
- C9 CUCDM814 VS P3 LocationAdmin-Extended Formula Loader-v1-31-MCC-CL1 69
- C10 CUCDM814 VS P3 NetworkElements v1 27 RG RL RP Connections-MCC-CL1 76

## Bulk Loader for HCS

This section provides a description of the various bulk loader sheets for HCS. Note that only selected characteristics are listed for each loader, refer to the relevant worksheet itself to view all the characteristics available for each loader.

**Note**

Due to co-dependencies among the loaders, customization of workbooks/worksheets should only be done with the assistance of your dedicated support representative.

## 01 CUCDM814 VS P1 BaseData DialPlanSpecific v1 14(HCS-G1-G2-G3)

The BaseData loader adds basic information to CUCDM that is dial plan specific. Four worksheets are available in this loader:

- *Add Service Types*

Service types are logical database constructs in CUCDM. They are used in various areas including call routing, feature groups, feature display policies and so on. In this worksheet, only call forwarding, voicemail, local GW routing and other dial-plan related service types are loaded. For a more detailed description of certain fields, see [Add Service Types on page 84](#).

The contents of this worksheet can be viewed in the CUCDM by browsing to *Setup Tools > Service Types*.

- *Add Number Construction*

This sheet is used to add dial plans to CUCDM. Each row represents a new dial plan and the columns are used to specify characteristics such as:

(dial plan) name, enforce HUCS dialplan (Y or N), enforce HCS dialplan (Y or N), multi-tenant dialplan (Y or N), and so on. For a more detailed description of certain fields, see [Add Number Construction on page 78](#).

The contents of this worksheet can be viewed in the CUCDM by browsing to *Dial Plan Tools > Number Construction*.

- *Set Dial Plan Preferences*

Dial plan preferences are global settings that apply system wide. This sheet is used to configure dial plan preferences within the CUCDM. Each row represents a dial plan preference and the columns enable you to specify:

the *Dialplan* (HCS-G1, HCS-G2 or HCS-G3), *Preference Code* (Internalpublishednumber or PSTNpublishednumber), and *Preference Value* [defaults = False (for Internalpublished number in both HCS-G1 and G2, and True (for PSTNpublished number in both HCS-G1 and G2).

Refer to the *Dial Plan Overview* guide for more information about G1, G2 and G3 dial plan types.

**Note**

Two dial plan preferences designate the number to present to the PSTN on outbound calls:

- **Internalpublishednumber** - used when the extensions deployed at a location are not DIDs; when set to True (enabled), the main, published number will be applied to all outgoing calls from that location.
- **PSTNpublishednumber** - used when DIDs are deployed at a customer location but the main, published number is used to mask the individual DID numbers on all outgoing calls.

- *Add Countries*

Countries are managed at two levels within the CUCDM, the provider level and the global (system) level, and as a result, are managed in two respective sections, the *Provider Administration* menu and the *Dial Plan Tools* menu.

The *Dial Plan Tools* menu is used to manage countries at a global level, and the *Provider Administration* menu is used to manage countries at a provider level. Providers can only add countries that have already been added via the *Dial Plan Tools* menu.

For a more detailed description of certain fields, see [Add Countries on page 81](#).

The contents of this worksheet can be viewed in the CUCDM by browsing to *Dial Plan Tools > Countries*.

## 01 CUCDM814 VS P1 BaseData PlatformSpecific v1.24

After running the dial plan specific base data worksheets, the BaseData Platform-Specific loader must be run for all system deployments. The following worksheets are available in this loader:

- *Add Phone Types*

This sheet is used to add specific phone types and clients to the CUCDM. Each row represents a phone type and the columns are used to specify various phone type characteristics such as:

*Name*, *Phone Protocol*, *Device Name Format*, and so on. For a more detailed description of certain fields, see [Add Phone Types on page 82](#).

The contents of this worksheet can be viewed in the CUCDM by browsing to *Setup Tools > Phone Types > Phone Type Management*. This sheet should have all of the devices supported for HCS for a working system, and only needs to be used to add new phones to CUCDM as they are released by Cisco. This sheet can also be used to update existing phone types.

- *Add Expansion Module Types*

This sheet is used to add expansion module types to the CUCDM. Each row represents an expansion module type and the columns are used to specify expansion module type characteristics such as:

*expansion module name* (available options are: 7914, 7915-12, 7915-12 SIP, 7915-24, 7915-24 SIP, 7916-12, 7916-12 SIP, 7916-24, 7916-24 SIP, and IP Color Key Expansion Module-36), *product name* [available options are: 7914 14-Button Line Expansion Module (SCCP), 7915 12-Button Line Expansion Module (SCCP or SIP), 7915 24-Button Line Expansion Module (SCCP or SIP), 7916 12-Button Line Expansion Module (SCCP or SIP), 7916 24-Button Line Expansion Module (SCCP or SIP), and CKEM 36-Button Line Expansion Module (SIP)], *maximum number of lines* (supported by each module, that is 12, 14, 24, or 36), and *protocol* (SIP or SCCP).

The contents of this worksheet can be viewed in the CUCDM by browsing to *Setup Tools > Phone Types > Expansion Module Type Management*. This sheet contains all expansion modules in HCS, and only needs to be modified when new expansion module types are added to CUCDM.

- *Associate Phone Expansion*

This sheet is used to associate phone types with particular expansion module types within the CUCDM. Each row represents a new association and the columns are used to specify characteristics such as:

*phone type* (describes the type of phone and must be unique, for example Cisco 7962, Cisco 7962 SIP and so on), and *expansion module name* (describes the name of the expansion module

and must be unique, for example 7916-24, 7915-12 SIP, and so on). This sheet matches up to HCS, and only needs to be modified when new associations are required within the CUCDM.

- *Add Service Types*

Service Types are logical database constructs in the CUCDM, and are used in various areas of the CUCDM including call routing, feature groups, and feature display policies. This sheet is used to add service types to the CUCDM. Each row represents a new service type and the columns are used to specify various characteristics such as:

*name*, *category*, *manageable by Self Care users*, and so on. The Service Types displayed on this sheet match up with the models for 9.2(1) HCS. For a more detailed description of certain fields, see [Add Service Types on page 84](#).

Service type values can be viewed in the CUCDM by browsing to *Provider Administration > Feature Group Templates*. Values can be selected by entering a text entry, selecting from a drop-down list, or by selecting a checkbox.

- *Set System Preferences*

This sheet is used to configure preferences within the CUCDM. Each row represents a system preference and the columns are used to specify characteristics such as:

*preference code* (for example AuditTransactions, CCLinePrefix, ConfirmOnDelete, DefaultLocationTimeZone, and so on), *preference value* (to specify a value for the preference, such as true/false or an actual value such as "Europe"), and *description*. The System preferences displayed on this sheet match up to those displayed for HCS on the *Preference and Settings: System* screen on the CUCDM GUI, and no further editing is required. For a comprehensive list and associated description for each of the available system preferences, see [Set System Preferences on page 85](#).

The contents of this worksheet can be viewed in the CUCDM by browsing to *Setup Tools > Global Settings*.

- *Add Hardware Sets*

---

**Note**

Typically, all the network elements are not added using this worksheet. Instead, administrators usually login to the CUCDM and manually select each network element to be included in the hardware set. Due to the large number of UC components, and the requirements for each customer, best practice dictates that the CUCDM GUI is used to select the required network elements.

---

This sheet is used to add hardware sets to the CUCDM. Each row represents a new hardware set and the columns are used to specify characteristics such as:

*name* (name of hardware set - must be unique), *description*, and *members of the set* [Member0 is mandatory, and must be CUCM (network element), and Member1 to Member 'n' (optional and can be entered in any order)].

The contents of this worksheet can be viewed in the CUCDM by browsing to *Dial Plan Tools > Hardware Sets > Hardware Set Management*.

- *Associate Hardware Sets*

This sheet is used to associate hardware sets to the dial plans in the CUCDM. Each row represents an association and the columns are used to specify characteristics such as:

*hardware set* and *dialplan* (HCS-G1, HCS-G2, or HCS-G3).

- *Add Feature Display Policies*

This sheet is used to add feature display policies to the CUCDM. Each row represents a new feature display policy and the columns are used to specify feature display characteristics such as: *policy name*, *system default*, *menu item*, and so on. For a more detailed description of certain fields, see [Add Feature Display Policies on page 86](#).

Feature display policies can be viewed and managed in the CUCDM by browsing to *Setup Tools > Feature Display Policies*.

## 02 CUCDM814 VS P1 RawData OrderEntry (AddSystemAdmin) v1 5

Raw API loaders are provided in instances where there is no 'approved' bulk loader.

This optional loader can be used to add administrators (Provider, Reseller, and so on) to the CUCDM, as standard bulk loaders cannot be used to add administrators. Note that System administrators are added manually when building the system and is described in *Platform Build Process* Guide under *CUCDM Static Configuration / Add System Admin*.

## 02 CUCDM814 VS P1 RawData OrderEntry (ModPhoneType) v1 10

Raw API loaders are provided in instances where there is no 'approved' bulk loader.

This optional loader can be used to add new phone types as they are released by Cisco, as well as to update existing phone types.

## 03 CUCDM814 VS P1 ProviderReseller v1 18

The following worksheets are available in this loader:

- *Add Providers*

This sheet is used to add providers to the CUCDM. Each row represents a new provider and the columns are used to specify characteristics such as:

*name*, *description*, *dialplan name*, and so on. For a more detailed description of certain fields, see [Add Providers on page 87](#).

- *Set Provider Preferences*

Provider Preferences are a collection of high-level provider settings that allow administrators to enable, or disable specific values. This sheet is used to configure provider preferences within the CUCDM. Each row represents a provider preference and the columns are used to specify characteristics such as:

*provider name*, *preference code*, and *preference value*. For a comprehensive list and associated description for each of the available provider preferences, see [Set Provider Preferences on page 87](#). The Provider preferences displayed on this sheet match up to those displayed for HCS on the *Preference and Settings: Provider* screen on the CUCDM GUI, and no further editing is required.

- *Add Provider Administrators*

This sheet is used to add provider administrators to the CUCDM. Each row represents a new provider administrator and the columns are used to specify characteristics such as:

*provider name*, *user name*, *password*, and so on. For a more detailed description of certain fields, see [Add Provider Administrators on page 88](#).

- *Set System Preferences*

Only two fields are available on this worksheet (for HCS): *preference code* = AutoCCMNewPhoneProvider and *preference value* = Provider name. For a comprehensive

list and associated description for each of all available system preferences, see [Set System Preferences on page 85](#).

- *Add Resellers*

A provider may have one or more dedicated resellers who are able to sell and manage the telephony service provided by the service provider. Typically, the reseller does not own the physical network components supporting the service, but may simply resell the service provided by the service provider. A reseller must always be added (real or not). If no reseller exists, then the reseller name functions as a placeholder. This sheet is used to add resellers within the CUCDM. Each row represents a new reseller and the columns are used to specify characteristics such as:

*provider name, default branding, account number* and other general reseller details such as *address 1, state*, and so on. For a more detailed description of certain fields, see [Add Resellers on page 89](#).

- *Set Reseller Preferences*

Reseller preferences enable advanced customization of resellers on an individual basis. This sheet is used to configure reseller preferences within the CUCDM. Each row represents a reseller preference and the columns enable you to specify characteristics such as:

*provider name, reseller name, preference code*, and *preference value* (such as true/false or an actual value such as 'password').

---

**Note**

Reseller preferences are not used in the current version of CUCDM.

---

- *Add Reseller Administrators*

This sheet is used to add reseller administrators to the CUCDM. Each row represents a new reseller administrator and the columns are used to specify characteristics such as:

*provider name, reseller name, user name*, and so on. For a more detailed description of certain fields, see [Add Reseller Administrators on page 89](#).

- *Add Feature Group Templates*

All telephony and value-added features managed by CUCDM are defined as features. These features are grouped together to form a feature group. In turn, the feature group is associated with a phone or user, and defines the set of features the person or phones has access to. Feature groups are the primary means for managing the user's class of service. This sheet is used to add a feature group template to the CUCDM. Each row in this sheet represents a new feature group template and the columns are used to specify characteristics such as:

*name* (of the feature group template, for example *FullService-FG-Settings*), *description* (of the feature group template), *time period* (value = Permanent. Legacy feature - to be removed in a future release), *rule type* (value = always. Legacy feature - to be removed in a future release), and *service type 'n'* (used to list the relevant features). For a comprehensive list of service types available, see [Service Types on page 89](#).

These values can be viewed in the CUCDM by browsing to *Provider Administration > Feature Group Templates*.

---

**Note**

Feature groups are customized at the customer level, and feature group templates are customized at the provider level.

---

- *##Feature Groups&Device Feature*

This sheet is a planning worksheet for information purposes only, and is not used for bulk loading. It lists and describes the features available in each feature group.

## 04 CUCDM814 VS P1-P2-P3 NetworkElements v1 16 ProviderLevel (VS P1 HCS, VS P2 HCS and VS P3 HCS)

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### Note

- Remember to comment out the sheets for items that are not used in a particular deployment. A '#' symbol can be put in front of the sheet tab name to prevent it from being loaded.
  - Manual Mode can be set to 'Y' in various worksheets below and is typically used for testing purposes. However, when loading the NetworkElements Single Customer loader, you can't initially push info to the Unified CM. In this instance, the CUCDM is set to manual mode until you have performed the initial steps, after which time you take the CUCDM out of manual mode so that you can push the dial plan and other elements to the Unified CM.
- 

This loader contains multiple worksheets used to support both HCS and legacy customers:

- *Add PGW Servers*

This sheet is used to add PGW servers to the CUCDM. Each row represents a new PGW server and the columns are used to specify characteristics such as:

(server) *name*, *software version* (this defines the software version running, and must be set correctly to ensure correct operation), *transit CPID*, *transit line capacity*, *country mode*, *manual mode* (Y or N), *manual mode email address*, *trace driver commands* (Y or N), *use secure connection* (Y or N), *main hostname*, *main primary IP address* (a PGW may have either one or two network interfaces with an IP Address. This is the Primary IP Address and is the interface that the CUCDM will initially use to connect to the PGW), *main configuration user ID* (the PGW server login user name required to configure the PGW), *main configuration password* (the PGW login password, required to configure the PGW), and other required server details.

- *Add ISC 3.0.x DHCP Servers*

This sheet is used to add ISC 3.0.x DHCP servers to the CUCDM. Each row represents a new ISC 3.0.x DHCP server and the columns are used to specify characteristics such as:

*host name*, *description*, *software version*, *country code*, *IP address*, *line capacity*, *configuration user ID*, *configuration password*, *configuration file path*, *leases file path* (CUCDM-DHCP lease path), *manual mode email address*, and *manual mode* (Y or N).

---

### Note

Only loaded when CUCDM is the DHCP source.

---

- *Add Network Object Sets*

This sheet is used to add new Network Object Sets to the CUCDM. Each row represents a new Object Set and the columns are used to specify characteristics such as:

*host name*, *name*, *description*, *transaction name*, *device type*, and *device 1 to device 3*.

- *Add WebEx Servers*



This sheet is used to add WebEx server data into CUCDM for informational purposes only. Each row represents new WebEx server data, and the columns are used to specify characteristics such as:

*host name, description, software version, and manual mode (Y or N).*

- *Add Provider Countries*

This sheet is used to add provider countries, which match up to system level counties. Each row represents a new country and the columns are used to specify characteristics such as:

*provider name, ISO country code, and description.*

---

**Note**

We recommend that Provider countries be added before provisioning Unified CM clusters, however make sure that SME/PGW switches are initialized first.

---

- *Add SME Clusters*

This sheet is used to add SME clusters to the CUCDM. Each row represents a new SME cluster and the columns are used to specify characteristics such as:

*cluster name, description, software version, country code, publisher name, publisher host name, publisher IP address, configuration user ID, configuration password, manual mode email address, manual mode (Y or N), use secure connection (Y or N), trace driver commands, transit CPID, transit line capacity, MTP role, and MTP line capacity.*

- *Add SME Subscribers*

This sheet is used to add subscribers to a SME. Each row represents a new SME subscriber and the columns are used to specify characteristics such as:

*SME cluster name, host name, description, SME name, IP address, and MTP host.*

- *Modify SME Subscribers*

This sheet is used to modify existing SME subscribers. Each row represents a current SME subscriber and the columns are used to modify characteristics such as:

*SME cluster name, host name, description, SME name, IP address, and MTP host.*

---

**Note**

- This worksheet can only be used to update existing subscribers; it cannot be used to add new subscribers.
  - Certain fields cannot be modified via the bulk loader.
- 

- *Add SME Groups*

This sheet is used to add SME groups to the CUCDM. Each row represents a new SME group and the columns are used to specify characteristics such as:

*SME cluster name, group name, description, line capacity, use for trunks (Y or N), host 1 name, host 1 selected, host 1 order, host 2 name, host 2 selected, and host 2 order.*

- *Import SME Items*

This sheet is used to specify the SME items to import. Each row represents a new item that needs to be imported and the columns are used to specify characteristics such:

*SME hostname, attributes (Y or N), SIP normalization scripts (Y or N), SIP profiles (Y or N), date/time groups (Y or N), and user locales.*

- *Connect Gatekeeper to Gateway*

This sheet is used to connect a gatekeeper to a gateway. Each row represents a new connection between a gatekeeper and a gateway and the columns are used to specify characteristics such:

*gatekeeper name, gateway name, and CPID.*

- *Connect Gatekeeper to Transit*

This sheet is used to connect a transit server to a gatekeeper. Each row represents a new connection between a transit server and a gatekeeper and the columns are used to specify characteristics such as:

*gatekeeper name, and transit name.*

- *Add Application Users*

This sheet is used to add application users to the CUCDM. Each row represents a new application user, and the columns are used to specify characteristics such as:

*gatekeeper name, transit name, description, password, digest credentials, application user type, phones, mobility profiles, CTI route points, and CTI ports.*

- *Add LDAP Auth Servers*

This sheet is used to add LDAP auth servers to the CUCDM. Each row represents a new LDAP auth server and the columns are used to specify characteristics such as:

*server name, LDAP server DN, login user (for example admin), login password (default = password), base DN, administration level (for example Provider), use SSL (Y or N), and NT4 domain.*

- *Associate Auth Servers*

This sheet is used to associate Auth servers. Each row represents a new association and the columns are used to specify characteristics such as:

*migrate (Y or N), auth server name, provider name, reseller name, company name, division name, and location name.*

## C1 CUCDM814 VS P1 NetworkElements v1 29(Single Customer)(VSC CL1 CL2)

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### Note

Refer to the *Network Elements Loader User Guide for Cisco Unified Communications Domain Manager*, specifically chapters 2, 3, 4, and 5, for more information about the worksheets.

---

The following worksheets are available within this loader:

- *#Customer Input Sheet*

This sheet is used to enter specific customer data and to populate the same data to formula-driven worksheets.

- *Add CUCM Clusters*

This sheet is used to add Cisco Unified Communications Manager (Unified CM) clusters to the CUCDM. Each row represents a new Unified CM cluster and the columns are used to specify characteristics such:

*cluster name, software version (for example 8.0.x, 9.0.x), country code (defaults to United Kingdom if left blank), publisher host name (can be a longer name matching VMWare HostName), publisher name (10 characters maximum), publisher IP address (on CUCDM side), publisher IP address B (on customer side), configuration user ID (do not use hyphens), configuration password, manual mode email address (Y or N), manual mode (Y or N), use secure connection (Y or N), IPPBX max. lines per device, minimum axl interaction time, and other cluster details.*

- *Add CUCM Subscribers*

This sheet is used to add subscribers to a Unified CM. Each row represents a new Unified CM subscriber and the columns are used to specify characteristics such as:

*CUCM cluster name, host name, CUCM name (10 characters maximum), IP address (on CUCDM side), IP address B (on customer side), TFTP host (Y or N), TFTP order (1 or 2), EMCC host (Y or N), EMCC order (1 or 2), music host (Y or N), music order (1 or 2), console host (Y or N), CTI manager host (Y or N), conference host (Y or N), annunciator host (Y or N), MTP host (Y or N), and call processor engine (Y or N).*

- *Modify CUCM Subscribers*

This sheet is used to modify existing Cisco Unified Communications Manager (Unified CM) subscribers. Each row represents a current Unified CM subscriber and the columns are used to modify specific values such as:

*CUCM cluster name, host name, CUCM name (as displayed on the CUCM GUI, typically an IP address), IP address (on CUCDM side), and IP address B (on customer side).*

---

**Note**

- This sheet can only be used to update existing subscribers; it cannot be used to add new subscribers.
  - Certain fields cannot be modified via the bulk loader.
- 

- *Add CUCM Groups*

This sheet is used to add Unified CM groups to the CUCDM. Each row represents a new Unified CM group and the columns are used to specify characteristics such as:

*CUCM cluster name, group name, line capacity, use for phones (Y or N), use for voicemail (Y or N), use for trunks (Y or N), host 1 name (use the server host name **not** the Unified CM name), host 1 selected, host 1 order (0 or 1), host 2 name (use the server host name **not** the Unified CM name), host 2 selected (Y or N), and host 2 order (0 or 1).*

- *Add CUCM Media Resource Groups*

This sheet is used to add Cisco Unified Communications Manager (Unified CM) media resource groups to the CUCDM. Each row represents a new Unified CM media resource group and the columns are used to specify characteristics such as:

*media resource group name, CUCM cluster name, multicast, and member 0 to member 'n' (maximum of 15 characters).*

---

**Note**

Make sure that Music-On-Hold Servers and Conference Bridges are pre-loaded in the Unified CM cluster, that is, they must first be created in Unified CM. MoH tracks are added in CUCDM that match the name/number created

in Unified CM. We recommend using the Unified CM name, and not the IP addresses.

---

- *Add CUCM MRG Lists*

This sheet is used to add media resource group lists to the CUCDM. Each row represents a new MRG list and the columns are used to specify characteristics such as:

*media resource group list name, CUCM cluster name, and member 0 to member 'n'.*

- *Add CER Servers*

This sheet is used to add CER servers to the CUCDM. Each row represents a new CER server and the columns are used to specify characteristics such as:

*group name, software version, country, manual mode (Y or N), manual mode email address, secure configuration sessions (Y or N), trace configuration sessions (Y or N), ELIN of default ERL, primary host name, primary IP address, primary configuration user ID, primary configuration password, and other required details.*

- *Add LDAP Authentication Servers*

This sheet is used to add LDAP authentication servers to the CUCDM. Each row represents a new LDAP auth server and the columns are used to specify characteristics such as:

*host name, bind DN or user, bind password, base DN, administration level (for example provider, reseller, customer, division, location), as well as other required details such as use SSL (Y or N), port, LDAP login attribute, and domain name.*

- *Add Technician Servers*

A technician server is a general purpose server product that is capable of assuming multiple roles. This sheet is used to add technician servers to the CUCDM. Each row represents a new technician server and the columns are used to specify characteristics such as:

*server name, IP address, provisioning email address, country code (for example USA or GBR), conference role (Y or N), conference line capacity, and MTP role (Y or N).*

---

**Note**

Use this loader to load hardware conference bridges and other hardware resources to add in media resource groups.

---

- *Add CUC Clusters*

This sheet is used to add Cisco Unity Connection Clusters to the CUCDM. Each row represents a new Cisco Unity Connection Cluster and the columns are used to specify characteristics such as:

*cluster name, software version, country code, IP address, primary host name, configuration user ID, configuration password, line capacity, LDAP enabled, secondary IP address, secondary host name, secondary configuration user ID, secondary configuration password, CUC cluster DNS alias (if multiple servers are deployed), and other required details.*

- *Add CUPS Clusters*

This sheet is used to add CUPS Clusters to the CUCDM. Each row represents a new CUPS Cluster and the columns are used to specify characteristics such as:

*cluster name, software version, IP address, configuration user ID, configuration password, SIP termination, DNS SRV record, manual mode (Y or N), and manual mode email address. Note*

that subscriber info is not added for a CUPS cluster, only publisher node is added. Also note that CUPS is now known as IM and Presence.

- *Add Contact Centre Servers.*

This sheet is used to add contact centre servers to the CUCDM. Each row represents a new contact centre server and the columns are used to specify characteristics such as:

*host name, IP address, CPID, country code, version,, network VRU, and conference Xfer pattern.*

- *Add Hardware Groups*

This sheet is used to add new Hardware Group Groups to the CUCDM. Each row represents a new hardware group and the columns are used to specify characteristics such as:

*name, hardware group usage, location local gateways, location SRST gateways, emergency responder 1, transit switch 1, transit switch 2, IP PBX 1, IP PBX 2, and so on.*

- *Import CCM Items*

This sheet is used to specify the CCM items to import. Each row represents a new item that needs to be imported and the columns are used to specify characteristics such as:

*cluster name, and the item or service to be imported, these include: attributes (Y or N), phone features (Y or N), phone button templates (Y or N), softkey templates (Y or N), feature control policies (Y or N), SIP normalization scripts (Y or N), SIP profiles (Y or N), date/time groups (Y or N), discard digits (Y or N), user locales, (Y or N), service profiles (Y or N), and recording profiles (Y or N).*

---

**Note**

If clusters are in manual mode, make sure that they are switched out of manual mode before using this tab in the bulk loader, or use the CUCDM GUI for this step.

---

- *Add IP Phone Services*

This sheet is used to add new IP phone services to the CUCDM and to the Unified CM. Parameters are not required, but if specified, you must include the mandatory fields such as:

*IPPBX name, locale, default service (Y or N), container, service name, ASCII name, URL, category (for example XML service), service type, phone service name 1, parameter name 1, display name 1, default value 1, and so on.*

- *Add IP Phone Services-Germany*

See *Add IP Phone Services* above. This additional loader is used for adding IP phone services with different language locales (into a CUCDM IP service container). Change the country name as required.

- *Add IP Phone Services-France*

See *Add IP Phone Services* above. This additional loader is used for adding IP phone services with different language locales (into a CUCDM IP service container). Change the country name as required.

- *Import IP Phone Services*

This sheet is used to import existing IP phone services from the Unified CM, and the columns are used to specify characteristics such as:

*IPPBX name.*

---

### Note

If the CUCDM is in manual mode, make sure that you switch out of manual mode before using this tab in the bulk loader, alternatively use the CUCDM GUI to import IP phone services. Also note that the CUCDM has 'dummy' data for testing if used in manual mode for importing items. Login/logout, phone services, roaming login/logout and visual voicemail are set to 'Restricted' following the import process.

---

- *Import CUC Items*

This sheet is used to specify the Cisco Unity Connection items to import. Each row represents a new item that needs to be imported and the columns are used to specify characteristics such as:

(CUC) *host name*.

- *Initialize Network Devices*

This sheet is used to initialize devices within the CUCDM. Each row represents an initialization attempt and the columns are used to specify characteristics such as:

*device type*, and *host name*. For example, to initialize an IPPBX called CUCM\_1 for a provider called Provider\_1, you would have a row that contained: <Provider\_1><IPPBX><CUCM\_1>

---

### Note

Configuration is sent to the applications unless 'manual mode' is enabled (Y) at which point configuration is not sent.

---

- *Connect Voicemail to PBX*

This sheet is used to connect a voicemail server to a PBX. Each row represents a new connection between a voicemail server and a PBX and the columns are used to specify characteristics such as:

*PBX name*, *voicemail (server) name*, and *number of messaging ports*.

- *Connect PBX to Transit*

This sheet is used to connect a transit server (PGW) to a PBX. Each row represents a new connection between a transit server and a PBX and the columns are used to specify characteristics such as:

*PBX name*, and *transit (server) name*.

- *Connect Presence to PBX*

This sheet is used to connect a CUPS cluster (Presence) to a PBX. Each row represents a new connection between the specified Presence cluster and PBX, which will be relevant to the specified Provider.

- *Connect Conference to PBX*

This sheet is used to connect a PBX to a conference server (for HCS this is usually a Webex hosted server). Each row represents a new connection between a PBX and a conference name, and the columns are used to specify characteristics such as:

*conference (server) name*, and *PBX name*.

---

**Note**

This worksheet is used for third-party conference devices on separate network elements - load if required for MRG's.

---

- *Add CCM Audio Region*

This sheet is used to add CCM audio regions. Each row represents a new audio region, and the columns are used to specify characteristics such as:

*IPPBX name, region name, inter and intra location max audio bit rate, and use this bandwidth where applicable (Y or N).*

- *Add Device Pool Templates*

This sheet is used to add new device pool templates to the CUCDM, and the columns are used to specify characteristics such as:

*cluster name, device pool template name, call manager group (typical, or default phone group from a custom selection list), local route group (none, use location LBO, or allow text entry at location level), region, date/time group (typical, or the default date/time group from a custom selection list), AAR CSS (none or global), AAR group (none or global), calling party transformation CSS (none or global), and called party transformation CSS (none or global).*

CUCDM adds default device pools if no 'custom' device pools are specified.

- *Add CCM Connections*

This sheet is used to add CCM connections. Each row represents a new connection, and the columns are used to specify characteristics such as:

*cluster name, connection name, connection description, and device protocol (for example SIP).*

- *Add CCM Connection Trunks*

This sheet is used to add CCM connection trunks. Each row represents a new connection trunk, and the columns are used to specify characteristics such as:

*cluster name, connection name, model type, trunk name, trunk description, destinations, product, device protocol, SIP trunk type, run on every node? (true or false), SIP profile (for example standard SIP profile), normalization script, and normalization script parameters.*

- *Add CCM Connection Route Groups*

This sheet is used to add CCM connection route groups. Each row represents a new route group, and the columns are used to specify characteristics such as:

*cluster name, connection name, route group name, distribution algorithm (circular or top down), device protocol (for example SIP), and trunk 1 to trunk 5 (as required).*

- **Note**

---

The *Add CCM Connection Route Lists* sheet and *Add CCM Associate RG-RL* sheet must be loaded together from the same workbook.

---

- *Add CCM Connection Route Lists (1 and 2)*

These sheets are used to add CCM connection route lists. Each row represents a new route list, and the columns are used to specify characteristics such as:

*cluster name, connection name, model type (list 2 only) route list name, device protocol, run on every node? (true or false), call manager group, and route group 1 to route group 5 (list 2 only).*

- *Add CCM Associate RG-RL*

---

**Note**

Generic RG-RL mapping bulk loaders support multiple sheets using the following naming conventions: singular=Add CCM Associate RG-RL and multiple= Add CCM Associate RG-RL-1, Add CCM Associate RG-RL-2, and Add CCM Associate RG-RL-n (where the maximum value of 'n' is currently '5')

---

This sheet is used to configure the association between a route group and a route list. Each row represents a new route group-route list association, and the columns are used to specify characteristics such as:

*cluster name, route list name, route group name, discard digits, called transform mask, called prefix digits, called party number type, and called party number plan (called party transformations), calling use external mask, calling transform mask, calling prefix digits, calling party number type, and calling party number plan (calling party transformations).*

- *Add CCMConnection RoutePatterns*

This sheet is used to add CCM connection route patterns. Each row represents a new route pattern, and the columns are used to specify characteristics such as:

*cluster name, connection name, model type, route pattern name, route pattern, route pattern description, partition, destination route list/trunk, and device protocol.*

- *Connect CUCM to CUCM*

This sheet is used to connect a Cisco Unified Communications Manager (Unified CM) server to a different Unified CM server. Each row represents a new connection between two different Unified CM servers, and the columns are used to specify characteristics such as:

*server name, end IPPBXnameA, end IPPBXnameB, device pool, SIP profile, and run on every node (Y or N).*

- *Connect ER to PBX*

This sheet is used to connect an emergency responder (ER) to a PBX. Each row represents a new connection between a PBX and an ER and the columns are used to specify characteristics such as:

*emergency responder name, PBX name, telephony port begin address, and number of telephony ports.*

---

**Note**

This worksheet should be loaded after network connections.

---

- *ConnectPBXtoContactCentre*

This sheet is used to connect a PBX to a contact center server. Each row represents a new connection, and the columns are used to indicate characteristics such as:

*contact center sever name, and PBX name.*

---

**Note**

Create UCCE trunk connections before connecting UCCE to IPPBX so that route lists are created first. Samples for UCCE connections are in the sheets.

---

- *Add EMCC Countries*



This sheet is used to add EMCC countries to a provider. Each row represents a new country and the columns are used to specify characteristics such as:

*CUCM cluster name*, and *country code 1 -5*. EMCC countries can only be added if they have already been provisioned in the *Add Provider Countries*

worksheet. Countries must be added using the three letter country code, for example GBR for United Kingdom or USA for America, and so on.

- *Add EMCC Remote Clusters*

This sheet is used to add EMCC remote clusters to a cluster. Each row represents a new remote cluster and the columns are used to specify characteristics such as:

*CUCM cluster name*, *cluster ID*, *description*, *fully qualified name*, *Is EMCC enabled* (Y or N), *Is PSTN access enabled* (Y or N), *Is RSVP agent enabled* (Y or N), and *Is TFTP enabled* (Y or N).

- *Add GeoLocation Filter*

This sheet is used to add geolocation filters to a cluster. Each row represents a new geolocation filter, and the columns are used to specify characteristics such as:

*CUCM cluster name*, *geolocation filter name*, *description*, as well as filter parameters such as *use country* (Y or N), *use state*, *region or province*, *use county or parish*, *use borough or city district*, and so on.

- *Add EMCC Feature Parameters*

This sheet is used to add EMCC feature parameters to a cluster. Each row represents a new EMCC feature parameter, and the columns are used to specify characteristics such as:

*CUCM cluster name*, and EMCC specific parameters such as; *default TFTP server*, *backup TFTP server*, *default expiry check interval*, *enable all remote cluster services on add* (Y or N), *CSS for PSTN access SIP trunk*, *EMCC geolocation filter*, *EMCC region max audio bit rate*, *EMCC region max video call bit rate (includes audio)*, *EMCC region link loss type*, *RSVP SIP trunk keep-alive timer* (in seconds), and so on.

- *#UC-Service-Profile-Syntax*

This sheet is for reference only, and is not for loading. It provides information relating to the *Add UC Service* and *Add Service Profile* worksheets below.

- *Add UC Service*

This sheet is used to add new UC Services to the CUCDM, and the columns are used to specify characteristics such as:

*CCM cluster name*, *UC service type*, *UC service product type*, *UC service name*, *hostname/IP address*, and *parameter 1 to parameter 8*, as well as the associated *value 1 to value 8*, values.

---

**Note**

For more information see *#UC-Service-Profile-Syntax* worksheet above.

---

- *Add Service Profiles*

This sheet is used to add new Unified CM Service Profiles (Unified CM version 9.x or later) to the CUCDM, and the columns are used to specify characteristics such as:

*CUCM cluster name, service profile name, description, and columns specific to various profile options, such as *is default service profile* (true or false), *voicemail profile primary*, *voicemail profile secondary*, *voicemail profile tertiary*, and so on.*

---

**Note**

For more information see *#UC-Service-Profile-Syntax* worksheet above.

---

## C2 CUCDM814 VS P1 Customers Divisions Locations (SingleCustomers) v130(VS Corp)

This loader adds all the data required to build a customer, its division and locations. The following worksheets are available within this loader:

- *#Customer-Locations-Input*

This sheet is used to enter specific customer data and populate same to formula-driven worksheets. Refer to the *Customers-Divisions-Locations Loader User Guide for Cisco Unified Communications Domain Manager*, specifically chapters 2, 3, 4, and 5, for more information about this worksheet.

- *Add Customers*

This sheet is used to add customers to the CUCDM. Each row represents a new customer and the columns are used to specify characteristics such as: *provider name*, *reseller name*, (customer) *name*, and so on. For a more details description of certain fields, see [Add Customers on page 92](#).

- *Add Divisions*

This sheet is used to add divisions to the CUCDM. Each row represents a new division and the columns are used to specify characteristics such as: *provider name*, *reseller name*, *customer name*, (division) *name*, and so on. For a more details description of certain fields, see [Add Divisions on page 93](#).

- *Assoc Customer Hardware Groups*

This sheet is used to associate customers with hardware groups. Each row represents a customer and the columns are used to specify the name of the customer and the hardware group to be associated with.

- *Copy Feature Group Templates*

This sheet is used to copy feature group templates within the CUCDM. Each row represents a template that is to be copied and the columns are used to specify characteristics such as:

*provider name*, *reseller name*, *customer name*, and the (feature group template) *name* to be copied.

- *Set Customer Preferences*

This sheet is used to configure customer preferences within the CUCDM. Each row represents a customer preference such as:

*AllowCrossClusterLogin*, *AutoMoveCustomer*, *EnableUniquenessIndicator*, *ShowPersonalDir*, and so on. The columns enable you to specify a value for the preference, such as true/false or an actual value such as "Europe". For a comprehensive list and associated description of all available customer preferences, see [Customer Preferences on page 93](#). The Customer preferences displayed on this sheet match up to those displayed on the *Preference and Settings: Customer* screen on the CUCDM GUI.

- *Add Conference Services Hosted*

This sheet is used to add Conference Services to the CUCDM. Each row represents a new Conference Services and the columns are used to specify fields such as:

*provider name, reseller name, customer name, service name, description, conference server, site domain name, conference server login, conference server password, and capacity.*

- *Add Media Services*

This sheet is used to add Media Services to a customer. Each row represents a new Media Services and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, service name, description, conference server, music on hold server, and media resource group list.*

- *Add Customer Administrators*

This sheet is used to add customer administrators for the customer. Each row represents a new customer administrator and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, user name, password, first name, last name, email address, security profile, access profile (optional field - set to default if left blank), GUI branding, preferred country, contact details, and other required fields.*

- *Add Division Administrators*

This sheet is used to add division administrators for the division. Each row represents a new division administrator and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, user name, password, first name, last name, email address, security profile, access profile (optional field - set to default if left blank), web presentation theme, preferred country, contact details, and other required fields.*

- *Add Feature Config Template*

The Feature Configuration Template (FCT) feature is a mechanism to allow call routing settings, such as Route List and CSS, to be configurable when adding or modifying specific system features, for example number translations, without exposing them on the CUCDM GUI. Templates are used because customer or location administrator's may not understand the complicated call routing concepts. FCTs consist of various FCT elements. Each FCT element represents a particular call routing model, for example Route Patterns and/or Translation Patterns. Three ENT templates are added by default, namely *InterSite G1 Template*, *IntraSite G1 Template*, and *IntraSiteLinkChild G1 Template*. The full set of templates/examples are provided in the "FCT ENT" loader set described later in this document (see also the *FCT-ENT Loader User Guide* for details).

This sheet is used to add FCTs to the CUCDM. Each row represents a new FCT and the columns are used to specify specific characteristics such as:

*provider name, reseller name, customer name, feature configuration template (FCT) name, feature name (for example number translation) and feature parameters 1 to 'n'.*

Refer also to the *CUCDM-HCS Platform Build Process* guide for more information regarding HCS specific feature config templates and elements.

- *Add Translate Pattern Element*

Three ENT templates are added by default, namely *InterSite G1 Template*, *IntraSite G1 Template*, and *IntraSiteLinkChild G1 Template*. The full set of templates/examples are provided in the "FCT ENT" loader set described later in this document (see also the *FCT-ENT Loader User Guide* for details). This sheet is used to add an FCT element of the Translation Pattern

type to an existing FCT. Each row represents a new template element. The columns are used to specify specific characteristics such as:

*feature configuration template name, translation pattern name, translation pattern, partition name, numbering plan, route filter, gateway call routing type, calling search space name, local gateway CSS, route action, release cause (for example call rejected), urgent (true, false, yes, no, Y or N), provide outside dialtone, use external mask (on, off or default), calling mask, calling party prefix, calling line presentation, calling name presentation, digit discard instruction, called mask, prefix digits out, country specific, site specific (Y or N), customer specific (Y or N), site type, and route next hop by calling party number (true or false).*

Refer also to the *CUCDM-HCS Platform Build Process* guide for more information regarding HCS specific feature config templates and elements.

- *Add Customer Number Translation*

Three ENT templates are added by default, namely *InterSite G1 Template*, *IntraSite G1 Template*, and *IntraSiteLinkChild G1 Template*. The full set of templates/examples are provided in the "FCT ENT" loader set described later in this document (see also the *FCT-ENT Loader User Guide* for details). This sheet is used to add customer number translations to the CUCDM. Each row represents a new number translation, and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, feature configuration template, pre translation, post translation, description, target, apply to, caller line ID name, and caller line ID number.*

- *Add Bandwidth Groups*

Bandwidth groups are only required if bandwidth is shared among multiple sites.

This sheet is used to add bandwidth groups to the CUCDM. Each row represents a new bandwidth group and the columns are used to specify characteristics such as:

*(bandwidth group) name, description, voice bandwidth - in kbps, for example 512 or 1024, if a '0' is entered, the bandwidth is unlimited, if a '-1' is entered, the bandwidth is none, video bandwidth - in kbps, for example 512 or 1024, if a '0' is entered, the bandwidth is unlimited, if a '-1' is entered, the bandwidth is none, and location specific (Y or N).*

- *Add IP Subnets*

Used for managed subnets only, when CUCDM is the DHCP source.

This sheet is used to add IP subnets to the CUCDM. Each row represents a new IP subnet and the columns are used to specify characteristics such as:

*provider name, network (the IP subnet to be used for the site), mask bits (IP subnet mask for the site), managed/unmanaged subnet or VOSS-DHCP managed subnet (Y or N), DHCP server (primary), DHCP server (backup) primary DHCP helper address, DNS domain name (domain name for IP phone service), and other relevant fields.*

- *Add Site Codes*

Each customer location has a site code (either automatically allocated or loaded by an administrator). For CUCDM to allocate or enable site codes to be selected, they must have been defined in the CUCDM at the customer level. Sites Codes are a numeric string, the format of which is defined by the Dial Plan.

This sheet is used to add site codes to the CUCDM. Each row represents a new site code and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, site code, and range end.*

- *Add Area Codes*

This sheet is used to add area codes to the CUCDM. Each row represents a new area code and the columns are used to specify characteristics such as:

*provider name, reseller name* (only required when used by reseller/customers), *customer name* (only required when used by customers), *country code, national code*, and *non geographic number* Y = non geographic. Default = N (geographic).

- *Add PSTN Number Ranges*

This sheet is used to add PSTN number ranges (used for published numbers) to the CUCDM. Each row represents a new PSTN number range and the columns are used to specify characteristics such as:

*provider name, reseller name* (use if assigning to reseller), *customer name* (use if assigning to customer), *country code, national code, range start, range end, hardware group, break out* (central or local), and *user data*.

- *Add Directory Partitions*

This sheet is used to add corporate directory partitions at the customer level. Each row represents a new partition linked to the relevant customer. The columns are used to specify the following:

*provider name, reseller name, customer name, directory partition name, and description*.

- *Add Locations*

This sheet is used to add a location to the CUCDM, at which point additional dial plan data is added to the Unified CM. Each row represents a new location and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, (location) name*, and so on. For a more detailed description of certain fields, see [Add Locations on page 94](#).

- *#Add Location Device Pools*

This sheet is used to add custom device pools to a location. Each row represents a new location device pool and the columns are used to specify fields such as:

*provider name, device pool name, device pool type, default device pool*, (True or False), *device pool template, call manager group, date/time group, audio region, supported streams, local route group* (for example RG-LGW-XX), and *SRST reference*.

- *Set Location Preferences*

This sheet is used to configure location preferences within the CUCDM. Each row represents a location preference and the columns enable you to specify a value for the preference, such as true/false or an actual value such as "Europe". For a comprehensive list and description of all available location preferences, see [Location Preferences on page 96](#). The Location preferences displayed on this sheet match up to those displayed on the *Preference and Settings: Locations* screen on the CUCDM GUI.

- *Add Location Subnets*

This is an optional sheet, and is used to add managed and/or unmanaged subnets to a location. Each row represents a new location subnet and the columns are used to specify fields such as:

*provider name, reseller name, customer name, location name, IP subnet, subnet mask, managed* (Y or N), and *use location for automove* (Y or N).

- *Move PSTN Number Range*

This sheet is used to move a PSTN Number Range. Each row represents a number range to be moved and the columns are used to specify characteristics such as:

*provider name, to reseller, to customer, to division, to location, to device group, country code, national code, range start, range end, from reseller, from customer, from division, and from location.*

---

**Note**

The Emergency Number gets moved to the Location at the AddLocation Step. Make sure that this number range does NOT include the Emergency Number.

---

- *Associate PSTN Number Range*

This sheet is used to associate PSTN number ranges to internal number ranges. Each row represents a new association and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, location name, country code, national code, external range start, external range end, internal range start, internal range end, primary E164, load flag (Y = connect or N = connect dial plan later), auto attendant service name (for location level auto attendant FNN association), and voicemail service name (for location level voicemail FNN association). Note that only one of the auto attendant service name or voicemail service name can be entered.*

---

**Note**

- In the worksheet, the *AssociateFNNinRanges* preference setting for *Auto\_Loc* is enabled, therefore, the extension ranges to be associated can only be added in powers of 10.
  - For more information on the *Load flag* column, refer to the *Associate PSTN Number Ranges and Connect Location* section in the CUCDM Deployment Guide.
- 

- *Add Location Administrators*

This sheet is used to add location administrators to a location. Each row represents a new location administrator and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, location name, (location administrator) user name, and so on. For a more detailed description of certain fields, see [Add Location Administrators on page 96](#).*

- *#Add GeoLocation*

Geolocations are required for Extension Mobility Cross Cluster (EMCC) Configuration.

This sheet is used to add a GeoLocation to a location. Each row represents a new GeoLocation, and the columns are used to specify characteristics such as:

*geolocation name, and other required details specific to the GeoLocation, including description, country, state, region or province, county or parish, city or township, and so on.*

- *Add Site Codes-VM*

This sheet is used to add voicemail site codes to the CUCDM, and is a prerequisite for adding voicemail resource at the customer level. It essentially ties the voicemail service to the customer. Each row represents a new site code and the columns are used to specify characteristics such as:

*provider name, customer name, site code, and range end (optional).*

- *Add Voicemail Services*

This sheet is used to add voicemail services created as a resource at the customer level and as a service at the location level. Each row represents a new voicemail service and the columns are used to specify characteristics such as:

*service name, hardware group, country code, site code, extension length* (typically 3, 4, or 5), *voicemail PSTN dial prefix, voicemail server, voicemail ports, allowed extension ranges, and visual voicemail* (True or False).

- *Add Voicemail Pilots*

Voicemail resource at the customer level must be allocated a pilot number. The pilot number is required for a location-based voicemail service to identify it within the system. A pilot number is used by end users to call the voicemail system to retrieve messages.

This sheet is used to add voicemail pilot numbers to the CUCDM. Each row represents a new voicemail pilot number and the columns are used to specify characteristics such as:

*voicemail service name, voicemail pilot numbers, domain name* (leave blank for Unity Connection), *timezone* (for example: America/New\_York or Europe/London), and *call agent*.

- *Add Voicemail Template*

A Voicemail template is mandatory when adding a voicemail user account, and the default is based on the voicemail profile defined in the user feature group.

This sheet is used to add voicemail templates. Each row represents a new Voicemail template and the columns are used to specify characteristics such as:

*service name, and service type 1 - service type 'n'* (for example: UCX-Standard-CoS-EST, UCX-Standard-CoS-CST, UCX-Standard-CoS-MST, UCX-Advanced-CoS-EST, and so on).

- *Add Voicemail Restrictions*

This sheet is used to set restrictions for the end user with regards to the Voicemail features (caller input and notifications). Each row represents a new restriction and the columns are used to specify characteristics such as:

*voicemail service name, service type, notification device 1 to 'n'* (sms, phone, email or pager) and *notification limit 1 to 'n'* (maximum number of notifications allowed), *alternate extension limit* (maximum number of alternate extensions allowed), *caller input 0-9, \* and #* (True or False).

- *Add Location Voicemail*

Used to create a voicemail service within a location; a customer-level voicemail service (with a corresponding pilot number) must be preconfigured.

This sheet is used to add location voicemail to a location. Each row represents a new location voicemail service and the columns are used to specify characteristics such as:

*voicemail service name, location voicemail name, and voicemail service pilot number.*

- *Add Location Voicemail Profiles*

CUCDM allows locations to have multiple voicemail profiles associated to them. This functionality can be used in organizations that require locations to have multiple area codes per location and need this supported by voicemail. When specifying the voicemail profile, a voicemail box mask is entered. The voicemail box mask specifies the mask that is used to format the voicemail box number for phones. When forwarding a call to a voice messaging system, the mask is applied to the voicemail box number configured for that line. For example,

if you enter a voicemail box mask of 12345XXXX, the voice mailbox number for directory number 2222 becomes 123452222. If a voicemail box mask is not entered, the voicemail box number matches the directory number (for example, 2222).

This sheet is used to add location voicemail profiles to a location. Each row represents a new location voicemail profile and the columns are used to specify characteristics such as:

*location voicemail name, profile name, pilot number, and box mask.*

---

**Note**

This worksheet is only required if custom voicemail profiles are required for a location (usually with a voicemail box mask).

---

- *Add Auto Attendant Services*

Unity Connection utilizes the IVR functionality for auto attendant (AA) functionality. To use the CUC-IVR, an auto attendant service must be created and associated to a specific voicemail service in CUCDM (at the customer level). To create an auto attendant service, the following needs to be in place; a CUC server with IVR enabled, a hardware group that contains the CUC server, and a customer that is associated to the hardware group.

This sheet is used to add auto attendant services to the CUCDM. Each row represents a new auto attendant service and the columns are used to specify characteristics such as:

*service name, country code, hardware group, IVR server, extension length, and voicemail service name.*

- *Add Auto Attendant Pilots*

Adding an auto attendant service pilot number creates a route pattern on Unified CM that points to the CUC server.

This sheet is used to add auto attendant pilot numbers to the CUCDM. Each row represents a new attendant pilot number and the columns are used to specify characteristics such as:

*auto attendant service name, voicemail dependent (Y or N), auto attendant pilot number, voicemail service name, and voicemail pilot number.*

- *Add Location Auto Attendant*

Associating the auto attendant service to a location enables the location administrator to associate an E164 (DID) number to the internal pilot to be routed to the location via an LBO gateway.

This sheet is used to add location auto attendants to a location. Each row represents a new location auto attendant service and the columns are used to specify characteristics such as:

*location auto attendant name, auto attendant service name, and auto attendant service pilot number.*

- *Raw Data (AA-FNNs)*

This sheet is used to add the E164 numbers at the location level that will be associated to the internal pilot number.

- *Add Site Codes-CC*

This sheet is used to add contact centre site codes to the CUCDM. Each row represents a new site code and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, site code, and range end (optional).*



- *Add Contact Centre Services*

This sheet is used to add contact centre services to a division. Each row represents a new contact centre service and the columns are used to specify characteristics such as:

*contact centre service name, hardware group, country code, site code, contact centre server, extension length, and allowed extension ranges.* Refer also to the *HCS Contact Center Solution Guide* if required.

- *Add Contact Centre Pilots*

A pilot number is the address or location of a hunt group within a PBX or IPPBX and is generally defined as a blank extension number or an extension from a hunt group that does not have a person or telephone associated with it. When using single hunt group or multiple hunt group functionality, each hunt group must be associated with a pilot number. If external pilot numbers are to be routed through a location's local gateway, the contact center service must be associated to a location. In addition, the E164 numbers must be mapped to the internal pilot numbers.

This sheet is used to add contact centre pilots to a division. Each row represents a new contact centre pilot and the columns are used to specify characteristics such as:

*contact centre service name, call agent, contact centre service pilot number, domain name, and time zone* (for example: America/New\_York, or Europe/London).

- *Add Location Contact Centre*

This sheet is used to add a contact centre to a location. Each row represents a new contact centre location, and the columns are used to specify characteristics such as:

*location contact centre name, contact centre service name, and contact centre service pilot number.*

- *Raw Data (CC-FNNs)*

This sheet is used to add the E164 numbers that will be mapped to the internal pilot numbers.

- **Note**

The worksheets below should be commented out (#) if these loaders are not required.

#### *#Raw Data (UnManaged Subnets)*

This sheet is currently in development and should not be used.

- *#Raw Data (Additional Subnets)*

This raw data API loader can be used to add additional subnets to a location.

- *##Add Feature Groups*

This sheet is only required if customer specific feature groups are required to be added to CUCDM. Each row represents a new feature group and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, and (feature group) name, description, time period, rule type, and service type 1 to 'n', which makes provision for the required features.* Refer to [Service Types on page 89](#) for a list of available service types.

---

**Note**

Call forward setting values must be separated by a colon, for example  
CallForwardAllToVoiceMail:true or callforwardnoanswerinternalcos:CF-  
International24Hrs-Standard.

---

- *###Create Internal Number Range*

This sheet is used to create an internal number range. Each row represents a new number range and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, location name, and extension ranges (to create).*

- *Add Forced Authorization Code*

This sheet is used to add Forced Authorization Codes (FAC) to the CUCDM. Each row represents a new FAC and the columns are used to specify characteristics such as:

*FAC name, level, range start, and range size.*

- *Add Billing Code Ranges*

This sheet is used to add Billing Code Ranges to the CUCDM. Each row represents a new Billing Code Range and the columns are used to specify characteristics such as:

*provider name, description, range start, and range size.*

- *Add Ext Mob Loc Groups*

This sheet is used to add Extension Mobility Location Groups at customer level. Each row represents a new Extension Mobility Location Group and the columns are used to specify characteristics such as:

*name (of the Extension Mobility Location Group), and description.*

- *#Add Operator Console Services*

This sheet is used to add Operator Console Services to the CUCDM. Each row represents a new operator console service and the columns are used to specify characteristics such as:

(operator console services) *name, call planner name, and country code.*

---

- **Note**

The delete worksheets below are used to remove a customer and its associated parameters. They should be commented out (#) if these loaders are not required.

---

*#Raw Data-OpsPurgeCustomer*

Used to remove a customer, it's divisions and associated locations.

- *#Raw Data-Delsubnet*

Used to delete a customer's subnets.

- *#Raw Data-DelBandwidthGroup*

Used to delete bandwidth groups.

- *#Raw Data-DelFNNRange*

Used to delete the FNN ranges from a customer.

- *#Raw Data-DelFNNRange-2*

Used to delete FNN ranges from a customer.

- *#Raw Data-DelFNNRange-VM*

Used to delete Voicemail FNNs.

## C3 CUCDM814 VS P1 LocationAdmin(Extended Formula Loader)v1 31(VS Corp)

The following worksheets are available within this loader:

- *#Input Feeder Sheet*

This sheet is used to enter specific data for a location, and works in conjunction with the Number-Phones-Users-Input worksheet. Refer to *Chapter 2 #INPUT FEEDER SHEET* of the *LocAdmin Loader User Guide for Cisco Unified Communications Domain Manager* for more information about this worksheet.

- *##Number-Phones-Users-Sheet*

This sheet is used to enter specific location-specific data and populate same to formula-driven worksheets. Refer to *Chapter 3 ##NUMBER-PHONES-USERS-INPUT* of the *LocAdmin Loader User Guide for Cisco Unified Communications Domain Manager* for more information about this worksheet.

- *Add PSTN Number Ranges*

This sheet is used to add PSTN number ranges to the CUCDM. Each row represents a new PSTN number range and the columns are used to specify characteristics such as:

*provider name, reseller name* (use if assigning to reseller), *customer name* (use if assigning to customer), *country code, national code, range start, range end, hardware group, breakout* (central or local), and *user data*.

---

### Note

This sheet is used to load end user/phone specific numbers. The *Add PSTN Number Range* sheet in the previous loader (*Customers Divisions Locations* loader) is used to add the PSTN Published Number/Emergency Number (and sometimes ranges of numbers).

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- *Move PSTN Number Range*

This sheet is used to move a PSTN Number Range. Each row represents a number range to be moved and the columns are used to specify characteristics such as:

*to reseller, to customer, to division, to location, to device group, country code, national code, range start, range end, from reseller, from customer, from division, and from location*.

- *Create Internal Number Range (1 and 2)*

These sheets are used to create internal number ranges. Each row represents a new number range and the columns are used to specify characteristics such as:

*provider name, location name, and extension ranges*.

- *Associate PSTN Number Range*

This sheet is used to associate PSTN number ranges to internal number ranges. Each row represents a new association and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, location name, country code, national code, external range start, external range end, internal range start, internal range end, load flag (Y = connect, N = connect in PGW later), E164 template, primary E164, auto attendant service name, and voicemail service name.*

- *Add CLI Group*

This sheet is used to add a CLI Group (external group CLI's only) to a location. Each row represents a new CLI Group to be added, and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, location name, CLI group name, Use external config (Y or N), extension division, extension location, extension, ExtConfig Extension Division (relevant to e164 numbers only), ExtConfig Extension Location (relevant to e164 numbers only), ExtConfig Extension (either the free text number or the associated e164 number - depending on the value in the ExtConfig Use Free Text field, ExtConfig Use Free Text (Y = free text number or N = e164 number).*

- *#Add Move Phones*

This sheet is used to add or move phones to a location. Each row represents a new phone to be added or a phone to be moved, and the columns are used to specify characteristics such as:

*MAC address, device name, phone type, button template, and so on.*

---

**Note**

Replaced by 'Add User Phone' worksheet. Use this loader *only* if phones are not associated with end-users.

---

- *#Register Phones*

This sheet is used to register phones within the CUCDM. Each row represents a phone that is being registered and the columns are used to specify characteristics such as:

*MAC address, device name, phone type, SIP profile, device pool name, SRST reference, button template, softkey template, feature control policy, feature group, line 'n', class of service line 'n', line label 'n', line 'n' feature 'n' (values must be separated by a colon, for example CallForwardAllToVoiceMail:true or callforwardnoanswerinternalcos:CF-International24Hrs-Standard), phone feature 'n', advanced settings 'n', override language, third party registration required (Y or N - default = N), block incoming calls while roaming (Y or N - default = N), home network ID, and device calling search space (must be a valid service type with category handset\_css).*

---

**Note**

Advanced settings (in both *Register Phones* and *Modify Phone Features* sheets) can be added by using the 'key:value' notation.

---



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**Note**

Replaced by 'Add User Phone' worksheet. Use this loader *only* if phones are not associated with end-users.

---

- *#Modify Phone Features*

This sheet is used to modify the features of a phone. Each row represents a phone that is being modified and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, and location name, as well as MAC address, device name, phone locale, phone security profile, description, SIP profile, device pool name, SRST reference, first expansion module, second expansion module, button template, softkey template, usage, idle URL, idle timeout, media service, extra 'n', line 'n' feature 'n' (values must be separated by a colon, for example CallForwardAllToVoiceMail:true or callforwardnoanswerinternalcos:CF-International24Hrs-Standard), phone feature 'n', advanced settings 'n', third party registration required (Y or N - default = N), block incoming calls while roaming (Y or N - default = N), home network ID, and device calling search space (must be a valid service type with category handset\_css).*

- *Add End Users*

This sheet is used to add end users to a location. Each row represents a new user being added and the columns are used to specify characteristics such as:

*user name, password, phone PIN, feature group, device group name, various user details such as first name, email address, etc., access profile, service profile, and so on.*

- *Add User Phone*

This sheet is used to add phones to the user. Each row represents a phone to add to a user and the columns are used to specify characteristics such as:

*MAC address, device name, phone type, user name, SIP profile, device pool name, SRST, SRST reference, button template, phone locale, feature group, configuration template, usage, advanced phone settings, and other phone details such as third party registration required (Y or N - default = N), block incoming calls while roaming (Y or N - default = N), home network ID, and device calling search space (must be a valid service type with category handset\_css).*

- *Associate User Device*

This sheet is used to associate a user to a device. Each row represents a user that is being associated and the columns are used to specify characteristics such as:

*user name, MAC address (phone type only), device name, and device type. The Device Type column indicates the type of device, that is phone or analog. Note that the IOS device (MGCP and SCCP only) needs to be configured, and the relevant ports registered for the bulk loader to work for analog devices.*

- *Mod End Users*

This sheet is used to modify end users in a location. Each row represents a user being modified and the columns are used to specify characteristics such as:

*user name, password, Phone PIN (min 5 digits), digest credentials, primary extension (blank, none or ext:1000 - required when a user wants to control a desk phone using CTI), and various user details such as first name, last name, and so on.*

- *Add User Mobility*

This sheet is used to activate user mobility for a user. Each row represents a user that is having their user mobility profile activated and the columns are used to specify characteristics such as:

*user name, phone locale, line 1, class of service line 1, phone type, button template name, software template name, privacy, EMCC enabled (True or False), line 'n' details, line label 'n' details, line 'n' feature 'n' details (values must be separated by a colon, for example CallForwardAllToVoiceMail:true or callforwardnoanswerinternalcos:CF-International24Hrs-Standard), and so on.*

- *Modify User Mobility*

This sheet is used to modify a user's mobility profile. Each row represents a user that is having their user mobility profile modified, and the columns are used to specify characteristics such as:

*user name, phone locale, button template name, softkey template name, privacy, description, EMCC Enabled (True or False)line 'n' feature 'n' details (values must be separated by a colon, for example CallForwardAllToVoiceMail:true or callforwardnoanswerinternalcos:CF-International24Hrs-Standard).*

- *Presence Clients*

This sheet is used to add presence clients to the CUCDM. Each row represents a new presence client and the columns are used to specify characteristics such as:

*user name, CUPC enabled (Y or N), extension 1, 2 and 3, device name 1, 2 and 3, and device type 1, 2 and 3.*

- *Add User Voicemail*

This sheet is used to add voicemail to a user. Each row represents a new voicemail account for a user. The columns are used to specify fields such as:

*user name, PIN (5 digits), email address, line, voicemail profile, and service type.*

- *Add Alternate Extensions*

This sheet is used to add up to nine alternate extensions for an end user. Each row represents a new alternate extension and the columns are used to specify fields such as:

*user name, as well as the alternate extension.*

- *Add Single Number Reach*

This sheet is used to add Single Number Reach entries to the CUCDM. Each row represents a new entry. The columns are used to specify fields such as:

*user name, line 1, remote name, remote number, mobile phone (yes or no), enable mobile connect (yes or no), as well as general information fields such as: answer too late timer, answer too soon timer, delay before ringing timer, primary device, enable FMC (yes or no), primary FMC, country code, device pool name, and rerouting COS.*

---

**Note**

The Rerouting COS field is only available if COS-per-profile is enabled for the customer. If COS-per-profile is enabled, but no value is provided, the location/customer value is used (if present), otherwise the transaction fails.

---

- *Add Mobility Identity*

This sheet is used to add Mobile Identity entries to the CUCDM. Each row represents a new entry. The columns are used to specify fields such as:

*user name, dual mode device, remote name, remote number, enable mobile connect, answer too late timer, answer too soon timer, delay before ringing timer, FMC enabled (Y or N), FMC primary, and country code (required only if FMC Enabled = Y).*

- *Add User Conference Account*

This sheet is used to add a Conference account to a user. Each row represents a new conference account for a user. The columns are used to specify fields such as

*user name, conference service name, line, password, and web collaboration.*

- *Add User Speed Dials*

This sheet is used to add user speed dials to the CUCDM. Each row represents a new user speed dial number and the columns are used to specify characteristics such as:

*user name, name 1 to 'n', Ascii name 1 to 'n', number 1 to 'n'.*

- *Add Phone Speed Dials*

This sheet is used to add phone speed dials to the CUCDM. Each row represents a new phone speed dial number and the columns are used to specify characteristics such as:

*MAC address, device name, name 1 to 'n', Ascii name 1 to 'n', number 1 to 'n'.*

- *Add Phone Speed Dial BLFs*

This sheet is used to add phone speed dial BLF's to the CUCDM. Each row represents a new phone speed dial BLF and the columns are used to specify characteristics such as:

*MAC address, device name, busy lamp field number 1, label 1, ASCII label 1, telephone number 1, destination 1, call pickup 1, busy lamp field number 2, label 2, ASCII label 2, telephone number 2, destination 2, and call pickup 2.*

- *Add Phone Call Park BLFs*

This sheet is used to add phone call park BLF's to the CUCDM. Each row represents a new phone call park BLF and the columns are used to specify characteristics such as:

*MAC address, device name, busy lamp field number 1, label 1, ASCII label 1, telephone number 1, busy lamp field number 2, label 2, ASCII label 2, telephone number 2.*

- *Add User Speed Dial BLFs*

This sheet is used to add user speed dial BLF's to the CUCDM. Each row represents a new user speed dial BLF and the columns are used to specify characteristics such as:

*user name, busy lamp field number 1, label 1, ASCII label 1, telephone number 1, destination 1, call pickup 1, busy lamp field number 2, label 2, ASCII label 2, telephone number 2, destination 2, and call pickup 2.*

- *Add User Call Park BLFs*

This sheet is used to add user call park BLF's to the CUCDM. Each row represents a new user call park BLF and the columns are used to specify characteristics such as:

*user name, busy lamp field number 1, label 1, ASCII label 1, telephone number 1, destination 1, call pickup 1, busy lamp field number 2, label 2, ASCII label 2, telephone number 2, destination 2, and call pickup 2.*

- *Add Pickup Group*

This sheet is used to add a pickup group to the CUCDM. Each row represents a new pickup group and the columns are used to specify characteristics such as:

*device group name, pickup group name, description, notification policy (no alert, audio alert, visual alert, or audio and visual alert), notification timer, calling party information (Y or N), called party information (Y or N), pickup number (extension number), pickup number is free text (true or false), line 1 to line n, and associated pickup group 1.*

- *Add Number Group*

This sheet is used to add a number group to the CUCDM. Each row represents a new number group and the columns are used to specify characteristics such as:

*device group name, number group name, hunt on busy* and so on. For a more detailed description of certain fields, see [Add Number Groups on page 97](#).

- *Add Hunt Group*

This sheet is used to add a hunt group to the CUCDM. Each row represents a new hunt group and the columns are used to specify characteristics such as:

*hunt group name, pilot number, ex directory, call forward destination, maximum hunt timer, number group 1, number group 2, number group 3*, and so on.

Hunt Pilot configuration in Cisco Unified Communications Manager (Unified CM) can also be provisioned by completing the following columns, including: *pickup group, forward hunt no answer use personal, forward hunt no answer destination, forward hunt no answer COS, forward hunt busy use personal, forward hunt busy destination, forward hunt busy COS, hunt treatment forward settings* (mandatory column default = true to allow for current behavior). When set to true, hunt forward settings are used for the hunt pilot, when set to false, call queue settings are used, *MOH track name, max callers in queue* (mandatory if hunt treatment forward settings column is set to false), *queue full route destination* (mandatory if queue full COS service type column is not empty), *queue full COS service type, max queue wait time* (mandatory if hunt treatment forward settings column is set to false), *max wait time route destination* (mandatory if max wait time COS service type column is not empty), *max wait time COS service type, no hunt members route destination* (mandatory if no hunt members COS service type column is not empty), and *no hunt members COS service type*.

- *Add CTI Device*

This sheet is used to add a CTI device to the CUCDM. Each row represents a new CTI device that is being added and the columns are used to specify characteristics such as:

*device name, device type* (CTI Route Point or CTI Port), *directory number, feature group, user locale, device pool name, service type 1 to 'n'* (for example *displayname, callforwardall, callforwardalltovoicemail, callforwardallcos, callforwardbusy, callforwardbusyexternal, callforwardonbusytovoicemail, callforwardbusyexternaltovoicemail, callforwardnoanswer*, etc.), and *service type setting 1 to 'n'* (for example *groupedCF, IndCFCOSEditable, true, CF-National24Hrs-Standard, CF- National24Hrs-Restricted, CF-Local24Hrs-Enhanced*, etc.).

- *Add Meet Me Numbers*

This sheet is used to add Meet-Me numbers to the CUCDM. Each row represents a new Meet-Me number and the columns are used to specify characteristics such as:

*provider, reseller, and location names, description, and number range*.

- *Add Phone Service URLs*

This sheet is used to add phone service URL's to the CUCDM. Each row represents a new phone service URL and the columns are used to specify characteristics such as:

*provider, reseller, customer, division and location names, MAC address, device name, name 1, ASCII name 1, button service 1, name 2, ASCII name 2, and button service 2*.

- *Add User Service URLs*

This sheet is used to add user service URL's to the CUCDM. Each row represents a new phone service URL and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, name 1, ASCII name 1, button service 1, name 2, ASCII name 2, and button service 2*.

- *Subscribe User Phone Services*



This sheet is used to subscribe to phone services for an end user. Each row represents a new phone service and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, as well as the device name, service name, and URL.*

- *Add Voicemail Notifications*

This sheet is used to add voicemail notifications to a user. Each row represents a new voicemail notification and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, voicemail type, display name (40 characters maximum), notification type (sms, phone, email or pager), status (enabled - Y or N), destination, From (64 characters maximum - if email type, must be alphanumeric without spaces), send (text - 160 characters maximum), include message information in message text (Y or N), and include message count in message text (Y or N).*

- *Assign Locations to Ext Mob LGs*

This sheet is used to assign locations to an extension mobility location group. Each row represents a new location and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location, and extension mobility location group name.*

- *Delete Mobility Line*

This sheet is used to delete extension mobility lines. Each row represents a different extension mobility user and their associated extension mobility line/s and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user name, as well as line 1 and line 2.*

- *Delete Phone Line*

This sheet is used to delete phone lines from a user. Each row represents a different user and associated phone and the columns are used to specify characteristics such as *provider, reseller, customer, division, and location name, as well as MAC address, device name, line 1 and line 2.*

- *Delete User Mobility*

This sheet is used to delete user mobility profile/s. Each row represents a new user mobility profile and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names*

.

- **Note**

If the device requires an ownerID, that is, it cannot exist without being associated with a user, the device will be deleted in addition to being disassociated.

#### *Disassociate User Phone*

This sheet is used to disassociate phones from a user. Each row represents a different user and associated device and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, as well as MAC address, and device name*

.

- *Delete User*

This sheet is used to delete end users. Each row represents a different end user and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names*

.

- *Unregister phone*

This sheet is used to unregister phones from an end user. Each row represents a different phone and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, and location names, as well as MAC address, and device name*

.

- *Disassociate User Analogue Line*

This sheet is used to disassociate analog lines. Each row represents a different analog line and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, as well as gateway name, IOS device name, and port number.*

- *Unregister Analogue Line*

This sheet is used to unregister analog lines. Each row represents a different analog line and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, as well as gateway name, IOS device name, and port number.*

## C4 CUCDM814 VS P1 UnManaged PBX Locations v1 26(VS Corp)

The following worksheets are available within this loader:

- *Add Unmanaged PBX Servers*

This sheet is used to add unmanaged PBX servers to the CUCDM. Each row represents a new unmanaged PBX server and the columns are used to specify characteristics such as:

*host name, country code, contact email address, PBX CPID, and IP address.*

- *Add Hardware Groups*

This sheet is used to add new Hardware Group Groups to the CUCDM. Each row represents a new group and the columns are used to specify characteristics such as:

*(hardware group) name, hardware group usage, location local gateways, location SRST gateways, emergency responder 1, transit switch 1, transit switch 2, IP PBX 1, IP PBX 2, PBX gateway 1, voicemail server 1, voicemail server 2, IVR server 1, operator console server 1, operator console server 2, conference server 1, music on hold server 1, and contact centre server 1.*

- *Assoc Customer HW Groups*

This sheet is used to associate customers with hardware groups. Each row represents a customer and the columns are used to specify the name of the customer and the hardware group to be associated with.

- *Add Site Codes*

This sheet is used to add site codes to the CUCDM. Each row represents a new site code and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, site code, and range end.*

- *Add Locations*

This sheet is used to add a location to the CUCDM. Each row represents a new location and the columns are used to specify characteristics such as:

*(location) name, time zone, hardware group, department, and so on. For a more detailed description of certain fields, see [Add Locations on page 94](#).*

## C5 CUCDM814 VS P1 HCS921 FCT ENT Loader Set v1 7 (VS Corp)

The following worksheets are available within this loader:

- *Add Feature Config Templates*

This sheet is used to add Feature Configuration Templates (FCT) to the CUCDM. Each row represents a new FCT and the columns are used to specify specific characteristics such as:

*feature configuration template name, feature name, feature parameters 1, and feature parameters 2.*

- *Add Route Pattern Element*

This sheet is used to add an FCT element of the route pattern type. Each row represents a new template element, and the columns are used to specify specific characteristics such as:

*feature configuration template name, site specific (Y or N), route pattern name, route pattern, partition name, numbering plan, route filter, gateway call routing type, route list name, local gateway route list, description, route action, destination type, release cause (for example call rejected), urgent (true or false), discard digit instruction, called mask, prefix digits out, use external mask, calling mask, calling prefix digits, calling line presentation, calling name presentation, country specific, enable EMCC, customer specific, provide outside dialtone, require forced authorization code, and authorization level.*

- *Add Translate Pattern Element*

This sheet is used to add an FCT element of the translation pattern type to an existing FCT. Each row represents a new template element. The columns are used to specify specific characteristics such as:

*feature configuration template name, translation pattern name, translation pattern, partition name, numbering plan, route filter, gateway call routing type, calling search space name, local gateway CSS, route action, release cause (for example call rejected), urgent (true, false, yes, no, Y or N), provide outside dialtone, use external mask (on, off or default), calling mask, calling party prefix, calling line presentation, calling name presentation, digit discard instruction, called mask, prefix digits out, country specific, site specific (Y or N), customer specific (Y or N), site type, and route next hop by calling party number (true or false).*

- *Add Customer Number Translation*

This sheet is used to add customer number translations to the CUCDM. Each row represents a new number translation, and the columns are used to specify characteristics such as:

*feature configuration template, pre translation, description, post translation, target, apply to, caller line ID name, and caller line ID number.*

- *Add Location Number Translation*

This sheet is used to add number translations at location level. Each row represents a new number translation and the columns are used to specify characteristics such as:

*feature configuration template, pre-translation, post-translation target, apply to (IPPBX, Transit, IPPBX,Transit, caller line ID name, and caller line ID number.*

---

**Note**

For more detailed information about the above worksheets, refer to the *FCT-ENT Loader User Guide for Cisco Unified Communications Domain Manager*.

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## C6 CUCDM814 VS P1 NetworkElements v1 28 RG RL RP Connections(VSC CL1)(AddMultipleCountries)

This loader is designed to add Unified CM trunks for multiple countries. Best practice dictates that this loader should be run when a provider adds additional countries when expanding internationally. The following worksheets are available within this loader:

- *Add CCM Connections*

This sheet is used to add CCM connections. Each row represents a new connection, and the columns are used to specify characteristics such as:

*cluster name, connection name, connection description, device protocol (for example SIP), ISO country, and country code.*

- *Add CCM Connection Trunks*

This sheet is used to add CCM connection trunks. Each row represents a new connection trunk, and the columns are used to specify characteristics such as:

*cluster name, connection name, model type, trunk name, trunk description, destinations, product, device protocol, SIP trunk type, run on every node? (true or false), SIP profile (for example standard SIP profile), normalization script, and normalization script parameters.*

- *Add CCM Connection Route Groups*

This sheet is used to add CCM connection route groups. Each row represents a new route group, and the columns are used to specify characteristics such as:

*cluster name, connection name, route group name, distribution algorithm (circular or top down), device protocol (for example SIP), and trunk 1 to trunk 5 (as required).*

- *Add CCM Connection Route Lists*

This sheet is used to add a CCM connection route list. Each row represents a new route list, and the columns are used to specify characteristics such as:

*cluster name, connection name, route list name, device protocol, run on every node? (true or false), and call manager group.*

---

**Note**

The *Add CCM Connection Route Lists* sheet and *Add CCM Associate RG-RL* sheet must be loaded together from the same workbook.

---

- *Add CCM Associate RG-RL*

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**Note**

Generic RG-RL mapping bulk loaders support multiple sheets using the following naming conventions: singular=Add CCM Associate RG-RL and multiple= Add CCM Associate RG-RL-1, Add CCM Associate RG-RL-2, and Add CCM Associate RG-RL-n (where the maximum value of 'n' is currently '5')

---

This sheet is used to configure the association between a route group and a route list. Each row represents a new route group-route list association, and the columns are used to specify characteristics such as:

*cluster name, route list name, route group name, discard digits, called transform mask, called prefix digits, called party number type, and called party number plan (called party transformations), calling use external mask, calling transform mask, calling prefix digits, calling party number type, and calling party number plan (calling party transformations).*

- *Add CCMConnection RoutePatterns*

This sheet is used to add CCM connection route patterns. Each row represents a new route pattern, and the columns are used to specify characteristics such as:

*cluster name, connection name, model type, route pattern name, route pattern, route pattern description, partition, destination route list/trunk, and device protocol.*

## C7 CUCDM814 VS P3 NetworkElements-MultiCustomerClusters-MCC-CL1-CL2-v1-29

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**Note**

Refer to the *Network Elements Loader User Guide for Cisco Unified Communications Domain Manager*, specifically chapters 2, 3, 4, and 5, for more information about the worksheets.

---

This is used for the creation of new network element loaders with multi-customer clusters for SMB use.

The following worksheets are available within this loader:

- *#Customer Input Sheet*

This sheet is used to enter specific customer data and to populate the same data to formula-driven worksheets.

- *Add CUCM Clusters*

This sheet is used to add Cisco Unified Communications Manager (Unified CM) clusters to the CUCDM. Each row represents a new Unified CM cluster and the columns are used to specify characteristics such:

*cluster name, software version (for example 8.0.x, 9.0.x), country code (defaults to United Kingdom if left blank), publisher host name, publisher name (10 characters maximum), publisher IP address (on CUCDM side), publisher IP address B (on customer side), configuration user ID (do not use hyphens), configuration password, manual mode email address (Y or N), manual mode (Y or N), use secure connection (Y or N), IPPBX max. lines per device, minimum axl interaction time, and other cluster details.*

- *Add CUCM Subscribers*

This sheet is used to add subscribers to a Unified CM. Each row represents a new Unified CM subscriber and the columns are used to specify characteristics such as:

*CUCM cluster name, host name, CUCM name (10 characters maximum), IP address (on CUCDM side), IP address B (on customer side), TFTP host (Y or N), TFTP order (1 or 2), EMCC host (Y or N), EMCC order (1 or 2), music host (Y or N), music order (1 or 2), console host (Y or N), CTI manager host (Y or N), conference host (Y or N), annunciator host (Y or N), MTP host (Y or N), and call processor engine (Y or N).*

- *Modify CUCM Subscribers*

This sheet is used to modify existing Cisco Unified Communications Manager (Unified CM) subscribers. Each row represents a current Unified CM subscriber and the columns are used to modify specific values such as:

*CUCM cluster name, host name, CUCM name (as displayed on the CUCM GUI, typically an IP address), IP address (on CUCDM side), and IP address B (on customer side).*

---

**Note**

- This sheet can only be used to update existing subscribers; it cannot be used to add new subscribers.
  - Certain fields cannot be modified via the bulk loader.
- 

- *Add CUCM Groups*

This sheet is used to add Unified CM groups to the CUCDM. Each row represents a new Unified CM group and the columns are used to specify characteristics such as:

*CUCM cluster name, group name, line capacity, use for phones (Y or N), use for voicemail (Y or N), use for trunks (Y or N), host 1 name (use the server host name **not** the Unified CM name), host 1 selected, host 1 order (0 or 1), host 2 name (use the server host name **not** the Unified CM name), host 2 selected (Y or N), and host 2 order (0 or 1).*

- *Add CUCM Media Resource Groups*

This sheet is used to add Cisco Unified Communications Manager (Unified CM) media resource groups to the CUCDM. Each row represents a new Unified CM media resource group and the columns are used to specify characteristics such as:

*media resource group name, CUCM cluster name, multicast, and member 0 to member 'n' (maximum of 15 characters).*

---

**Note**

Make sure that Music-On-Hold Servers and Conference Bridges are pre-loaded in the Unified CM cluster, that is, they must first be created in Unified CM. MoH tracks are added in CUCDM that match the name/number created in Unified CM. We recommend using the Unified CM name, and not the IP addresses.

---

- *Add CUCM MRG Lists*

This sheet is used to add media resource group lists to the CUCDM. Each row represents a new MRG list and the columns are used to specify characteristics such as:

*media resource group list name, CUCM cluster name, and member 0 to member 'n'.*

- *Add CER Servers*

This sheet is used to add CER servers to the CUCDM. Each row represents a new CER server and the columns are used to specify characteristics such as:

*group name, software version, country, manual mode (Y or N), manual mode email address, secure configuration sessions (Y or N), trace configuration sessions (Y or N), ELIN of default ERL, primary host name, primary IP address, primary configuration user ID, primary configuration password, and other required details.*

- *Add LDAP Authentication Servers*

This sheet is used to add LDAP authentication servers to the CUCDM. Each row represents a new LDAP auth server and the columns are used to specify characteristics such as:

*host name, bind DN or user, bind password, base DN, administration level (for example provider, reseller, customer, division, location), as well as other required details such as use SSL (Y or N), port, LDAP login attribute, and domain name.*

- *Add Technician Servers*

A technician server is a general purpose server product that is capable of assuming multiple roles. This sheet is used to add technician servers to the CUCDM. Each row represents a new technician server and the columns are used to specify characteristics such as:

*server name, IP address, provisioning email address, country code (for example USA or GBR), conference role (Y or N), conference line capacity, and MTP role (Y or N).*

---

**Note**

Use this loader to load hardware conference bridges and other hardware resources to add in media resource groups.

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- *Add CUC Clusters*

This sheet is used to add Cisco Unity Connection Clusters to the CUCDM. Each row represents a new Cisco Unity Connection Cluster and the columns are used to specify characteristics such as:

*cluster name, software version, country code, IP address, primary host name, configuration user ID, configuration password, line capacity, LDAP enabled, secondary IP address, secondary host name, secondary configuration user ID, secondary configuration password, CUC cluster DNS alias (if multiple servers are deployed), and other required details.*

- *Add CUPS Clusters*

This sheet is used to add CUPS Clusters to the CUCDM. Each row represents a new CUPS Cluster and the columns are used to specify characteristics such as:

*cluster name, software version, IP address, configuration user ID, configuration password, SIP termination, DNS SRV record, manual mode (Y or N), and manual mode email address. Note that subscriber info is not added for a CUPS cluster, only publisher node is added. Also note that CUPS is now known as IM and Presence.*

- *Add Contact Centre Servers.*

This sheet is used to add contact centre servers to the CUCDM. Each row represents a new contact centre server and the columns are used to specify characteristics such as:

*host name, IP address, CPID, country code, version, network VRU, and conference Xfer pattern.*

- *Import CCM Items*

This sheet is used to specify the CCM items to import. Each row represents a new item that needs to be imported and the columns are used to specify characteristics such as:

*cluster name*, and the item or service to be imported, these include: *attributes* (Y or N), *phone features* (Y or N), *phone button templates* (Y or N), *softkey templates* (Y or N), *feature control policies* (Y or N), *SIP normalization scripts* (Y or N), *SIP profiles* (Y or N), *date/time groups* (Y or N), *discard digits* (Y or N), *user locales*, (Y or N), *service profiles* (Y or N), and *recording profiles* (Y or N).

---

**Note**

If clusters are in manual mode, make sure that they are switched out of manual mode before using this tab in the bulk loader, or use the CUCDM GUI for this step.

---

- *Add IP Phone Services*

This sheet is used to add new IP phone services to the CUCDM and to the Unified CM. Parameters are not required, but if specified, you must include the mandatory fields such as:

*IPPBX name*, *locale*, *default service* (Y or N), *container*, *service name*, *ASCII name*, *URL*, *category* (for example XML service), *service type*, *phone service name 1*, *parameter name 1*, *display name 1*, *default value 1*, and so on.

- *Add IP Phone Services-Germany*

See *Add IP Phone Services* above. This additional loader is used for adding IP phone services with different language locales (into a CUCDM IP service container). Change the country name as required.

- *Add IP Phone Services-France*

See *Add IP Phone Services* above. This additional loader is used for adding IP phone services with different language locales (into a CUCDM IP service container). Change the country name as required.

- *Import IP Phone Services*

This sheet is used to import existing IP phone services from the Unified CM, and the columns are used to specify characteristics such as:

*IPPBX name*.

---

**Note**

If the CUCDM is in manual mode, make sure that you switch out of manual mode before using this tab in the bulk loader, alternatively use the CUCDM GUI to import IP phone services. Also note that the CUCDM has 'dummy' data for testing if used in manual mode for importing items. Login/logout, phone services, roaming login/logout and visual voicemail are set to 'Restricted' following the import process.

---

- *Import CUC Items*

This sheet is used to specify the Cisco Unity Connection items to import. Each row represents a new item that needs to be imported and the columns are used to specify characteristics such as:

(CUC) *host name*.

- *Initialize Network Devices*



This sheet is used to initialize devices within the CUCDM. Each row represents an initialization attempt and the columns are used to specify characteristics such as:

*device type*, and *host name*. For example, to initialize an IPPBX called CUCM\_1 for a provider called Provider\_1, you would have a row that contained: <Provider\_1><IPPBX><CUCM\_1>

---

**Note**

Configuration is sent to the applications unless 'manual mode' is enabled (Y) at which point configuration is not sent.

---

- *Connect Voicemail to PBX*

This sheet is used to connect a voicemail server to a PBX. Each row represents a new connection between a voicemail server and a PBX and the columns are used to specify characteristics such as:

*PBX name*, *voicemail (server) name*, and *number of messaging ports*.

- *Connect PBX to Transit*

This sheet is used to connect a transit server (PGW) to a PBX. Each row represents a new connection between a transit server and a PBX and the columns are used to specify characteristics such as:

*PBX name*, and *transit (server) name*.

- *Connect Presence to PBX*

This sheet is used to connect a CUPS cluster (Presence) to a PBX. Each row represents a new connection between the specified Presence cluster and PBX, which will be relevant to the specified Provider.

- *Connect Conference to PBX*

This sheet is used to connect a PBX to a conference server (for HCS this is usually a Webex hosted server). Each row represents a new connection between a PBX and a conference name, and the columns are used to specify characteristics such as:

*conference (server) name*, and *PBX name*.

---

**Note**

This worksheet is used for third-party conference devices on separate network elements - load if required for MRG's.

---

- *Add CCM Audio Region*

This sheet is used to add CCM audio regions. Each row represents a new audio region, and the columns are used to specify characteristics such as:

*IPPBX name*, *region name*, *inter and intra location max audio bit rate*, and *use this bandwidth where applicable* (Y or N).

- *Add Device Pool Templates*

This sheet is used to add new device pool templates to the CUCDM, and the columns are used to specify characteristics such as:

*cluster name*, *device pool template name*, *call manager group* (typical, or default phone group from a custom selection list), *local route group* (none, use location LBO, or allow text entry

at location level), *region*, *date/time group* (typical, or the default date/time group from a custom selection list), *AAR CSS* (none or global), *AAR group* (none or global), *calling party transformation CSS* (none or global), and *called party transformation CSS* (none or global).

CUCDM adds default device pools if no 'custom' device pools are specified.

- *Add CCM Connections*

This sheet is used to add CCM connections. Each row represents a new connection, and the columns are used to specify characteristics such as:

*cluster name*, *connection name*, *connection description*, and *device protocol* (for example SIP).

- *Add CCM Connection Trunks*

This sheet is used to add CCM connection trunks. Each row represents a new connection trunk, and the columns are used to specify characteristics such as:

*cluster name*, *connection name*, *model type*, *trunk name*, *trunk description*, *destinations*, *product*, *device protocol*, *SIP trunk type*, *run on every node?* (true or false), *SIP profile* (for example standard SIP profile), *normalization script*, and *normalization script parameters*.

- *Add CCM Connection Route Groups*

This sheet is used to add CCM connection route groups. Each row represents a new route group, and the columns are used to specify characteristics such as:

*cluster name*, *connection name*, *route group name*, *distribution algorithm* (circular or top down), *device protocol* (for example SIP), and *trunk 1 to trunk 5* (as required).

- **Note**

---

The *Add CCM Connection Route Lists* sheet and *Add CCM Associate RG-RL* sheet must be loaded together from the same workbook.

---

- *Add CCM Connection Route Lists (1 and 2)*

These sheets are used to add CCM connection route lists. Each row represents a new route list, and the columns are used to specify characteristics such as:

*cluster name*, *connection name*, *model type* (list 2 only), *route list name*, *device protocol*, *run on every node?* (true or false), *call manager group*, and *route group 1 to route group 5* (list 2 only).

- *Add CCM Associate RG-RL*

---

**Note**

Generic RG-RL mapping bulk loaders support multiple sheets using the following naming conventions: singular=Add CCM Associate RG-RL and multiple= Add CCM Associate RG-RL-1, Add CCM Associate RG-RL-2, and Add CCM Associate RG-RL-n (where the maximum value of 'n' is currently '5')

---

This sheet is used to configure the association between a route group and a route list. Each row represents a new route group-route list association, and the columns are used to specify characteristics such as:

*cluster name*, *route list name*, *route group name*, *discard digits*, *called transform mask*, *called prefix digits*, *called party number type*, and *called party number plan* (called party transformations), *calling use external mask*, *calling transform mask*, *calling prefix digits*, *calling party number type*, and *calling party number plan* (calling party transformations).

- *Add CCMConnection RoutePatterns*

This sheet is used to add CCM connection route patterns. Each row represents a new route pattern, and the columns are used to specify characteristics such as:

*cluster name, connection name, model type, route pattern name, route pattern, route pattern description, partition, destination route list/trunk, and device protocol.*

- *Connect CUCM to CUCM*

This sheet is used to connect a Cisco Unified Communications Manager (Unified CM) server to a different Unified CM server. Each row represents a new connection between two different Unified CM servers, and the columns are used to specify characteristics such as:

*server name, end IPPBXnameA, end IPPBXnameB, device pool, SIP profile, and run on every node (Y or N).*

- *Connect ER to PBX*

This sheet is used to connect an emergency responder (ER) to a PBX. Each row represents a new connection between a PBX and an ER and the columns are used to specify characteristics such as:

*emergency responder name, PBX name, telephony port begin address, and number of telephony ports.*

---

**Note**

This worksheet should be loaded after network connections.

---

- *ConnectPBXtoContactCentre*

This sheet is used to connect a PBX to a contact center server. Each row represents a new connection, and the columns are used to indicate characteristics such as:

*contact center sever name, and PBX name.*

---

**Note**

Create UCCE trunk connections before connecting UCCE to IPPBX so that route lists are created first. Samples for UCCE connections are in the sheets.

---

- *Add EMCC Countries*

This sheet is used to add EMCC countries to a provider. Each row represents a new country and the columns are used to specify characteristics such as:

*CUCM cluster name, and country code 1 -5.* EMCC countries can only be added if they have already been provisioned in the *Add Provider Countries*

worksheet. Countries must be added using the three letter country code, for example GBR for United Kingdom or USA for America, and so on.

- *Add EMCC Remote Clusters*

This sheet is used to add EMCC remote clusters to a cluster. Each row represents a new remote cluster and the columns are used to specify characteristics such as:

*CUCM cluster name, cluster ID, description, fully qualified name, Is EMCC enabled (Y or N), Is PSTN access enabled (Y or N), Is RSVP agent enabled (Y or N), and Is TFTP enabled (Y or N).*

- *Add GeoLocation Filter*

This sheet is used to add geolocation filters to a cluster. Each row represents a new geolocation filter, and the columns are used to specify characteristics such as:

*CUCM cluster name, geolocation filter name, description*, as well as filter parameters such as *use country* (Y or N), *use state, region or province, use county or parish, use borough or city district*, and so on.

- *Add EMCC Feature Parameters*

This sheet is used to add EMCC feature parameters to a cluster. Each row represents a new EMCC feature parameter, and the columns are used to specify characteristics such as:

*CUCM cluster name*, and EMCC specific parameters such as; *default TFTP server, backup TFTP server, default expiry check interval, enable all remote cluster services on add* (Y or N), *CSS for PSTN access SIP trunk, EMCC geolocation filter, EMCC region max audio bit rate, EMCC region max video call bit rate (includes audio), EMCC region link loss type, RSVP SIP trunk keep-alive timer* (in seconds), and so on.

- *#UC-Service-Profile-Syntax*

This sheet is for reference only, and is not for loading. It provides information relating to the *Add UC Service* and *Add Service Profile* worksheets below.

- *Add UC Service*

This sheet is used to add new UC Services to the CUCDM, and the columns are used to specify characteristics such as:

*CCM cluster name, UC service type, UC service product type, UC service name, hostname/IP address*, and *parameter 1 to parameter 8*, as well as the associated *value 1 to value 8*, values.

---

### Note

For more information see *#UC-Service-Profile-Syntax* worksheet above.

---

- *Add Service Profiles*

This sheet is used to add new Unified CM Service Profiles (Unified CM version 9.x or later) to the CUCDM, and the columns are used to specify characteristics such as:

*CUCM cluster name, service profile name, description*, and columns specific to various profile options, such as *is default service profile* (true or false), *voicemail profile primary, voicemail profile secondary, voicemail profile tertiary*, and so on.

---

### Note

For more information see *#UC-Service-Profile-Syntax* worksheet above.

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## C8 CUCDM814 VS P3 Customers-Divisions-Locations-MultiCustomerClusters) MCC-CL1v1-30

This loader adds all the data required for multi-customer cluster use (for SMB deployments). The following worksheets are available within this loader:

- *#Customer-Locations-Input*

This sheet is used to enter specific customer data and populate same to formula-driven worksheets. Refer to the *Customers-Divisions-Locations Loader User Guide for Cisco Unified Communications Domain Manager*, specifically chapters 2, 3, 4, and 5, for more information about this worksheet.

- *Add Customers*

This sheet is used to add customers to the CUCDM. Each row represents a new customer and the columns are used to specify characteristics such as: *provider name*, *reseller name*, (customer) *name*, and so on. For a more details description of certain fields, see [Add Customers on page 92](#).

- *Add Divisions*

This sheet is used to add divisions to the CUCDM. Each row represents a new division and the columns are used to specify characteristics such as: *provider name*, *reseller name*, *customer name*, (division) *name*, and so on. For a more details description of certain fields, see [Add Divisions on page 93](#).

- *Add Hardware Groups*

This sheet is used to add new Hardware Group Groups to the CUCDM. Each row represents a new hardware group and the columns are used to specify characteristics such as:

*name*, *hardware group usage*, *location local gateways*, *location SRST gateways*, *emergency responder 1*, *transit switch 1*, *transit switch 2*, *IP PBX 1*, *IP PBX 2*, and so on.

- *Assoc Customer Hardware Groups*

This sheet is used to associate customers with hardware groups. Each row represents a customer and the columns are used to specify the name of the customer and the hardware group to be associated with.

- *Copy Feature Group Templates*

This sheet is used to copy feature group templates within the CUCDM. Each row represents a template that is to be copied and the columns are used to specify characteristics such as:

*provider name*, *reseller name*, *customer name*, and the (feature group template) *name* to be copied.

- *Set Customer Preferences*

This sheet is used to configure customer preferences within the CUCDM. Each row represents a customer preference such as:

*AllowCrossClusterLogin*, *AutoMoveCustomer*, *EnableUniquenessIndicator*, *ShowPersonalDir*, and so on. The columns enable you to specify a value for the preference, such as true/false or an actual value such as "Europe". For a comprehensive list and associated description of all available customer preferences, see [Customer Preferences on page 93](#). The Customer preferences displayed on this sheet match up to those displayed on the *Preference and Settings: Customer* screen on the CUCDM GUI.

- *Add Conference Services Hosted*

This sheet is used to add Conference Services to the CUCDM. Each row represents a new Conference Services and the columns are used to specify fields such as:

*provider name*, *reseller name*, *customer name*, *service name*, *description*, *conference server*, *site domain name*, *conference server login*, *conference server password*, and *capacity*.

- *Add Media Services*

This sheet is used to add Media Services to a customer. Each row represents a new Media Services and the columns are used to specify characteristics such as:

*provider name*, *reseller name*, *customer name*, *service name*, *description*, *conference server*, *music on hold server*, and *media resource group list*.

- *Add Customer Administrators*

This sheet is used to add customer administrators for the customer. Each row represents a new customer administrator and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, user name, password, first name, last name, email address, security profile, access profile* (optional field - set to default if left blank), *GUI branding, preferred country, contact details*, and other required fields.

- *Add Division Administrators*

This sheet is used to add division administrators for the division. Each row represents a new division administrator and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, user name, password, first name, last name, email address, security profile, access profile* (optional field - set to default if left blank), *web presentation theme, preferred country, contact details*, and other required fields.

- *Add Bandwidth Groups*

Bandwidth groups are only required if bandwidth is shared among multiple sites.

This sheet is used to add bandwidth groups to the CUCDM. Each row represents a new bandwidth group and the columns are used to specify characteristics such as:

(bandwidth group) *name, description, voice bandwidth* - in kbps, for example 512 or 1024, if a '0' is entered, the bandwidth is unlimited, if a '-1' is entered, the bandwidth is *none*, *video bandwidth* - in kbps, for example 512 or 1024, if a '0' is entered, the bandwidth is unlimited, if a '-1' is entered, the bandwidth is *none*, and *location specific* (Y or N).

- *Add IP Subnets*

Used for managed subnets only, when CUCDM is the DHCP source.

This sheet is used to add IP subnets to the CUCDM. Each row represents a new IP subnet and the columns are used to specify characteristics such as:

*provider name, network* (the IP subnet to be used for the site), *mask bits* (IP subnet mask for the site), *managed/unmanaged subnet or VOSS-DHCP managed subnet* (Y or N), *DHCP server (primary), DHCP server (backup) primary DHCP helper address, DNS domain name* (domain name for IP phone service), and other relevant fields.

- *Add Site Codes*

Each customer location has a site code (either automatically allocated or loaded by an administrator). For CUCDM to allocate or enable site codes to be selected, they must have been defined in the CUCDM at the customer level. Sites Codes are a numeric string, the format of which is defined by the Dial Plan.

This sheet is used to add site codes to the CUCDM. Each row represents a new site code and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, site code*, and *range end*.

- *Add Area Codes*

This sheet is used to add area codes to the CUCDM. Each row represents a new area code and the columns are used to specify characteristics such as:

*provider name, reseller name* (only required when used by reseller/customers), *customer name* (only required when used by customers), *country code, national code*, and *non geographic number* Y = non geographic. Default = N (geographic).

- *Add PSTN Number Ranges*

This sheet is used to add PSTN number ranges (used for published numbers) to the CUCDM. Each row represents a new PSTN number range and the columns are used to specify characteristics such as:

*provider name, reseller name* (use if assigning to reseller), *customer name* (use if assigning to customer), *country code, national code, range start, range end, hardware group, break out* (central or local), and *user data*.

- *#Add Directory Partitions*

This sheet is used to add corporate directory partitions at the customer level. Each row represents a new partition linked to the relevant customer. The columns are used to specify the following:

*provider name, reseller name, customer name, directory partition name, and description*.

- *Add Locations*

This sheet is used to add a location to the CUCDM, at which point additional dial plan data is added to the Unified CM. Each row represents a new location and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, (location) name*, and so on. For a more detailed description of certain fields, see [Add Locations on page 94](#).

- *#Add Location Device Pools*

This sheet is used to add custom device pools to a location. Each row represents a new location device pool and the columns are used to specify fields such as:

*provider name, device pool name, device pool type, default device pool, (True or False), device pool template, call manager group, date/time group, audio region, supported streams, local route group* (for example RG-LGW-XX), and *SRST reference*.

- *Set Location Preferences*

This sheet is used to configure location preferences within the CUCDM. Each row represents a location preference and the columns enable you to specify a value for the preference, such as true/false or an actual value such as "Europe". For a comprehensive list and description of all available location preferences, see [Location Preferences on page 96](#). The Location preferences displayed on this sheet match up to those displayed on the *Preference and Settings: Locations* screen on the CUCDM GUI.

- *Add Location Subnets*

This is an optional sheet, and is used to add managed and/or unmanaged subnets to a location. Each row represents a new location subnet and the columns are used to specify fields such as:

*provider name, reseller name, customer name, location name, IP subnet, subnet mask, managed* (Y or N), and *use location for automove* (Y or N).

- *Move PSTN Number Range*

This sheet is used to move a PSTN Number Range. Each row represents a number range to be moved and the columns are used to specify characteristics such as:

*provider name, to reseller, to customer, to division, to location, to device group, country code, national code, range start, range end, from reseller, from customer, from division, and from location*.

---

### Note

The Emergency Number gets moved to the Location at the AddLocation Step. Make sure that this number range does NOT include the Emergency Number.

---

- *Associate PSTN Number Range*

This sheet is used to associate PSTN number ranges to internal number ranges. Each row represents a new association and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, location name, country code, national code, external range start, external range end, internal range start, internal range end, primary E164, load flag (Y = connect or N = connect dial plan later), auto attendant service name (for location level auto attendant FNN association), and voicemail service name (for location level voicemail FNN association). Note that only one of the auto attendant service name or voicemail service name can be entered.*

---

### Note

- In the worksheet, the *AssociateFNNinRanges* preference setting for *Auto\_Loc* is enabled, therefore, the extension ranges to be associated can only be added in powers of 10.
  - For more information on the *Load flag* column, refer to the *Associate PSTN Number Ranges and Connect Location* section in the CUCDM Deployment Guide.
- 

- *Add Location Administrators*

This sheet is used to add location administrators to a location. Each row represents a new location administrator and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, location name, (location administrator) user name, and so on. For a more detailed description of certain fields, see [Add Location Administrators on page 96](#).*

- *#Add GeoLocation*

Geolocations are required for Extension Mobility Cross Cluster (EMCC) Configuration.

This sheet is used to add a GeoLocation to a location. Each row represents a new GeoLocation, and the columns are used to specify characteristics such as:

*geolocation name, and other required details specific to the GeoLocation, including description, country, state, region or province, county or parish, city or township, and so on.*

- *Add Site Codes-VM*

This sheet is used to add voicemail site codes to the CUCDM, and is a prerequisite for adding voicemail resource at the customer level. It essentially ties the voicemail service to the customer. Each row represents a new site code and the columns are used to specify characteristics such as:

*provider name, customer name, site code, and range end (optional).*

- *Add Voicemail Services*

This sheet is used to add voicemail services created as a resource at the customer level and as a service at the location level. Each row represents a new voicemail service and the columns are used to specify characteristics such as:



*service name, hardware group, country code, site code, extension length (typically 3, 4, or 5), voicemail PSTN dial prefix, voicemail server, voicemail ports, allowed extension ranges, and visual voicemail (True or False).*

- *Add Voicemail Pilots*

Voicemail resource at the customer level must be allocated a pilot number. The pilot number is required for a location-based voicemail service to identify it within the system. A pilot number is used by end users to call the voicemail system to retrieve messages.

This sheet is used to add voicemail pilot numbers to the CUCDM. Each row represents a new voicemail pilot number and the columns are used to specify characteristics such as:

*voicemail service name, voicemail pilot numbers, domain name (leave blank for Unity Connection), timezone (for example: America/New\_York or Europe/London), and call agent.*

- *Add Service Types*

Service Types are logical database constructs in the CUCDM, and are used in various areas of the CUCDM including call routing, feature groups, and feature display policies. This sheet is used to add service types to the CUCDM. Each row represents a new service type and the columns are used to specify various characteristics such as:

*name, category, manageable by Self Care users, and so on. The Service Types displayed on this sheet match up with the models for 9.2(1) HCS. For a more detailed description of certain fields, see [Add Service Types on page 84](#).*

Service type values can be viewed in the CUCDM by browsing to *Provider Administration > Feature Group Templates*. Values can be selected by entering a text entry, selecting from a drop-down list, or by selecting a checkbox.

- *Add Voicemail Template*

A Voicemail template is mandatory when adding a voicemail user account, and the default is based on the voicemail profile defined in the user feature group.

This sheet is used to add voicemail templates. Each row represents a new Voicemail template and the columns are used to specify characteristics such as:

*service name, and service type 1 - service type 'n' (for example: UCX-Standard-CoS-EST, UCX-Standard-CoS-CST, UCX-Standard-CoS-MST, UCX-Advanced-CoS-EST, and so on).*

- *Add Voicemail Restrictions*

This sheet is used to set restrictions for the end user with regards to the Voicemail features (caller input and notifications). Each row represents a new restriction and the columns are used to specify characteristics such as:

*voicemail service name, service type, notification device 1 to 'n' (sms, phone, email or pager) and notification limit 1 to 'n' (maximum number of notifications allowed), alternate extension limit (maximum number of alternate extensions allowed), caller input 0-9, \* and # (True or False).*

- *Add Location Voicemail*

Used to create a voicemail service within a location; a customer-level voicemail service (with a corresponding pilot number) must be preconfigured.

This sheet is used to add location voicemail to a location. Each row represents a new location voicemail service and the columns are used to specify characteristics such as:

*voicemail service name, location voicemail name, and voicemail service pilot number.*

- *#add Location Voicemail Profiles*

CUCDM allows locations to have multiple voicemail profiles associated to them. This functionality can be used in organizations that require locations to have multiple area codes per location and need this supported by voicemail. When specifying the voicemail profile, a voicemail box mask is entered. The voicemail box mask specifies the mask that is used to format the voicemail box number for phones. When forwarding a call to a voice messaging system, the mask is applied to the voicemail box number configured for that line. For example, if you enter a voicemail box mask of 12345XXXX, the voice mailbox number for directory number 2222 becomes 123452222. If a voicemail box mask is not entered, the voicemail box number matches the directory number (for example, 2222).

This sheet is used to add location voicemail profiles to a location. Each row represents a new location voicemail profile and the columns are used to specify characteristics such as:

*location voicemail name, profile name, pilot number, and box mask.*

---

**Note**

This worksheet is only required if custom voicemail profiles are required for a location (usually with a voicemail box mask).

---

- *Add Auto Attendant Services*

Unity Connection utilizes the IVR functionality for auto attendant (AA) functionality. To use the CUC-IVR, an auto attendant service must be created and associated to a specific voicemail service in CUCDM (at the customer level). To create an auto attendant service, the following needs to be in place; a CUC server with IVR enabled, a hardware group that contains the CUC server, and a customer that is associated to the hardware group.

This sheet is used to add auto attendant services to the CUCDM. Each row represents a new auto attendant service and the columns are used to specify characteristics such as:

*service name, country code, hardware group, IVR server, extension length, and voicemail service name.*

- *Add Auto Attendant Pilots*

Adding an auto attendant service pilot number creates a route pattern on Unified CM that points to the CUC server.

This sheet is used to add auto attendant pilot numbers to the CUCDM. Each row represents a new attendant pilot number and the columns are used to specify characteristics such as:

*auto attendant service name, voicemail dependent (Y or N), auto attendant pilot number, voicemail service name, and voicemail pilot number.*

- *Add Location Auto Attendant*

Associating the auto attendant service to a location enables the location administrator to associate an E164 (DID) number to the internal pilot to be routed to the location via an LBO gateway.

This sheet is used to add location auto attendants to a location. Each row represents a new location auto attendant service and the columns are used to specify characteristics such as:

*location auto attendant name, auto attendant service name, and auto attendant service pilot number.*

- *Raw Data (AA-FNNs)*

This sheet is used to add the E164 numbers at the location level that will be associated to the internal pilot number.

- *Add Site Codes-CC*

This sheet is used to add contact centre site codes to the CUCDM. Each row represents a new site code and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, site code, and range end (optional).*

- *#Add Contact Centre Services*

This sheet is used to add contact centre services to a division. Each row represents a new contact centre service and the columns are used to specify characteristics such as:

*contact centre service name, hardware group, country code, site code, contact centre server, extension length, and allowed extension ranges.* Refer also to the *HCS Contact Center Solution Guide* if required.

- *#Add Contact Centre Pilots*

A pilot number is the address or location of a hunt group within a PBX or IPPBX and is generally defined as a blank extension number or an extension from a hunt group that does not have a person or telephone associated with it. When using single hunt group or multiple hunt group functionality, each hunt group must be associated with a pilot number. If external pilot numbers are to be routed through a location's local gateway, the contact center service must be associated to a location. In addition, the E164 numbers must be mapped to the internal pilot numbers.

This sheet is used to add contact centre pilots to a division. Each row represents a new contact centre pilot and the columns are used to specify characteristics such as:

*contact centre service name, call agent, contact centre service pilot number, domain name, and time zone* (for example: America/New\_York, or Europe/London).

- *#Add Location Contact Centre*

This sheet is used to add a contact centre to a location. Each row represents a new contact centre location, and the columns are used to specify characteristics such as:

*location contact centre name, contact centre service name, and contact centre service pilot number.*

- *#Raw Data (CC-FNNs)*

This sheet is used to add the E164 numbers that will be mapped to the internal pilot numbers.

- **Note**

The worksheets below should be commented out (#) if these loaders are not required.

*#Raw Data (UnManaged Subnets)*

This sheet is currently in development and should not be used.

- *#Raw Data (Additional Subnets)*

This raw data API loader can be used to add additional subnets to a location.

- *##Add Feature Groups*

This sheet is only required if customer specific feature groups are required to be added to CUCDM. Each row represents a new feature group and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, and (feature group) name, description, time period, rule type, and service type 1 to 'n', which makes provision for the required features. Refer to [Service Types on page 89](#) for a list of available service types.*

---

**Note**

Call forward setting values must be separated by a colon, for example  
CallForwardAllToVoiceMail:true or callforwardnoanswerinternalcos:CF-  
International24Hrs-Standard.

---

- *###Create Internal Number Range*

This sheet is used to create an internal number range. Each row represents a new number range and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, location name, and extension ranges (to create).*

- *Add Forced Authorization Code*

This sheet is used to add Forced Authorization Codes (FAC) to the CUCDM. Each row represents a new FAC and the columns are used to specify characteristics such as:

*FAC name, level, range start, and range size.*

- *Add Billing Code Ranges*

This sheet is used to add Billing Code Ranges to the CUCDM. Each row represents a new Billing Code Range and the columns are used to specify characteristics such as:

*provider name, description, range start, and range size.*

- *Add Ext Mob Loc Groups*

This sheet is used to add Extension Mobility Location Groups at customer level. Each row represents a new Extension Mobility Location Group and the columns are used to specify characteristics such as:

*name (of the Extension Mobility Location Group), and description.*

- *#Add Operator Console Services*

This sheet is used to add Operator Console Services to the CUCDM. Each row represents a new operator console service and the columns are used to specify characteristics such as:

*(operator console services) name, call planner name, and country code.*

---

- **Note**

The delete worksheets below are used to remove a customer and its associated parameters. They should be commented out (#) if these loaders are not required.

---

*#Raw Data-OpsPurgeCustomer*

Used to remove a customer, it's divisions and associated locations.

- *#Raw Data-Delsubnet*

Used to delete a customer's subnets.

- *#Raw Data-DelBandwidthGroup*

Used to delete bandwidth groups.

- *#Raw Data-DelFNNRange*

Used to delete the FNN ranges from a customer.

- *#Raw Data-DelFNNRange-2*

Used to delete FNN ranges from a customer.

- *#Raw Data-DelFNNRange-VM*

Used to delete Voicemail FNNs.

## C9 CUCDM814 VS P3 LocationAdmin-Extended Formula Loader-v1-31-MCC-CL1

This loader adds new LocationAdmin example loaders for use with multiple customers using a shared Unified CM and CUCX cluster. The following worksheets are available within this loader:

- *#Input Feeder Sheet*

This sheet is used to enter specific data for a location, and works in conjunction with the Number-Phones-Users-Input worksheet. Refer to *Chapter 2 #INPUT FEEDER SHEET* of the *LocAdmin Loader User Guide for Cisco Unified Communications Domain Manager* for more information about this worksheet.

- *##Number-Phones-Users-Sheet*

This sheet is used to enter specific location-specific data and populate same to formula-driven worksheets. Refer to *Chapter 3 ##NUMBER-PHONES-USERS-INPUT* of the *LocAdmin Loader User Guide for Cisco Unified Communications Domain Manager* for more information about this worksheet.

- *Add PSTN Number Ranges*

This sheet is used to add PSTN number ranges to the CUCDM. Each row represents a new PSTN number range and the columns are used to specify characteristics such as:

*provider name, reseller name* (use if assigning to reseller), *customer name* (use if assigning to customer), *country code, national code, range start, range end, hardware group, breakout* (central or local), and *user data*.

---

### Note

This sheet is used to load end user/phone specific numbers. The *Add PSTN Number Range* sheet in the previous loader (*Customers Divisions Locations* loader) is used to add the PSTN Published Number/Emergency Number (and sometimes ranges of numbers).

---

- *Move PSTN Number Range*

This sheet is used to move a PSTN Number Range. Each row represents a number range to be moved and the columns are used to specify characteristics such as:

*to reseller, to customer, to division, to location, to device group, country code, national code, range start, range end, from reseller, from customer, from division, and from location*.

- *Create Internal Number Range (1 and 2)*

These sheets are used to create internal number ranges. Each row represents a new number range and the columns are used to specify characteristics such as:

*provider name, location name, and extension ranges.*

- *Associate PSTN Number Range*

This sheet is used to associate PSTN number ranges to internal number ranges. Each row represents a new association and the columns are used to specify characteristics such as:

*provider name, reseller name, customer name, division name, location name, country code, national code, external range start, external range end, internal range start, internal range end, load flag (Y = connect, N = connect in PGW later), E164 template, primary E164, auto attendant service name, and voicemail service name.*

- *#Add Move Phones*

This sheet is used to add or move phones to a location. Each row represents a new phone to be added or a phone to be moved, and the columns are used to specify characteristics such as:

*MAC address, device name, phone type, button template, and so on.*

---

**Note**

Replaced by 'Add User Phone' worksheet. Use this loader *only* if phones are not associated with end-users.

---

- *#Register Phones*

This sheet is used to register phones within the CUCDM. Each row represents a phone that is being registered and the columns are used to specify characteristics such as:

*MAC address, device name, phone type, SIP profile, device pool name, SRST reference, button template, softkey template, feature control policy, feature group, line 'n', class of service line 'n', line label 'n', line 'n' feature 'n' (values must be separated by a colon, for example CallForwardAllToVoiceMail:true or callforwardnoanswerinternalcos:CF-International24Hrs-Standard), phone feature 'n', advanced settings 'n', override language, third party registration required (Y or N - default = N), block incoming calls while roaming (Y or N - default = N), home network ID, and device calling search space (must be a valid service type with category handset\_css).*

---

**Note**

Advanced settings (in both *Register Phones* and *Modify Phone Features* sheets) can be added by using the 'key:value' notation.

---

---

**Note**

Replaced by 'Add User Phone' worksheet. Use this loader *only* if phones are not associated with end-users.

---

- *#Modify Phone Features*

This sheet is used to modify the features of a phone. Each row represents a phone that is being modified and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, and location name, as well as MAC address, device name, phone locale, phone security profile, description, SIP profile, device pool name, SRST reference, first expansion module, second expansion module, button template, softkey template, usage, idle*

*URL, idle timeout, media service, extra 'n', line 'n' feature 'n' (values must be separated by a colon, for example CallForwardAllToVoiceMail:true or callforwardnoanswerinternalcos:CF-International24Hrs-Standard), phone feature 'n', advanced settings 'n', third party registration required (Y or N - default = N), block incoming calls while roaming (Y or N - default = N), home network ID, and device calling search space (must be a valid service type with category handset\_css).*

- *Raw Data - Analogue Line*

This raw data API loader can be used to add analog lines to a location.

- *Add End Users*

This sheet is used to add end users to a location. Each row represents a new user being added and the columns are used to specify characteristics such as:

*user name, password, phone PIN, feature group, device group name, various user details such as first name, email address, etc., access profile, service profile, and so on.*

- *Add User Phone*

This sheet is used to add phones to the user. Each row represents a phone to add to a user and the columns are used to specify characteristics such as:

*MAC address, device name, phone type, user name, SIP profile, device pool name, SRST, SRST reference, button template, phone locale, feature group, configuration template, usage, advanced phone settings, and other phone details such as third party registration required (Y or N - default = N), block incoming calls while roaming (Y or N - default = N), home network ID, and device calling search space (must be a valid service type with category handset\_css).*

- *Associate User Device*

This sheet is used to associate a user to a device. Each row represents a user that is being associated and the columns are used to specify characteristics such as:

*user name, MAC address (phone type only), device name, and device type. The Device Type column indicates the type of device, that is phone or analog. Note that the IOS device (MGCP and SCCP only) needs to be configured, and the relevant ports registered for the bulk loader to work for analog devices.*

- *#Mod End Users*

This sheet is used to modify end users in a location. Each row represents a user being modified and the columns are used to specify characteristics such as:

*user name, password, Phone PIN (min 5 digits), digest credentials, primary extension (blank, none or ext:1000 - required when a user wants to control a desk phone using CTI), and various user details such as first name, last name, and so on.*

- *Add User Mobility*

This sheet is used to activate user mobility for a user. Each row represents a user that is having their user mobility profile activated and the columns are used to specify characteristics such as:

*user name, phone locale, line 1, class of service line 1, phone type, button template name, software template name, privacy, EMCC enabled (True or False), line 'n' details, line label 'n' details, line 'n' feature 'n' details (values must be separated by a colon, for example CallForwardAllToVoiceMail:true or callforwardnoanswerinternalcos:CF-International24Hrs-Standard), and so on.*

- *#Modify User Mobility*

This sheet is used to modify a user's mobility profile. Each row represents a user that is having their user mobility profile modified, and the columns are used to specify characteristics such as:

*user name, phone locale, button template name, softkey template name, privacy, description, EMCC Enabled (True or False)line 'n' feature 'n' details (values must be separated by a colon, for example CallForwardAllToVoiceMail:true or callforwardnoanswerinternalcos:CF-International24Hrs-Standard).*

- *Presence Clients*

This sheet is used to add presence clients to the CUCDM. Each row represents a new presence client and the columns are used to specify characteristics such as:

*user name, CUPC enabled (Y or N), extension 1, 2 and 3, device name 1, 2 and 3, and device type 1, 2 and 3.*

- *Add User Voicemail*

This sheet is used to add voicemail to a user. Each row represents a new voicemail account for a user. The columns are used to specify fields such as:

*user name, PIN (5 digits), email address, line, voicemail profile, and service type.*

- *#Set Voicemail Caller Input*

This sheet is used to set Voicemail caller input for the end user. Each row represents a new caller input and the columns are used to specify characteristics such as:

*user name, dial character (0-9, \* and #), call action (ignore or transferaltcontact) and alternate contact number.*

- *Add Alternate Extensions*

This sheet is used to add up to nine alternate extensions for an end user. Each row represents a new alternate extension and the columns are used to specify fields such as:

*user name, as well as the alternate extension.*

- *Add Single Number Reach*

This sheet is used to add Single Number Reach entries to the CUCDM. Each row represents a new entry. The columns are used to specify fields such as:

*user name, line 1, remote name, remote number, mobile phone (yes or no), enable mobile connect (yes or no), as well as general information fields such as: answer too late timer, answer too soon timer, delay before ringing timer, primary device, enable FMC (yes or no), primary FMC, country code, device pool name, and rerouting COS.*

---

**Note**

The Rerouting COS field is only available if COS-per-profile is enabled for the customer. If COS-per-profile is enabled, but no value is provided, the location/customer value is used (if present), otherwise the transaction fails.

---

- *Add Mobility Identity*

This sheet is used to add Mobile Identity entries to the CUCDM. Each row represents a new entry. The columns are used to specify fields such as:

*user name, dual mode device, remote name, remote number, enable mobile connect, answer too late timer, answer too soon timer, delay before ringing timer, FMC enabled (Y or N), FMC primary, and country code (required only if FMC Enabled = Y).*



- *Add User Conference Account*

This sheet is used to add a Conference account to a user. Each row represents a new conference account for a user. The columns are used to specify fields such as

*user name, conference service name, line, password, and web collaboration.*

- *Add User Speed Dials*

This sheet is used to add user speed dials to the CUCDM. Each row represents a new user speed dial number and the columns are used to specify characteristics such as:

*user name, name 1 to 'n', Ascii name 1 to 'n', number 1 to 'n'.*

- *Add Phone Speed Dials*

This sheet is used to add phone speed dials to the CUCDM. Each row represents a new phone speed dial number and the columns are used to specify characteristics such as:

*MAC address, device name, name 1 to 'n', Ascii name 1 to 'n', number 1 to 'n'.*

- *Add Phone Speed Dial BLFs*

This sheet is used to add phone speed dial BLF's to the CUCDM. Each row represents a new phone speed dial BLF and the columns are used to specify characteristics such as:

*MAC address, device name, busy lamp field number 1, label 1, ASCII label 1, telephone number 1, destination 1, call pickup 1, busy lamp field number 2, label 2, ASCII label 2, telephone number 2, destination 2, and call pickup 2.*

- *Add Phone Call Park BLFs*

This sheet is used to add phone call park BLF's to the CUCDM. Each row represents a new phone call park BLF and the columns are used to specify characteristics such as:

*MAC address, device name, busy lamp field number 1, label 1, ASCII label 1, telephone number 1, busy lamp field number 2, label 2, ASCII label 2, telephone number 2.*

- *Add User Speed Dial BLFs*

This sheet is used to add user speed dial BLF's to the CUCDM. Each row represents a new user speed dial BLF and the columns are used to specify characteristics such as:

*user name, busy lamp field number 1, label 1, ASCII label 1, telephone number 1, destination 1, call pickup 1, busy lamp field number 2, label 2, ASCII label 2, telephone number 2, destination 2, and call pickup 2.*

- *Add User Call Park BLFs*

This sheet is used to add user call park BLF's to the CUCDM. Each row represents a new user call park BLF and the columns are used to specify characteristics such as:

*user name, busy lamp field number 1, label 1, ASCII label 1, telephone number 1, destination 1, call pickup 1, busy lamp field number 2, label 2, ASCII label 2, telephone number 2, destination 2, and call pickup 2.*

- *Add Pickup Group*

This sheet is used to add a pickup group to the CUCDM. Each row represents a new pickup group and the columns are used to specify characteristics such as:

*device group name, pickup group name, description, notification policy (no alert, audio alert, visual alert, or audio and visual alert), notification timer, calling party information (Y or N),*

*called party information (Y or N), pickup number (extension number), pickup number is free text (true or false), line 1 to line n, and associated pickup group 1.*

- *Add Number Group*

This sheet is used to add a number group to the CUCDM. Each row represents a new number group and the columns are used to specify characteristics such as:

*device group name, number group name, hunt on busy and so on. For a more detailed description of certain fields, see [Add Number Groups on page 97](#).*

- *Add Hunt Group*

This sheet is used to add a hunt group to the CUCDM. Each row represents a new hunt group and the columns are used to specify characteristics such as:

*hunt group name, pilot number, ex directory, call forward destination, maximum hunt timer, number group 1, number group 2, number group 3, and so on.*

Hunt Pilot configuration in Cisco Unified Communications Manager (Unified CM) can also be provisioned by completing the following columns, including: *pickup group, forward hunt no answer use personal, forward hunt no answer destination, forward hunt no answer COS, forward hunt busy use personal, forward hunt busy destination, forward hunt busy COS, hunt treatment forward settings* (mandatory column default = true to allow for current behavior). When set to true, hunt forward settings are used for the hunt pilot, when set to false, call queue settings are used, *MOH track name, max callers in queue* (mandatory if hunt treatment forward settings column is set to false), *queue full route destination* (mandatory if queue full COS service type column is not empty), *queue full COS service type, max queue wait time* (mandatory if hunt treatment forward settings column is set to false), *max wait time route destination* (mandatory if max wait time COS service type column is not empty), *max wait time COS service type, no hunt members route destination* (mandatory if no hunt members COS service type column is not empty), and *no hunt members COS service type*.

- *Add CTI Device*

This sheet is used to add a CTI device to the CUCDM. Each row represents a new CTI device that is being added and the columns are used to specify characteristics such as:

*device name, device type (CTI Route Point or CTI Port), directory number, feature group, user locale, device pool name, service type 1 to 'n' (for example displayname, callforwardall, callforwardalltovoicemail, callforwardallcos, callforwardbusy, callforwardbusyexternal, callforwardonbusytovoicemail, callforwardbusyexternaltovoicemail, callforwardnoanswer, etc.), and service type setting 1 to 'n' (for example groupedCF, IndCFCOSEditable, true, CF-National24Hrs-Standard, CF-National24Hrs-Restricted, CF-Local24Hrs-Enhanced, etc.).*

- *Add Meet Me Numbers*

This sheet is used to add Meet-Me numbers to the CUCDM. Each row represents a new Meet-Me number and the columns are used to specify characteristics such as:

*provider, reseller, and location names, description, and number range.*

- *Add Phone Service URLs*

This sheet is used to add phone service URL's to the CUCDM. Each row represents a new phone service URL and the columns are used to specify characteristics such as:

*provider, reseller, customer, division and location names, MAC address, device name, name 1, ASCII name 1, button service 1, name 2, ASCII name 2, and button service 2.*

- *Add User Service URLs*

This sheet is used to add user service URL's to the CUCDM. Each row represents a new phone service URL and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, name 1, ASCII name 1, button service 1, name 2, ASCII name 2, and button service 2.*

- *Subscribe User Phone Services*

This sheet is used to subscribe to phone services for an end user. Each row represents a new phone service and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, as well as the device name, service name, and URL.*

- *Add Voicemail Notifications*

This sheet is used to add voicemail notifications to a user. Each row represents a new voicemail notification and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, voicemail type, display name (40 characters maximum), notification type (sms, phone, email or pager), status (enabled - Y or N), destination, From (64 characters maximum - if email type, must be alphanumeric without spaces), send (text - 160 characters maximum), include message information in message text (Y or N), and include message count in message text (Y or N).*

- *Assign Locations to Ext Mob LGs*

This sheet is used to assign locations to an extension mobility location group. Each row represents a new location and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location, and extension mobility location group name.*

- *Delete Mobility Line*

This sheet is used to delete extension mobility lines. Each row represents a different extension mobility user and their associated extension mobility line/s and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user name, as well as line 1 and line 2.*

- *Delete Phone Line*

This sheet is used to delete phone lines from a user. Each row represents a different user and associated phone and the columns are used to specify characteristics such as *provider, reseller, customer, division, and location name, as well as MAC address, device name, line 1 and line 2.*

- *Delete User Mobility*

This sheet is used to delete user mobility profile/s. Each row represents a new user mobility profile and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names*

- **Note**

If the device requires an ownerID, that is, it cannot exist without being associated with a user, the device will be deleted in addition to being disassociated.

*Disassociate User Phone*

This sheet is used to disassociate phones from a user. Each row represents a different user and associated device and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, as well as MAC address, and device name*

.

- *Disassociate User Phone*

This sheet is used to disassociate user phones. Each row represents a different user phone and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, as well as MAC Address, and device name.*

- *Delete User*

This sheet is used to delete end users. Each row represents a different end user and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names*

.

- *Unregister phone*

This sheet is used to unregister phones from an end user. Each row represents a different phone and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, and location names, as well as MAC address, and device name*

.

- *Disassociate User Analogue Line*

This sheet is used to disassociate analog lines. Each row represents a different analog line and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, as well as gateway name, IOS device name, and port number.*

- *Unregister Analogue Line*

This sheet is used to unregister analog lines. Each row represents a different analog line and the columns are used to specify characteristics such as:

*provider, reseller, customer, division, location and user names, as well as gateway name, IOS device name, and port number.*

## C10 CUCDM814 VS P3 NetworkElements v1 27 RG RL RP Connections-MCC-CL1

This loader is designed to add Unified CM trunks for multiple countries. Best practice dictates that this loader should be run when a provider adds additional countries when expanding internationally. The following worksheets are available within this loader:

- *Add CCM Connections*

This sheet is used to add CCM connections. Each row represents a new connection, and the columns are used to specify characteristics such as:

*cluster name, connection name, connection description, device protocol (for example SIP), ISO country, and country code.*

- *Add CCM Connection Trunks*

This sheet is used to add CCM connection trunks. Each row represents a new connection trunk, and the columns are used to specify characteristics such as:

*cluster name, connection name, model type, trunk name, trunk description, destinations, product, device protocol, SIP trunk type, run on every node? (true or false), SIP profile (for example standard SIP profile), normalization script, and normalization script parameters.*

- *Add CCM Connection Route Groups*

This sheet is used to add CCM connection route groups. Each row represents a new route group, and the columns are used to specify characteristics such as:

*cluster name, connection name, route group name, distribution algorithm (circular or top down), device protocol (for example SIP), and trunk 1 to trunk 5 (as required).*

- *Add CCM Connection Route Lists*

This sheet is used to add a CCM connection route list. Each row represents a new route list, and the columns are used to specify characteristics such as:

*cluster name, connection name, route list name, device protocol, run on every node? (true or false), and call manager group.*

---

**Note**

The *Add CCM Connection Route Lists* sheet and *Add CCM Associate RG-RL* sheet must be loaded together from the same workbook.

---

- *Add CCM Associate RG-RL*

---

**Note**

Generic RG-RL mapping bulk loaders support multiple sheets using the following naming conventions: singular=Add CCM Associate RG-RL and multiple= Add CCM Associate RG-RL-1, Add CCM Associate RG-RL-2, and Add CCM Associate RG-RL-n (where the maximum value of 'n' is currently '5')

---

This sheet is used to configure the association between a route group and a route list. Each row represents a new route group-route list association, and the columns are used to specify characteristics such as:

*cluster name, route list name, route group name, discard digits, called transform mask, called prefix digits, called party number type, and called party number plan (called party transformations), calling use external mask, calling transform mask, calling prefix digits, calling party number type, and calling party number plan (calling party transformations).*

- *Add CCM Connection Route Patterns*

This sheet is used to add CCM connection route patterns. Each row represents a new route pattern, and the columns are used to specify characteristics such as:

*cluster name, connection name, model type, route pattern name, route pattern, route pattern description, partition, destination route list/trunk, and device protocol.*



# CHAPTER 3

## Field Names and Descriptions

Add Number Construction	78
Add Countries	81
Add Phone Types	82
Add Service Types	84
Set System Preferences	85
Add Feature Display Policies	86
Add Providers	87
Set Provider Preferences	87
Add Provider Administrators	88
Add Resellers	89
Add Reseller Administrators	89
Service Types	89
Add Customers	92
Add Divisions	93
Customer Preferences	93
Add Locations	94
Location Preferences	96
Add Location Administrators	96
Add Number Groups	97

Most of the field names in the loaders are self-explanatory and do not need further explanation. Certain fields however are not so intuitive, and a more detailed field description has been provided.

The following tables provide more detailed column field descriptions for some of the loaders, and in some cases, default values and/or typical examples for these fields.

### Add Number Construction

This worksheet is located in the *01 CUCDM813 VS P1 BaseData DialPlanSpecific v1 12(HCS G1-G2-G3)* loader.

Field Name	Description
name	The name of the dialplan being added.
enforce HUCS dialplan	The enforce HUCS dialplan and enforce HCS dialplan options are related. They cannot both be selected (switched on) at the same time. Default = N.
enforce HCS dialplan	The enforce HCS dialplan and enforce HUCS dialplan options are related. They cannot both be selected (switched on) at the same time. Default = Y.

Field Name	Description
multitenant dialplan	Y or N, default = Y.
FINT has CPID	Y or N, default = Y. Regardless of whether this setting is selected or not, CPIDs are still assigned to most devices, including PBXs, Transits, Gateways, Voicemail, and so on.
CPID digits	The number of digits to use for the CPID. Default = 4.
FINT has RID	Y or N, default = Y.
RID digits	The number of digits to use for the RID. Default = 4.
RID type	Default = location.
FINT has CID	Y or N, default = N.
CID digits	The number of digits to use for the CID. Default = 3.
FINT has site code	Y or N, default = Y. Select this to include the site code in the FINT. Site codes are still required for locations to be added.
site code digits	Default = 5. Determines the maximum number length of the site code.
site code rules	Determines the free text displayed next to site codes when they are added to the system; communicates rules imposed by the dial plan, for example, maximum length of 4 digits.
FINT has site prefix	Y or N, default = N.
FINT has type ID	Y or N, default = N.
use variable length FINT	Y or N, default = Y. If set to Y, the internal number length field must be blank.
FINT digits	Defines the length of the internal number. This setting is used only if the variable length extension is not enabled.
display FINT has CPID	Y or N, default = N.
display FINT has RID	Y or N, default = N.
display FINT has site code	Y or N, default = N.
FNN shows ISO dial prefix	Y or N, default = N.
FNN shows ISO dial code	Y or N, default = N.
FNN shows national code dial prefix	Y or N, default = N.
FNN shows national code dial code	Y or N, default = Y.
site type support	Y or N, default = N.
site type is branch	Y or N, default = N.
site type is office	Y or N, default = N.
site type is business	Y or N, default = N.
site type is residential	Y or N, default = N.
inter-site prefix required	Y or N, default = N. This determines if an intersite prefix is required for the dial plan.
inter-site prefix configurable	Y or N, default = N.
external PSTN access prefix required	Y or N, default = Y.

Field Name	Description
external PSTN access prefix configurable	Y or N, default = N.
intra-region codec	Default = G.711.
inter-region codec	Default = G.729.
IPPBX configured FINT has CPID	True or False, default = False.
IPPBX configured FINT has RID	True or False, default = False.
IPPBX configured FINT has CID	True or False, default = False.
IPPBX configured FINT has site code	True or False, default = True (for G1) or False (for G2).
IPPBX configured FINT has extension	True or False, default = True.
call park prefix	<p>Default = *</p> <p>To distinguish between call park numbers internally, CUCDM uses a custom prefix, followed by a number increment, one per call processing server in a location's Unified CM cluster. The call park Prefix can be set by the system administrator, either at the system level, where it applies to all locations (as a default,) or at the individual location level. It can contain the characters #,* or 0-9, and the existing dial plan should be taken into consideration when assigning it. Because the Prefix is common to all call park internal numbers in a location, the system uses a sequence number to ensure that all call park numbers are unique in a cluster. Call park numbers are only created on Unified CM servers marked as Call Processor Engines (CPEs.) For each additional CPE that is targeted during the call park create sequence, the internal sequence number portion of the call park identifier is incremented by one.</p> <p><b>Note</b></p> <p>To manage mega-clusters, which can handle up to 16 subscribers, the sequence number consists of two (2) digits. The sequence numbers range from 01 (for the first server) to 16 for the highest number of servers. For example, if an administrator selects #2 as a call park prefix and creates a 10 number call park range, the numbers would be #20100, #20101, etc. on Server A, and #20200, #20201, etc. on Server B.</p>
call park location configurable	<p>Default = True.</p> <p>This setting determines if the prefix is a configurable value. If checked, the value in the call park prefix field is displayed at a location level in a read-only text field. This is then configurable per location and can be defined for the location when adding. If configurable is disabled, then the value used during the add location operation is hard-coded.</p>
max FINT length	Default = 20 (for G1) or 35 (for G2)
customer codec configurable	True or False, default = True.
voicemail pilot number has inter-site prefix	True or False, default = False.



Field Name	Description
voicemail pilot number has site code	True or False, default = True (for G1) or False (for G2).
voicemail pilot number has extension	True or False, default = True.
voicemail mailbox number has site code	True or False, default = True (for G1) or False (for G2).
voicemail mailbox number has extension	True or False, default = True.
prefix plus symbol	True or False, default = True.

## Add Countries

This worksheet is located in the *01 CUCDM813 VS P1 BaseData DialPlanSpecific v1 12(HCS G1-G2-G3)* loader.

Field Name	Description
ISO country code	The 3-digit ISO country code, for example; GBR, USA, CAN, and so on.
description	The country name associated with the ISO country code.
international dial code	The international dial code for the country, for example 1 for USA, 44 for GBR and so on.
international access prefix	GBR = '44', CAN = '011', AUS = 0011, and so on.
standard access prefix	Defines prefix required for standard access, for example USA = '1', GBR = '0', RUS = '9', and so on.
premium access prefix	Defines prefix required for premium access, for example CHE (Switzerland, Swiss confederation) = '155', SWE (Sweden) = '9', and so on.
emergency access prefix	Defines prefix required for emergency access, for example USA = '911', GBR = '999', and so on.
service access prefix	Defines prefix required for service access, for example ARE (United Arab Emirates) = '911', GBR = '111', and so on.
CLI on prefix	Defines prefix required for CLI access, for example CAN = '821', GBR = '141', AUS = '1831', and so on.
national trunk prefix	Defines prefix required for national trunk access, for example USA = '1', GBR = '0', and so on.
PSTN access prefix	Defines prefix required for PSTN access, for example USA = '9', GBR = '9', and so on.
enforce E164 rules	Y or N, for example USA = Y, GBR = N, and so on.
max area code length	Value only needs to be provided if <i>Enforce E164 Rules</i> (see above) is set as 'Y'. For example USA = 3.
min area code length	Defines the minimum length of area code for example USA = 3, GER = 1, MEX = 2, and so on.
max local number length	Defines the maximum length for local number, for example USA = 7, CHN = 8, and so on.
min local number length	Defines the minimum length for local number, for example USA = 7, CHN = 4, and so on.
default user code	Determines the default user local, for example USA = English United States, GBR = English United Kingdom, and so on.

Field Name	Description
network locale	For example, USA = United States, DEU = Germany, and so on.
gateway call routing type 1	Optional column for associating gateway call routing type to country, for example 1 = National.
gateway call routing type 2	Optional column for associating gateway call routing type to country, for example 2 = International.
gateway call routing type 3	Optional column for associating gateway call routing type to country, for example 3 = Emergency.
gateway call routing type 4	Optional column for associating gateway call routing type to country, for example 4 = Service.
gateway call routing type 5	Optional column for associating gateway call routing type to country, for example 5 = Mobile.
gateway call routing type 6	Optional column for associating gateway call routing type to country, for example 6 = FreePhone.
gateway call routing type 7	Optional column for associating gateway call routing type to country, for example 7 = Premium.
gateway call routing type 8	Optional column for associating gateway call routing type to country, for example 8 =
gateway call routing type 9	Optional column for associating gateway call routing type to country, for example 9 = Local.

## Add Phone Types

This worksheet is located in the *01 CUCDM813 VS P1 BaseData PlatformSpecific v1.17* loader.

Field Name	Description
name	<p>The name of the phone type, for example Cisco 7961 SIP, Cisco 7985, Cisco 7961G-GE and so on. The syntax must not be modified, and the suffix designates the phone to be, for example, SIP, SCCP, Jabber Client, and so on (note that SCCP phones have no suffix).</p> <p><b>Note</b></p> <p>The 7960 phone type is currently required as it is the default device type for extension mobility. Extension mobility related transactions will fail if this phone type is not present.</p>
product name	Corresponds to the name of the product, for example Cisco 7961, Cisco 7985, Cisco 7961G-GE and so on. Syntax must not be modified, and no SIP suffix is used.
description	Identical to the name - must not be modified.
phone protocol	SIP or SCCP.
product model ID	The Cisco product number. Product model IDs are supplied by Cisco.
host name prefix	SEP value is added as a prefix to the phone's MAC address.

Field Name	Description
device name format	<p>Enter the device name format for the phone type. This field is used to validate the device name when a new phone is added.</p> <p><b>Note</b></p> <p>For CUPC SIP and iPhone phone types, the device name format should be: [0-9A-Z._-]{1,12}. This means that for these phone types a phone's name can be alphanumeric, with the special characters ".", "_", and "-" allowed. It must be in uppercase, and have a minimum length of 1 and a maximum length of 12 characters.</p>
maximum number of lines	Defines the maximum number of lines per phone type.
maximum number of speed dials	Defines the maximum number of speed dials. Default = 99.
maximum number of buttons	Defines the maximum number of phone buttons.
maximum number of softkeys	Defines the maximum number of softkeys.
maximum number of calls waiting	Up to 200 calls for a line on a device - as you configure the number of calls for one line, the calls that are available for another line incrementally decrease.
default maximum number of calls waiting	1 to 6 - if the phone does not allow multiple calls for each line, the default = 2.
maximum busy trigger	Works in conjunction with <i>maximum number of calls waiting</i> and call forward busy, determines the maximum number of calls to be presented at the line. If maximum number of calls waiting is set for 50 and the busy trigger is set to 40, incoming call 41 gets rejected with a busy cause (and will get forwarded if call forward busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.
default busy trigger	Cisco default = 2 if the phone supports two or more calls per line. If only one call per line is allowed, default = 1. The call forward busy trigger gets configured for each line appearance and cannot exceed the maximum number of calls that are configured for a line appearance. The call forward busy trigger determines how many active calls exist on a line before the call forward busy setting gets activated, for example 10 calls).
maximum no answer ring duration	300 seconds maximum.
default no answer ring duration	Determines how long a phone rings before the call forward no answer setting gets activated, default = 12 seconds.
maximum number of busy lamp fields	Defines maximum number of busy lamp fields (BLFs). Users can use the BLF feature to monitor the call state of a directory number (DN) associated with a speed-dial button, call log, or directory listing on the phone. In addition, users can use BLF pickup to monitor incoming calls on a DN. When the DN receives an incoming call, the system alerts the monitoring user, who can then pick up the call. The applicable settings are 99 for multi-line phones and 0 for single-line phones.

Field Name	Description
expansion module enabled	Y or No. Select this checkbox if the phone type being added is expansion module compatible and you would like this phone type to be able to use expansion modules. If expansion module support is disabled, the option to add expansion modules will not be available when registering a phone of this particular type. If expansion module support is enabled and the number of expansion modules (provided below) has been specified, the number of expansion modules available will be limited accordingly when registering that particular phone type.
maximum number of expansion modules	That can be added to the phone type.
supports softkey templates	Y or N. Defines whether the line supports softkey templates or not.
supports feature control policies	Y or N. Select this checkbox if the phone type being added supports the use of feature control policies.
MAC required	Y or N.
dual mode	Y or N.
supports AAR	Y or N.
use alternate site CSS	Y or N.
supports recording	Y or N.
supports IP phone services	Y or N.
owner user required	Y or N. Determines if the the phone type being added must be associated to an end-user.
mobility user required	Y or N. Does the phone type being added require a mobility user?
supports third party registration	Y or N.
supports call barring	Y or N.
device CSS configurable	Y or N. Is the CSS for the phone type being added configurable?
requires phone button template	Y or N.
supports extension mobility	Y or N.

## Add Service Types

This worksheet is located in the *01 CUCDM813 VS P1 BaseData PlatformSpecific v1.17* loader. Note that a full set of service types that has been tested and approved for HCS 9.2(1) is provided in the reference loader.

Field Name	Description
name	Service type name.
description	Service type description.

Field Name	Description
category	Indicates the function of the service type.  <b>Note</b>  The category column accepts the following options: inwardcalls, handset, phonelinefeature, forward, linefeature, voicemail, gateway-callrouting, outbound, secondaryforward, line, user, location, phone-feature, speeddial, valueadd, free, extension, phoneapplication, and idle URL.
manageable by self care users	Y or N. Tick the checkbox if you want this service type to be displayed in Self Care.
apply times	Defines time period in which the feature is applied.
URL	Enter the relevant URL if the application has a URL associated with it.
idle timeout	Specifies the idle time out period, in seconds, for the Service Type.
number of DDI lines consumed	Defines the number of DDI lines required.  <b>Note</b>  Only required for service categories <i>inward calls</i> and <i>lines</i> .
speed dials required	Y or N. Defines whether speed dials are required.
number of lines consumed	Defines the number of lines required.  <b>Note</b>  Only required for Service Categories <i>inward calls</i> and <i>lines</i> .
number of softkeys consumed	Defines the number of softkeys required.
translation tag	This is a mandatory field, and is critical in that it provides the link to other systems that must also support the Services, for example Tag_Voicemail.

## Set System Preferences

This worksheet is located in the *01 CUCDM813 VS PI BaseData PlatformSpecific v1.17* loader.

System Preference	Description/Recommended Value
AllowPGWexport	Allows a system user to export PGW data to MML file. Default = False.
AllowTransactionReplay	Allow Transactions to be replayed from the transaction inquiry GUI screen. Default = True.
AnyUserAnyPhone	Allows a user to login to any phone not just to the phones belonging to their customer. Default = False.
AuditTransactions	Enable/disable transaction auditing. Default = False (disabled).
AutoCCMNewPhone-Provider	This is the default provider when the auto phone registration provider ccm host lookup fails, and must be configured <b>after</b> loading the Providers.
CCLinePrefix	Contact centre line prefix.
ConfirmOnDelete	Displays a confirmation box before deleting data. Default = True.
DefaultCustomerTime-Zone	Sets the default customer time zone. Default = America/New_York.

System Preference	Description/Recommended Value
DefaultDivisionTime-Zone	Sets the default division time zone. Default = America/New_York.
DefaultLocationTime-Zone	Sets the default location time zone. Default = America/New_York.
DefaultLoginPassword	Sets the default password to reset user passwords. Default = password.
DefaultProviderTime-Zone	Sets the default provider time zone. Default = America/New_York.
DefaultResellerTime-Zone	Sets the default reseller time zone. Default = America/New_York.
DeviceGroupName	Default = Tenants.
LogonBanner-default	Sets the default text to display on the log on screen - unless language specific text is given.
SystemShowTimeZone	Sets the system default time zone for displayed times. Default = America/New_York
TransitDefer	Number of transit switch transactions to process as a single unit. Default = 0.
UsePerLineCoS	Use per-line class of service (CoS) - True or False. Default = True.

## Add Feature Display Policies

This worksheet is located in the *01 CUCDM813 VS P1 BaseData PlatformSpecific v1.17* loader. For a better understanding of feature display policies and the applicable settings, refer to the following sections in the CUCDM Deployment Guide: *Feature Display Policies* and *Adding a Feature Display Policy*.

Field Name	Description
policy name	Name of the respective feature display policy, for example <i>FullAccess-DP</i> , <i>Advanced-DP</i> , <i>Standard-DP</i> , and so on.
system default	Y or N. Sets the feature display policy as the system default.
menu item	Options include, <i>Details</i> , <i>Extension Mobility</i> , <i>Mobile Identity</i> , <i>My Phones</i> , <i>Presence</i> , <i>Single Number Reach</i> , and <i>Voicemail</i> .
form object	A form object, for example <i>Account Details</i> , <i>Apply Line Settings</i> , represents a collection of records (form settings) in a form. The number of form settings differ according to the menu item and form object.
apply to all	Applies to the access type, available options are: <i>Hidden</i> , <i>Read Only</i> , <i>Read Write</i> , or <i>Individual</i> . Selecting the <i>Individual</i> option exposes the associated form settings and their respective access types in the CUCDM.

### Note

Each form setting consists of; a number *Setting (1...n)* [*Name on the Modify Feature Display Policy screen*], *Setting 'n' Access Type*, and *Setting 'n' Display Name (Description on the Modify Feature Display Policy screen)*. The form setting example below reflects the five form settings in the *Details/Account Details* section for the *FullAccess-DP* on the *Modify Feature Display Policy* screen in the CUCDM. Note that the CUCDM automatically reorders the bulk loaded form settings and places them into alphabetical order.

Field Name	Description
setting 1	FirstName

Field Name	Description
setting 1 access type	Read-Write
setting 1 display name	First Name
setting 2	MiddleName
setting 2 access type	Read-Write
setting 2 display name	Middle Name
setting 3	LastName
setting 3 access type	Read-Write
setting 3 display name	Last Name
setting 4	EmailAddr
setting 4 access type	Read-Write
setting 4 display name	Email Address
setting 5	ExDirectory
setting 5 access type	Read-Write
setting 5 display name	Ex Directory

## Add Providers

This worksheet is located in the *03 CUCDM813 VS P1 ProviderReseller v1 17* loader.

Field Name	Description
name	Name of the provider to be added.
description	Description of the provider.
dialplan name	Name of the dialplan associated to this provider.
hardware set name	Name of the hardware set associated to the dialplan and this provider.
location digits	Only required if no value is configured in the dialplan.
default branding	Default = default.
account number	Customer specific
country code	Country code associated with this provider's location, for example USA, GBR, and so on.
security profile	The security profile associated to a provider.
allowed branding	Typically default.
allowed branding 2	For example Cisco.
allowed branding 3	For example VOSS-GS.
allowed branding 4	For example GenCorp.
allowed branding 5	For example VSCorp.

## Set Provider Preferences

This worksheet is located in the *03 CUCDM813 VS P1 ProviderReseller v1 17* loader.

Field Name	Description
provider name	This field is populated from the <i>Add Providers</i> worksheet.
preference code	The following preference codes are available see below:
AllowDuplicateAddresses	Preference value = True. Set to True for HCS.

Field Name	Description
BVSMUserRoaming	Preference value = False. Use BVSM for login during User Roaming function (not applicable to HCS).
DeviceGroupsSupported	Preference value = False. Set to False for HCS.
FeatureGroupEditRestrictedToReseller	Preference value = True. Optional for HCS.
FreeTextPickupGroupPilotNumber	The value of this setting is used by customers that have the AllowFree-TextPickupGroupPilotNumber set to Derived from Provider to determine whether to display or hide the free text pilot number feature. Preference value = True. Optional for HCS.
FreeTextPickupGroupPilotNumberAdminRoles	Used to determine which logged in administrator can access the Pickup Groups free text pilot number feature (if it is enabled at that customer). Select the required option from the drop-down list: Provider Admin (and above), Reseller Admin (and above), Customer Admin (and above), Division Admin (and above), Location Admin (and above). Preference value = Provider Admin (and above). Optional for HCS. These options are hierarchical, so if the setting is set to Location Admin (and above), then location administrators and above (all administrators since they are all above location admin) can access the new feature. Setting a role preference gives access to all administrators in that role.
LocalGWVoicemailCall-RoutingSupport	Preference value = False. Set to False.
MoviusAAHotLinkLogin	Preference value = False. Set to False for HCS.
MoviusSSO	Preference value = False. For Movius single sign-on only.
MultiTenantVoicemail	If MultiTenantVoicemail is enabled (checkbox selected), then Voicemail Service is at Customer level. If MultiTenantVoicemail is disabled (checkbox not selected), then Voicemail Service is at Provider level. Preference value = True. Set to True for HCS.
ProviderAllowAuto-PhoneInventory	Preference value = True. Allows phones to be automatically added to inventory if detected.
ProviderDefaultLogin-Password	Preference value = password. Use the default password to reset user passwords.
UsernameValidation	Allows for the validation of the username to be enabled (True) or disabled. Preference value = False. Set to False for HCS. If this is setting is enabled, the characters in a username of Admin and End users are validated within the following range: A-Z a-z 0-9 _ @ -

## Add Provider Administrators

This worksheet is located in the *03 CUCDM813 VS P1 ProviderReseller v1 17* loader.

Field Name	Description
user name	User name for provider administrator.
password	Password for the username.
access profile	Provider administrator's access profile (if required). Set to default if the field is left blank.
security profile	Security profile associated to this administrator.
GUI branding	For example Cisco.
preferred country	Country in which the provider is located, for example USA, GBR, and so on.



Field Name	Description
directory filter	Filter to be applied to the corporate directory (if required).
account number to use in external accounting system	Value to be stored against the user, that can be used by external systems if required.

## Add Resellers

This worksheet is located in the *03 CUCDM813 VS P1 ProviderReseller v1 17* loader.

Field Name	Description
default branding	For example Cisco.
account number	Value stored against the user and used by external systems if required.
country code	Country code of the reseller, for example USA, GBR, and so on.
security profile	The security profile associated to a reseller.
allowed branding 1	Typically default.
allowed branding 2	For example Cisco.
allowed branding 3	For example VOSS-GS.
allowed branding 4	For example GenCorp.
allowed branding 5	For example VSCorp.

## Add Reseller Administrators

This worksheet is located in the *03 CUCDM813 VS P1 ProviderReseller v1 17* loader.

Field Name	Description
user name	User name for reseller administrator.
password	Password for the username.
theme	Cisco or custom theme.
access profile	Reseller administrator's access profile (if required). Set to default if the field is left blank.
security profile	Default security profile created for Reseller access.
preferred country	Country in which the reseller is located, for example USA, GBR, and so on.
directory filter	Filter to be applied to the corporate directory (if required).
account number to use in external accounting system	Value to be stored against the user, that can be used by external systems if required.

## Service Types

This worksheet is located in the *01 CUCDM813 VS P1 BaseData PlatformSpecific v1.17* loader.

Number	Service Type	Examples (if applicable)
1	Outbound Calls Limitations	Options include: International24Hrs-Enhanced, International24Hrs-Standard, International24Hrs-Restricted, International24Hrs-FAC, InternationalWrkHrs-Enhanced, InternationalWrkHrs-Standard, National24Hrs-Enhanced, National24Hrs-Standard, National24Hrs-Restricted, CLIRNational24Hrs-FAC, CLIRInternational24Hrs-FAC, National24Hrs-FAC, NationalWrkHrs-Enhanced, NationalWrkHrs-Standard, NationalWrkHrs-Restricted, Local24Hrs-Enhanced, Local24Hrs-Restricted, Internal Only, Internal CLIR, and TempOutOfService.
2	Call Forward Limitations	Options include: CF-International24Hrs-Standard, CF-National24Hrs-Standard, CF-National24Hrs-Restricted, CF-Internal Only, CF-Local24Hrs-Restricted, CF-Internal Only, and CF-BlockAll.
3	Secondary call forward limitations	Only used for Call forward all. Options are the same as for <i>Outbound Calls Limitations (Service Type 1)</i> .
4	VoiceMail Template	Options include: None, Basic voicemail service type, UCX Advanced CoS (Unified Messaging), StandardVoiceMail, PremiumVoiceMail, AdvancedVoiceMail, UCX Standard CoS (VMOnly)(GBR Timezone), UCX Standard CoS (VMOnly)(CET Timezone), UCX Advanced CoS (Unified Messaging)(GBR Timezone), UCX Advanced CoS (Unified Messaging)(CET Timezone), UCX Standard CoS (VMOnly)(CST Timezone), UCX Standard CoS (VMOnly)(EST Timezone), UCX Standard CoS (VMOnly)(MST Timezone), UCX Standard CoS (VMOnly)(PST Timezone), UCX Advanced CoS (Unified Messaging)(CST Timezone), UCX Advanced CoS (Unified Messaging)(EST Timezone), UCX Advanced CoS (Unified Messaging)(MST Timezone), UCX Advanced CoS (Unified Messaging)(PST Timezone), tmp-vm-template, and New Template.
5	Inbound Call Options	Options include: None, Don't allow Direct Dial Inward calls, Allow one Direct Dial Inward line to Allow fourteen Direct Dial Inward lines, and Allow Max DID lines (50).
6	Number of Extensions or Lines	Options include: None, One number DDI or Extension, Two - Fourteen numbers DDI or Extension, and Allow Max Lines (50).
7	Idle URL	Options include: None, Cisco Idle URL 1 (example), and Cisco Idle URL 2 (example).
8	Conferencing	Checkbox
9	Extension Mobility Cross Cluster	Checkbox
10	IP Phone Services Management	Checkbox
11	Presence	Checkbox
12	SingleNumberReach	Checkbox

Number	Service Type	Examples (if applicable)
13	UC Central	Checkbox
14	Voicemail	Checkbox
15	Alerting Name	Checkbox
16	Alerting name ASCII	Checkbox
17	Auto answer	Checkbox
18	Call forward calling search space activation policy	Checkbox
19	Cloned Line	Checkbox
20	Contact Centre Agent Line	Checkbox
21	Hold reversion notification interval	Checkbox
22	Hold reversion ring duration	Checkbox
22	Hot line	Checkbox
23	Line Class of Service	Checkbox
24	Music on hold	Checkbox
25	No answer ring duration	Checkbox
26	Call waiting busy trigger	Checkbox
27	Display name (Caller Line ID)	Checkbox
28	Display name ASCII	Checkbox
29	Forwarded Call Display - Caller Name	Checkbox
30	Forwarded Call Display - Caller Number	Checkbox
31	Forwarded Call Display - Dialed Number	Checkbox
32	Forwarded Call Display - Redirected Number	Checkbox
33	Hide/Unhide Line From Corporate Directory	Checkbox
34	Label	Checkbox
35	Label ASCII	Checkbox
36	Line mask	Checkbox
37	Max calls waiting	Checkbox
38	Message waiting lamp policy	Checkbox
39	Recording Option	Checkbox
40	Recording Profile	Checkbox
41	Ring setting - Phone active	Checkbox
42	Ring setting - Phone idle	Checkbox
43	Advanced Phone Settings	Checkbox
44	Allow user login to phone	Checkbox
45	Built-in Bridge	Checkbox
46	Busy lamp fields	Checkbox
47	Cache username on phone	Checkbox

Number	Service Type	Examples (if applicable)
48	Corporate phone book	Checkbox
49	Fax	Checkbox
50	Personal phone book	Checkbox
51	Privacy	Checkbox
52	SRST	Checkbox
53	Service URLs	Checkbox
54	Speed dials	Checkbox
55	User extension mobility	Checkbox
56	Alternate Extension	Checkbox
57	Caller Input	Checkbox
58	Notification Device	Checkbox
59	Visual Voicemail	Checkbox
60 - 77	Various Call Forward settings	Checkboxes - as displayed in the CUCDM on the <i>Add/Manage Feature Group Template</i> screen

## Add Customers

This worksheet is located in the *C2 CUCDM813 VS P1 Customers Divisions Locations (SingleCustomers) v1 30(VS Corp)* loader.

Field Name	Description
name	Name of the customer.
country code	Country code of the customer, for example USA, GBR, and so on.
contact name	Name of the contact person for the customer.
account number	Used in external billing system (maximum 10 characters).
default branding	Default = default.
allowed branding 1	Typically default.
hardware group	call planner
intersite prefix	Typically '8'
automatically generate site codes	Y or N. Typically 'N'
customer type	Default = Standard. Will be classified as Shard Building Customer if left blank.
corporate directory IP address	IP address.
allowed branding 2	For example VOSS-GS.
allowed branding 3	For example VOSS-GS.
security profile	The security profile associated to a customer.
external customer ID	-.
Location Codec Configurable	Y or N.
Intra-Location Max Audio Bit Rate	For example G.711.
Inter-Location Max Audio Bit Rate	For example G.729.

Field Name	Description
user group	Customer user group.

## Add Divisions

This worksheet is located in the *C2 CUCDM813 VS P1 Customers Divisions Locations (SingleCustomers) v1 30(VS Corp)* loader.

Field Name	Description
name	Name of the division.
default branding	Default = default.
account number	Used in external billing system (maximum 10 characters).
country code	Country code of the division, for example USA, GBR, and so on.
contact name	Name of the contact person for the division.
allowed branding 1	Typically default.
allowed branding 2	For example Gencorp or VS-Corp.
allowed branding 3	For example Cisco.

## Customer Preferences

This worksheet is located in the *C2 CUCDM813 VS P1 Customers Divisions Locations (SingleCustomers) v1 30(VS Corp)* loader.

Customer Preference	Description
AllowCrossClusterLogin	Allow Extension Mobility User to login across locations.
AllowFreeTextPickup-GroupPilotNumber	Allow Free Text Pickup Group Pilot Number.
AllowRoamingMultiLogin	Allow Extension Mobility User to login to multiple phones simultaneously.
AllowSelfCarePINResetNoPrevious	Allows Self Care End User to reset their Voicemail and Extension Mobility Pin without having to provide the previous Pin.
AutoFeatureCustomer	Feature Group for Phone based registration (unless over-ridden by Location preference).
AutoLastResortFeature-Customer	Feature Group for Last Resort Phones (unless over-ridden by Location preference).
AutoMoveCustomer	Allow Auto Move of Phone to locations (unless over-ridden by Location preference).
AutoRegisterLowestCustomer	Lowest allowed extension number for Phone based Auto registration (unless over-ridden by Location preference).
CustomerDefaultLogin-Password	Use the default password to reset user passwords.
EnableUniquenessIndicator	Enable Uniqueness to naming of IPT entities.
EndUserNamesAllNumeric	Require UserName to be all numeric.
ForceOldRoamingLogoff	Force Extension Mobility logoff (on old phone) if user logs in elsewhere.
HuntGroupCallFwdCOS	COS to be used when setting Call forward for Hunt groups.
RoleLoginRequirePIN	Require entry of PIN during Role Login style Auto Registration.

Customer Preference	Description
ShowCorporateDir	Display Corporate Directory on phones.
ShowCorporateDir-Unreg	Display Corporate Directory on Unregistered phones.
ShowPersonalDir	Display Personal Directory on phones.
ShowSpeedDials	Display Speed Dials on phone.
UniqueEndUserEmailRequired	Ensures that end users have a valid and unique email address.
UseUserNameAsVM-BoxNum	Use UserName as voicemail box number.
XML-CallForwardAll	Allow CallForwardAll editing via Services Menu.
XML-CallForwardBusy	Allow CallForwardBusy editing via Services Menu.
XML-CallForward-NoAnswer	Allow CallForwardNoAnswer editing via Services Menu.
XML-DirDisplayFor-LocalLocation	Rule to use for displaying Directory Numbers for Users in the Local Location.
XML-DirDisplayForRemoteLocation	Rule to use for displaying Directory Numbers for Users in the Remote Location.
XML-PhoneAutoRegistration	Display Phone Auto Registration option on Services Menu.
XML-PhoneBasedLanguageSelection	Display Phone Based Language Selection option on Services Menu.
XML-PhoneBasedProvisioning	Display Phone Based Provisioning option on Services Menu.
XML-PhoneLastResort	Display Phone Last Resort option on Services Menu.
XML-RoleLoginRegistration	Display Phone PIN Registration option on Services Menu.
XML-SetCallFwdPer-Line	Allow CallForward settings to be applied per Line.
XML-SingleNumber-Reach	Allow Single Number Reach editing via Services Menu.

## Add Locations

This worksheet is located in the *C2 CUCDM813 VS P1 Customers Divisions Locations (SingleCustomers) v1 30(VS Corp)* loader.

### Note

Certain fields displayed below, for example *bandwidth group* and *voice/video bandwidth*, are not applicable to unmanaged PBX locations.

Field Name	Description
name	Name of the location.
Localized name.	-
time zone	Time zone of the location, for example America/New York, Europe/London, and so on.
hardware group	Name of the hardware group.
department code	Must be unique within the customer.

Field Name	Description
enhanced emergency support	Y or N. Default = N.
single number reach support	Y or N. Default = N.
site code	Default = Auto.
site type	Only applicable for dual dial plans.
location type	Standard location, linked location parent, linked location child, or unmanaged location.
PBX template	Used to specify different location level dialplan in Unified CM model.
external access prefix	Typically '0' or '9'.
extension number length	To be used at the location, typically 3, 4, or 5. Default = 3
default area code	Of the location, for example 202, 212, 20, 118, and so on.
bandwidth group	Either the bandwidth group name or the voice-and-video bandwidths is mandatory.
voice bandwidth	kbps per sec, lowest value = 1.
video bandwidth	kbps per sec, lowest value = 1.
subnet managed	Y or N.
IP subnet	Only required for VOSS managed subnets.
Mask bits	Only required for VOSS managed subnets.
use location for auto-move	Y or N.
MOH track	For example, sample audio source.
default branding	Default = default.
account number	Used in external billing system (maximum 10 characters).
country code	Country code of the location, for example USA, GBR, and so on.
contact name	Name of the contact person for the location.
local dialing	Only used when the selected country code uses a North American numbering plan. Valid values are '7' or '10'.
allowed extension ranges	Within the location, for example 1000-1050, 2000-2100, 3000-3150.
emergency number country code	Do not load an Emergency number if CER is turned on.
emergency number area code	Emergency Number Area Code.
emergency number	Emergency number.
security profile	The security profile for the location.
directory partition name	Directory partition name.
notes	-
intra-location Max audio bit rate	Intra-location max audio bit rate, for example G.711.
inter-location Max audio bit rate	Inter-location max audio bit rate, for example G.729.
override language	-
allowed branding 1	Typically default.
allowed branding 2	For example Gencorp or VS-Corp.

Field Name	Description
allowed branding 3	For example Cisco.
Device Pool Configuration	Custom or default.
device pool name	The name of the device pool.
device pool description	Description for the device pool.
device pool template	Device pool template to be used by the device pool.
supported streams	number of streams supported by location.
date/time group	For example Amercia-New_York, Europe-London, Asia-Tokyo, and so on.
audio region	For example: Use Codec Default.

## Location Preferences

This worksheet is located in the *C2 CUCDM813 VS P1 Customers Divisions Locations (SingleCustomers) v1 30(VS Corp)* loader.

Location Preference	Description
AssociateFNNinRanges	Associate FNN in ranges.
AutoDevicePoolLocation	Location Device Pool to be used during autoreg.
AutoFeatureLocation	Feature Group for Phone based registration this location.
AutoLastResortFeatureLocation	Feature Group for Last Resort Phones (unless over-ridden by Location preference).
AutoMoveLocation	Allow Auto Move of Phone to this location.
AutoRegister	Automate the move to and registration of phones at a location.
AutoRegisterLowestLocation	Lowest allowed extension number for Phone based Auto registration this location.
LocationDefaultLoginPassword	Use the default password to reset user passwords.
LocationPhoneDisplay-1st-line	Text to insert on first line of Phone display.
XML-PhoneBasedPinReset	Allow users to change their PIN via phone services.
XML-PhoneBasedUnregister	Allow Installer to UnRegister phone from Services Menu.

## Add Location Administrators

This worksheet is located in the *C2 CUCDM813 VS P1 Customers Divisions Locations (SingleCustomers) v1 30(VS Corp)* loader.

Field Name	Description
user name	User name for location administrator.
password	Password for the username.
theme	Cisco or custom theme.
access profile	Location administrator's access profile (if required). Set to default if the field is left blank
security profile	Default security profile created for Location access.



Field Name	Description
preferred country	Country in which the location is located, for example USA, GBR, and so on.
directory filter	Filter to be applied to the corporate directory (if required).
account number to use in external accounting system	Value to be stored against the user, that can be used by external systems if required.

## Add Number Groups

This worksheet is located in the *C3 CUCDM813 VS P1 LocationAdmin(Extended Formula Loader)v1 28(VS Corp)* loader.

Field Name	Description
hunt on busy	Options include: Stop hunting, skip remaining members and go directly to next group, try next member but do not go to next group, and try next member; then try next group in Hunt List.
hunt no answer	Options include: Stop hunting, skip remaining members and go directly to next group, try next member but do not go to next group, and try next member; then try next group in Hunt List.
hunt no answer logout	True or false.
hunt not available	Options include: Stop hunting, skip remaining members and go directly to next group, try next member but do not go to next group, and try next member; then try next group in Hunt List.
distribution method	Options include: longest idle time, circular, top down, or broadcast.
RNA reversion timeout	For example Gencorp or VS-Corp.
line number 1 to 'n'	Typically the extension number.