



Import Configuration Data

This chapter provides information to import configuration data to Cisco Unified Communications Manager using the Bulk Administration Menu.

You can only update the existing enterprise or service parameters using import/export. If your import .csv file has templates specific to IPMA, make sure that you run the IPMA wizard on the target server before you proceed with the import transaction.

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Import Configuration to Server

You can import configuration data to Unified Communications Manager using the Bulk Administration Menu.



Note The LDAP password configured under the **User Management > User Settings > Service Profile > Directory Profile** Unified CM Administration interface will be exported in the encrypted format when you export the Service Profiles data using BAT. To import Service Profiles data from a Unified Communications Manager server to another, you must manually re-enter the password in plain text form in the exported .csv file. This is because you cannot import the same password as the decryption key is different for different servers.

If you are using the LDAP credentials for authentication, you should disable the **Cisco Jabber Diagnostic Tool** using the **DiagnosticsToolEnabled** parameter configured in the Jabber Client Configuration (jabber-config.xml) file.

To successfully import enterprise or service parameters, you must update the parameter from the **Enterprise Parameter** or **Service Parameter** window in Cisco Unified Communications Manager Administration from where it is being imported. In this case, when you are in the **Enterprise Parameter** or **Service Parameter** window in Cisco Unified Communications Manager Administration, click **Save** without making any changes before you run import.



Attention You can only update the existing enterprise or service parameters using **Import/Export**. If some of the parameters are missing in the database, importing the parameter fails.

You can use the “Override the existing configuration” option to make BPS update an item if it exists on the server or insert the item if it does not. When you import phones or User Device Profiles using the override option, the IP Phone services do not get updated but only get appended to the existing set of entities.



Note Because there can be multiple IP Phone services with the same name and there is no unique key to distinguish these services, Import or Export cannot determine which service to update and appends the service instead.

Before you begin

If your import.csv file has templates specific to IPMA, make sure that you run the IPMA wizard on the target server before you carry out the import transaction.

Procedure

- Step 1** Choose **Bulk Administration > Import/Export > Import**.
- Step 2** Select the .tar file name in the **File Name** field and click **Next**.
- Note** The **File Name** drop-down list displays all uploaded .tar files.
- Step 3** The **Import Configuration** section lists all the components of the .tar file. Check the corresponding check boxes for the options that you want to import.
- Step 4** To make BPS update the item if it exists and insert if it does not, check the **Override the existing configuration** check box.
- Overriding the existing configuration is optional.
- Note** In case the files are modified, then the filename and the file format must not be changed during the update.
- Step 5** You can click **Select All** to select all the options at once, and click **Clear All** to clear all selections.
- Step 6** Choose to run the job immediately or later by selecting the corresponding radio button.
- Step 7** To create a job for importing the selected data, click **Submit**.
- A message in the Status section lets you know that the job was submitted successfully.
- Step 8** Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.
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What to do next

You can use Override when you are running the same tar file with corrections, after a failed job-run.



Note When a Unified Communications Manager server is created, there are database triggers on the background which create entities such as Conference Bridge (CFB), Media Termination point (MTP), and so on, automatically. These entities have names like CFB_1, and MTP_1.

When a user exports this information into a TAR file and imports it to a different Unified Communications Manager server, then the system creates items such as CFB and MTP. The names on the new Unified Communications Manager server may be consistent with the names before import, or can be different.

Related Topics

[Log Files](#)

[Upload File to Server](#)

Cyclic Dependency

Some entities in Cisco Unified Communications Manager depend upon each other in such a way that one cannot be imported without importing the other. Import/Export carries out the import process for such entities in two stages:

1. The entity with the higher priority is imported first, with a blank value for the supporting entity.



Note This occurs because the value of the supporting entity is not available at the time.

2. After importing all the entities in the .tar, Import/Export updates the higher priority entity with the value of the supporting entity to complete the import process.



Note The value of the supporting entity becomes available in the next cycle.

Example

Consider the following example to understand how cyclic dependency works:

Device Pool and Media Resource Group List (MRGL)—Device Pool (entity with the higher priority) gets imported first, with a blank value for MRGL (supporting entity), because the value of MRGL is not available at the time. After importing all the entities in the .tar file, Import/Export updates Device Pool, replacing the blank value with the true value of MRGL to complete the import process.

Consider the following entities as bound by cyclic dependency:

- Device Pool and MRGL
- Device Pool and Route Group
- Partition and Time Schedule
- Application User and User group
- Licensing

Sample Record

devicepool.csv

```

DEVICE POOL NAME,CISCO UNIFIED CALLMANAGER GROUP,DATE/TIME GROUP,REGION,SRST REFERENCE,CALLING
SEARCH SPACE FOR AUTO-REGISTRATION,AAR CALLING SEARCH SPACE,DEVICE MOBILITY CALLING SEARCH
SPACE,MEDIA RESOURCE GROUP LIST,LOCATION,NETWORK LOCALE,CONNECTION MONITOR DURATION,DEVICE
MOBILITY GROUP,AAR GROUP,REVERTED CALL FOCUS PRIORITY,LOCAL ROUTE GROUP,CALLING PARTY
TRANSFORMATION CSS,CALLED PARTY TRANSFORMATION CSS,INCOMING CALLING PARTY NATIONAL NUMBER
PREFIX,INCOMING CALLING PARTY INTERNATIONAL NUMBER PREFIX,INCOMING CALLING PARTY UNKNOWN
NUMBER PREFIX,INCOMING CALLING PARTY SUBSCRIBER NUMBER PREFIX,PHYSICAL LOCATION

```

```

Branch_0000,CMG 1 Phones,Central,region_0001,Disable,NULL,NULL,NULL,Intrn_MRGL-1_Volkswagen
Intn.,,NULL,-1,NULL,NULL,Default,NULL,NULL,NULL,Default,Default,Default,Default,NULL

```

mediaresourcegrouplist.csv

```

NAME,MEDIA RESOURCE GROUP 1, SORT ORDER 1

```

```

Intrn_MRGL-1_Volkswagen Intn.,,

```



Note Import/Export generates two logs files for every import of dependent entities. The first log file indicates the status of insert of the first entity; the other indicates whether the first entity was successfully updated with the value of the supporting entity.

Items Not Supported on Import or Export

The following items are not supported on import or export:

- Dial Plan Installer
- Route Plan Report
- MOH Audio Source
- Fixed MOH Audio Source
- MOH Audio File Management
- Cisco Voice Mail Port wizard
- Firmware load information
- Licensing
- Announcement

Override Only

Import/Export does not support insert functionality for the following entities in the Cisco Unified Communications Manager database. You can only update/override these entities.

- Cisco Unified CM
- LDAP System

- Enterprise Parameters
- Service Parameter
- Mobility Configuration
- Annunciator/MOH Server—When a Cisco Unified Communications Manager server is created, database triggers create entities such as MOH server, annunciator, and so on. When you export this information into a TAR file and import it to a different Cisco Unified Communications Manager server, the system trigger creates items such as MOH server, annunciator, and so on. Import/Export supports only update of existing MOH server—server association/annunciator—server association. You can edit the TAR file to make sure that the csv file has the valid association before importing. Cisco recommends that you import the server first; then, based on the association created, you can edit the csv file and do an Import with Override.
- Device Defaults
- Credential Policy Default
- Certificate—Import/Export supports only update of existing certificates as new certificates cannot be created/uploaded from Cisco Unified Communications Manager Administration. Only the Duration in Cache parameter from the certificate can be updated.
- Self-Provisioning

Upgrade From Cisco Unified CallManager 4.x Releases

Keep the following points in mind when you import entities after an upgrade from Cisco Unified CallManager 4.x releases:

- BAT supports Import/Export between the same versions of Cisco Unified Communications Manager only. After the upgrade from a 4.x release of Cisco Unified CallManager, make sure that you have the same Cisco Unified Communications Manager version on both the source and target servers.
- Some user groups associated to application users that are relevant to the erstwhile Cisco Unified CallManager 4.x version that was running on the source server before the upgrade, may not be relevant to the Cisco Unified Communications Manager version running on the target server. Import transaction for such user groups will fail.

Topics Related to Import/Export Menu

- [Export Configuration Data](#)
- [Edit .tar File](#)
- [Log Files](#)
- [Override Only, on page 4](#)
- [Upgrade From Cisco Unified CallManager 4.x Releases, on page 5](#)
- [Find Downloadable File on Server](#)

- [Download File Off Server](#)
- [Upload File to Server](#)
- [Delete File From Server](#)