



# Configuring the Bulk Administration Tool (BAT) Release 3.0(2)

---

This document describes the Bulk Administration Tool (BAT) for Release 3.0(2) and includes the following sections:

- BAT Overview, page 1
- BAT Specifications, page 2
- New and Changed Information in Release 3.0(2), page 2
- User Interface, page 3
- Creating CSV Files, page 4
- Adding Phones, page 6
- Modifying Phones, page 17
- Adding Users, page 20
- Adding Phone and User Combinations, page 23
- Troubleshooting, page 27
- Service and Support, page 28
- Cisco Connection Online, page 28
- Documentation CD-ROM, page 28

## BAT Overview

The Bulk Administration Tool (BAT) is a plug-in application to the Cisco CallManager. BAT enables you to add up to 10,000 phones and users to the Cisco CallManager application. Using BAT, you can also perform bulk modifications to phones and delete several phones at one time.

This document provides you with information about using the BAT application.



# Audience

This document is written for network administrators and engineers responsible for managing the Cisco CallManager system. A knowledge of telephony and IP networking technology is required.

## Related Documents

Refer to the following documents for more information on Cisco CallManager and related applications:

- *Cisco CallManager Administration Guide*
- *BAT Release Notes, Release 3.0(2)*

## BAT Specifications

The following specifications apply to BAT Release 3.0(2):

- BAT Release 3.0(2) is compatible with Cisco CallManager Release 3.0.
- BAT must be installed on the Cisco CallManager, the primary publisher database, and Microsoft Posting Acceptor.
- The BAT application uses approximately 7 MB of disk space for the executable and the online documentation.
- The BAT application requires no maintenance other than possible upgrades when Cisco CallManager is upgraded.
- Only administrators have access to BAT.

## New and Changed Information in Release 3.0(2)

BAT Release 3.0(2) for Cisco CallManager 3.0(2) includes the following additions from the BAT 3.07 EFT load:

- The following fields were added to the CSV files:
  - Location
  - Display
  - Call Forward Busy Number
  - Call Pickup Group
- The UserID field expanded from 10 to 30 characters in length
- The BAT.xls file allows for easy data input and export of the data into a CSV file by simply clicking on **Export to BAT Format**
- Data files can now use any file format, such as Microsoft Notepad, Microsoft Windows, and so on
- **Stop BAT** halts BAT processes and can only be accessed on the server. The halt is not immediate; it takes some time to stop the process. To stop BAT, select:

**Start > Programs > Cisco CallManager 3.0 > Bulk Admin Tool > Stop BAT**

# User Interface

BAT is accessible through Cisco CallManager Administration using Internet Explorer 4.01 Service Pack 2 or later, or Netscape 4.5. The look and feel of BAT is similar to the Cisco CallManager Administration window.

From the BAT Application menu, you can go to the Cisco CallManager Administration window.

## Launching BAT

### Procedure

---

**Step 1** Click **Start > Program Files > Cisco CallManager 3.0 > CallManager Administration**

The Cisco CallManager Administration main window displays.

**Step 2** Select **Application > BAT**

The **Cisco CallManager Bulk Administration Tool** window displays.

---

## Obtaining Online Help

You can access the BAT online Help system from any of the BAT pages by selecting:

**Help > Contents and Index**

## Using BAT

As shown in Figure 1, BAT has three main menu options:

- **Configure** (includes the following submenu options):
  - Phone Template
  - Phones
  - Users
  - Phones/Users
- **Application** (Cisco CallManager is the submenu option)—returns you to the Cisco CallManager Administration window
- **Help** (includes the following submenu options):
  - Contents and Index
  - About Bulk Administration Tool

**Figure 1** BAT Window and Menu Options



From the BAT window, the administrator can add, update, and delete devices, add users, and view online documentation.



**Caution**

BAT should only be used during initial installation or during off-peak hours. Otherwise, bulk transactions could affect the Cisco CallManager performance and call processing may be adversely affected if BAT is used during peak hours.

BAT provides statistical data on the time it takes to complete a bulk transaction. The statistics are approximations for a standard recommended configuration.

## Creating CSV Files

The Comma Separated Values (CSV) file is a common textual way of providing tabular information. You can create a data file using any file format, such as Microsoft Notepad, Microsoft Windows, and so on. Save the CSV file anywhere on the network.

It is recommended that you use the BAT.xls file to create CSV files because data validation is performed on the file.

## Using BAT.xls to Create CSV Files

BAT includes a Microsoft Excel file (BAT.xls) that provides data files templates with macros, support for multiple phone lines, and exports the values into CSV files for phones, users, and phone/user combinations.

Complete the required fields, specify the number of lines to export (when adding phones), and click **Export to BAT Format** to export the BAT Excel spreadsheet to a text file, which is a Comma Separated Values (CSV) file.

The file is saved in C:\XLSDataFiles (or your choice of another existing folder) as:

phones#timestamp.txt

From the BAT user interfaces, click **View Sample File** for the data value requirements when adding:

- Phones
- Users
- Phone and User combinations

Click **View File** to view the CSV file that you created.

#### Related Topics

- Creating the CSV File for Phones, page 11
- Creating the CSV File for Users, page 20
- Creating the CSV File for Phone and User Combinations, page 23

## Caveats

The following caveats apply to BAT CSV files for Release 3.0(2):

- Mandatory fields must be entered.
- Blank rows in the Excel file will be treated as “End of File” and subsequent records will be discarded.
- Do not hide rows or columns. Hidden rows or columns in the Excel file will appear when you export to BAT format to a CSV file.
- Do not use the **Save As** option in the BAT.xls file. Use the **Export to BAT Format** button to export the file to a CSV file.
- All phones in a CSV file must be of the same model and number of configured lines.
- The number of directory numbers entered in the CSV file must be equal to the number of lines configured in the phone template.
- The UserID must be a unique value for every record.
- BAT fails to execute if there are any blank lines in the CSV file.
- When copying and pasting values from one column to another in the BAT.xls file, use the **Paste Special** option so that macros are not copied to other cells, or copy only the text value.

# Adding Phones

You can use BAT to add hardware-based Cisco IP Phones to the Cisco CallManager database in batches, rather than adding each phone individually.

To add phones to Cisco CallManager, you must:

- Create a phone template to define common values for a set of phones
- Create a Comma Separated Values (CSV) file to define individual values for each phone you want to add

## Related Topics

- Creating a Phone Template, page 6
- Creating the CSV File for Phones, page 11
- Adding Phones to Cisco CallManager, page 13

## Creating a Phone Template

The phone template and Comma Separated Values (CSV) files work together in bulk transactions. Based on the type of phone you want to add in batch, you can create a template that has the common features for all the phones in a batch, such as the Model, Device Pool, and so on. These templates are stored and are reusable for other phone batches. For example, you can configure a template for the Cisco IP Phone 7960 with only two lines configured and another with four lines configured.

The CSV file stores the details for all the phones that are individual to that phone, such as its Name, Description, and so on. See “Creating the CSV File for Phones” section on page 11 for more details about the CSV file.

To create a phone template, you must first enter the required phone settings and then add the appropriate number of lines to the phone.

## Related Topics

- Entering Phone Settings, page 6
- Adding Line Information, page 9

## Entering Phone Settings

The phone settings required for the phone template are similar to the phone settings required when adding a phone to Cisco CallManager.

### Procedure

---

**Step 1** Select **Configure > Phone Template**.


Figure 2 displays the Phone Template window.

**Figure 2 Phone Template Window**



**Step 2** Enter the appropriate settings as described in Table 1. These settings are not available for all phone types. Only the settings appropriate to the model selected appear on your screen.

**Table 1 IP Phone Template Configuration Settings**

Field	Description	Usage Notes
 <p><b>Note</b> If values appear in the Phone Template Name, Model, Device Pool, Location, Calling Search Space, or Button Template fields, these values were previously configured in the system through the CallManager Administration.</p>		
Phone Template Name	Identifies the unique phone template used only in BAT	Required value
Model	Identifies the type of Cisco IP Phone	Required value
Device Pool	Defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration	Required value
Location	Specifies the remote location accessed using restricted bandwidth connections	

**Table 1 IP Phone Template Configuration Settings (continued)**

<b>Field</b>	<b>Description</b>	<b>Usage Notes</b>
Calling Search Space	Specifies the collection of Route Partitions searched to determine how a dialed number should be routed	Optional
Button Template	Determines the configuration of buttons on a phone and identifies which feature (line, speed dial, and so on) is used for each button	Required value
Load Information	Specifies custom software for a Cisco IP Phone	Values entered here override the default values for the current model
Information	Specifies the help text for the information button	Used only for the Cisco IP Phone 7940 and Cisco IP Phone 7960
Directory	Specifies the primary and secondary servers from which the phone obtains directory information	Used for the Cisco IP Phone 79XX series only
Messages	Voice messaging access	A soft key for the Cisco IP Phone 7910; a fixed key on the Cisco IP Phone 7940 and Cisco IP Phone 7960
Services	Information access	Used only for the Cisco IP Phone 7940 and the Cisco IP Phone 7960

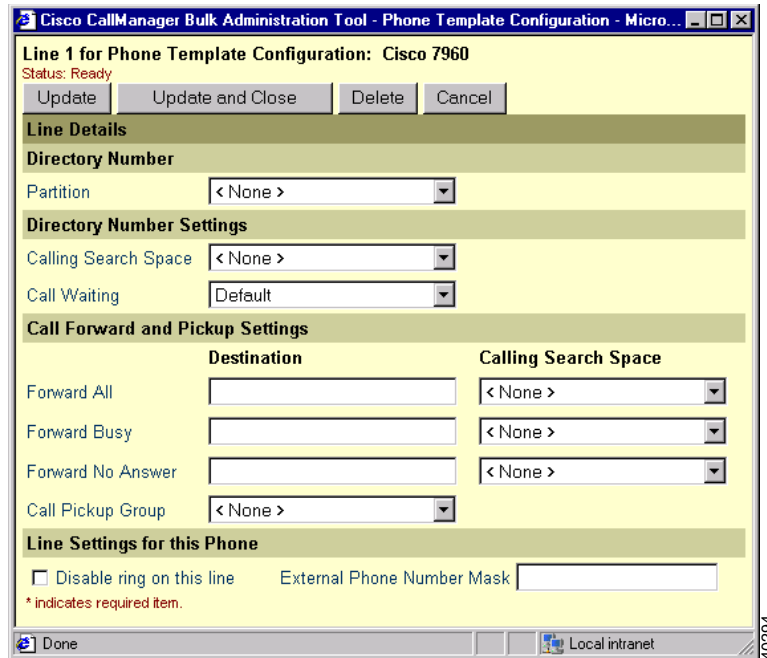
**Step 3** Click **Insert**.

**Step 4** Click **Add Line**.

## Adding Line Information

For each template, add only the number of lines you want to define for all phones. Figure 3 illustrates the template for a Cisco IP Phone 7960.

**Figure 3 Add Line Window**



### Procedure

- Step 1** Click one of the phone templates you created.
- Step 2** In the **Line Details** section, click on the Line number you want to configure.
- Step 3** Enter the appropriate settings as described in Table 2.

**Table 2 Directory Line Configuration Settings**

Field	Description	Usage Notes
<b>Directory Number</b>		
Partition	Indicates the route partition to which the directory number belongs	<ul style="list-style-type: none"> <li>• Can appear in more than one partition</li> <li>• Unique in combination with the Directory Number</li> <li>• Required value</li> </ul>

**Table 2** *Directory Line Configuration Settings (continued)*

<b>Field</b>	<b>Description</b>	<b>Usage Notes</b>
<b>Directory Number Settings</b>		
Calling Search Space	Collection of partitions that are searched for numbers called from this directory number	<ul style="list-style-type: none"> <li>• Changes cause update of the numbers listed in the Call Pickup Group field</li> <li>• Applies to all devices using this directory number</li> </ul>
Call Waiting	Specifies whether this directory number uses call waiting when a line is busy (On), responds with a busy signal (Off), or uses the system-wide default setting (Default)	Applies to all devices using this directory number
<b>Call Forward and Pickup Settings</b>		
Forward All	Indicates the directory number to which all calls are forwarded	<ul style="list-style-type: none"> <li>• Any dialable phone number, including an outside destination</li> <li>• Applies to all devices using this directory number</li> </ul>
Calling Search Space	Indicates the Calling Search Space to use when forwarding to the specified destination	Applies to all devices using this directory number
Forward Busy	Indicates the directory number that a call is forwarded to when the line is in use	<ul style="list-style-type: none"> <li>• Any dialable phone number, including an outside destination</li> <li>• Applies to all devices using this directory number</li> </ul>
Calling Search Space	Indicates the Calling Search Space to use when forwarding to the specified destination	Applies to all devices using this directory number
Forward No Answer	Indicates the directory number that a call is forwarded to when no one answers after four rings	<ul style="list-style-type: none"> <li>• Any dialable phone number, including an outside destination</li> <li>• Applies to all devices using this directory number</li> </ul>
Calling Search Space	Indicates the Calling Search Space to use when forwarding to the specified destination	<ul style="list-style-type: none"> <li>• Applies to all devices using this directory number</li> <li>• Appears only if configured in the system</li> </ul>
Call Pickup Group	Indicates a number that can be dialed to answer calls to this directory number (in the specified partition)	<b>Example</b> 3003/Partition1

**Table 2** Directory Line Configuration Settings (continued)

Field	Description	Usage Notes
<b>Line Settings for this Phone</b>		
Disable ring on this line	Stops the phone from ringing to indicate incoming calls	Applies only to the current device
External Phone Number Mask	Indicates phone number (or mask) used to send Caller ID information when placing a call from this line	Maximum of 30 number and “X” characters; the X characters must appear at the end of the pattern

**Step 4** Repeat Steps 2 and 3 until all lines are configured.

**Step 5** Click **Insert** and **Close**.

After setting up the lines for the template, use the template to add phones with CSV files.

## Creating the CSV File for Phones

The CSV file for phones contains information about each phone as a record. All phones in a CSV file should be of the same model and number of configured lines. For example, you might create a CSV file for all the Cisco IP Phone 7960 two-line phones and another for all the Cisco IP Phone 30 VIP ten-line phones.

The CSV file for phones can contain multiple directory numbers depending on whether the phone template in question supports multiple lines. The number of directory numbers entered in the CSV file must be equal to the number of lines configured in the phone template.

## Using the Phone Tab in BAT.xls

Follow this procedure for fast bulk input of phones.

### Procedure

**Step 1** Open BAT.xls

**Step 2** Select the **Phones** sheet tab.

**Step 3** Complete all mandatory fields and any relevant optional fields. The length of the field is specified in each column heading.



**Note** Blank rows in the spreadsheet will be treated as “End of File” and subsequent records will be discarded.

**Step 4** Enter the number of lines in the **Number of Phone Lines** box equal to the number of directory numbers.

- Step 5** Select the **Create Dummy MAC Address** box to use the dummy MAC address option. You must enter the MAC address or use the dummy MAC address option (the MAC address updates when a phone is plugged in).
- Step 6** Click **Export to BAT Format** to transfer the data from the BAT Excel spreadsheet into a CSV file.

## CSV String Formats for Phones

The following shows the field length and string types followed by an example of a CSV file for phones.



**Note**

If values are set for Location, Display, Forward Busy Destination, or Call Pickup Group in the CSV file, those values will override the preset values of these attributes in a selected phone template.

However, default values set on the template will use those values on a CSV file that contains blank values for Location, Display, Forward Busy Destination, or Call Pickup Group. For example, if FwdBusy Destination is 3001 on a template, then all records in a CSV file that have no value for FwdBusy Destination will use 3001.

MAC Address (String[12]MANDATORY),Description (String[50] OPTIONAL),Location (String[50] OPTIONAL),Directory Number (String[15] OPTIONAL),Display (String[30] OPTIONAL),Forward Busy Destination (String[15] OPTIONAL),Call Pickup Group (String[15/50] OPTIONAL)

**Example**

```
1231123245AB,SEP1231123245AB,Dallas,9728437154,9728437154,9728437172,9728437121/TollByPass
```

The actual file will not contain field names (displayed in the first line). Delimiters have to be specified even if a field is blank. Call Pickup Group can either be specified as a Directory Number or as Directory Number/Route Partition Name, if the access to the call pickup group is restricted by a Route Partition.

Refer to the following examples and sample CSV records when creating CSV files.

**Examples**

If the description for a phone is blank:

```
1231123245AB,,Dallas,9728437154,9728437154,9728437172,9728437121/TollByPass
```

If the selected phone template supports a maximum of six lines and no active line is required:

```
1231123245AB,SEP1231123245AB,Dallas
```

No active line is required and the location is also blank:

```
1231123245AB,SEP1231123245AB,
```

Two active lines are required:

```
1231123245AB,SEP1231123245AB,Dallas,9728437154,9728437154,9728437172,9728437121/TollByPass,9728437155,9728437155,9728437133,9728437112/TollByPass
```

**Note**


---

For the MAC Address, enter MAC Address values or check the option for creating dummy MAC addresses.

---

If the option is checked for a dummy MAC address:

,SEP1231123245AB,,Dallas,9728437154,9728437154,9728437172,9728437121/TollByPass

## Creating an Optional Phones CSV Text File

If you don't use the BAT.xls for data input, follow this optional procedure to create lines of ASCII text for phones with values separated by commas.

**Note**


---

It is recommended that you use the BAT.xls file to input data because data validation is performed on the file.

---

### Procedure

---

- Step 1** Open a text editor or any application that allows you to export or create a CSV file.
- Step 2** Enter the following values for each phone you want to add to Cisco CallManager using a separate line for each phone:

MAC Address,Description,Location,Directory Number,Display,Forward Busy Destination,CallPickup Group

You must enter the MAC address or use the dummy MAC address option on the **Insert Phones** page (the MAC address updates when a phone is plugged in). You can leave the other fields empty, but you must include the comma separators.

**Note**


---

An error occurs if there are any blank lines in the CSV file.

---

- Step 3** Save the file.
- 

## Adding Phones to Cisco CallManager

Follow this procedure to add several phones to Cisco CallManager.

### Before You Begin

You must create a phone template and CSV file before you add phones to Cisco CallManager.

### Procedure

---

- Step 1** Select **Configure > Phones**.
- The Insert Phones window displays as shown in Figure 4.

**Figure 4** *Insert Phones Window*




- Step 2** Click **Browse** to select a CSV file from anywhere on the network.
- Step 3** Select the name of the Phone Template you created for this type of bulk transaction.
- Step 4** Select **Create Dummy MAC Address**, if you do not have a MAC address.

The fields are described in Table 3.

**Table 3** *Insert Phones Settings*

Field	Description	Usage Notes
File Name	Indicates the CSV file that includes the phones to be added.	<ul style="list-style-type: none"> <li>• Required field.</li> <li>• See the “Creating the CSV File for Phones” section on page 11 for tips on creating the CSV file.</li> </ul>

**Table 3** *Insert Phones Settings*

Field	Description	Usage Notes
Phone Template Name	Indicates the phone template to be used for this set of phones.	<ul style="list-style-type: none"> <li>• Required field.</li> <li>• See “Creating a Phone Template” section on page 6 for information on creating the phone template.</li> <li>• If you want to insert phones that require different phone templates, you must create separate CSV files.</li> <li>• Line Details shows how many lines are configured for the selected template.</li> </ul>
Create Dummy MAC Addresses	Automatically generates fake MAC addresses in this format: <b>XXXXXXXXXXXX</b> where <i>X</i> is any 12-character hexadecimal (0-9 and A-F) number.	<ul style="list-style-type: none"> <li>• Use this option if you do not know the MAC address of the phone that will be assigned to the user.</li> <li>• When phones are assigned, remember to update the phone records with the valid MAC address.</li> <li>• To obtain a list of all phones using a Dummy MAC address, in the Update Phones window:                             <ul style="list-style-type: none"> <li>– Select <b>Device Name</b></li> <li>– Select <b>begins with</b></li> <li>– Type <b>BAT</b></li> </ul> </li> </ul> <p> <b>Note</b> All phones added with a Dummy MAC address will have device names that begin with BAT.</p> <ul style="list-style-type: none"> <li>– Click Add To Query</li> <li>– Click View Query Result</li> </ul>

**Step 5** Click **Insert**.



**Note**

If line information for a phone records fails, that phone record is not inserted.

**Step 6** View the log file. See the “Viewing Insert Phones Results” section on page 16 for details.

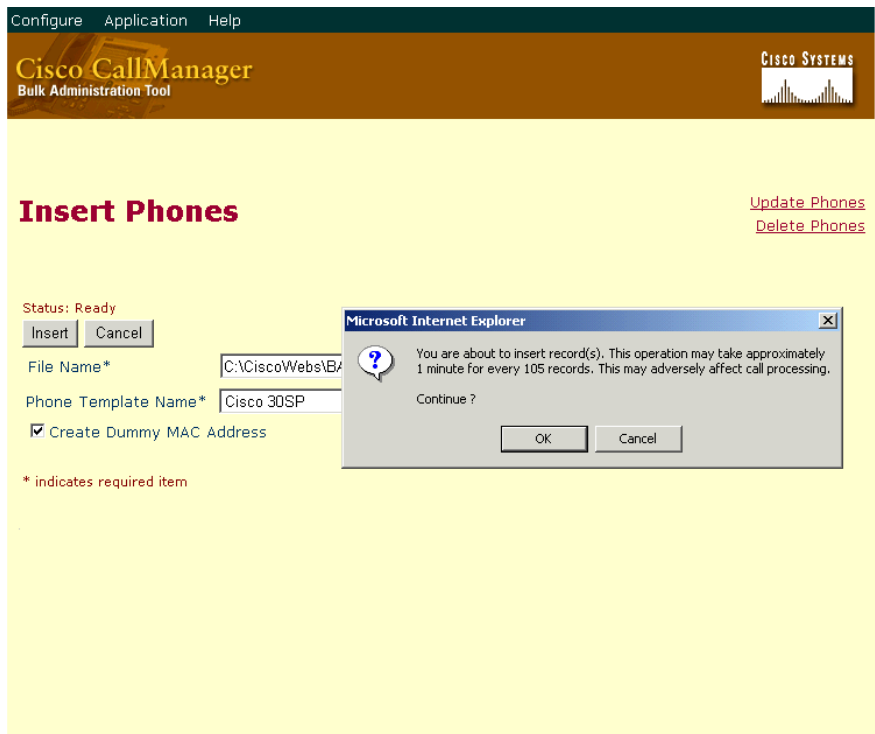
**Related Topics**

- Viewing Insert Phones Results, page 16
- Creating the CSV File for Phones, page 11
- Modifying Phones, page 17

## Viewing Insert Phones Results

Figure 5 shows a sample of the Insert Phones confirmation window.

**Figure 5** Sample Insert Phones Confirmation Window



After the phones are added, the BAT application generates a log file indicating the number of records added and the number of records failed, including an error code. For more information on log files, see the “Troubleshooting” section on page 27.

# Modifying Phones

You can update and delete several phone records from the Cisco CallManager database in bulk.

## Related Topics

- Updating Phone Records, page 17
- Deleting Phone Records, page 18

## Updating Phone Records

The administrator can create a query to update a set of records. To create a query, a filter must be defined. The administrator can also create multiple queries by clicking either the AND or OR button.

Figure 6 shows the Update Phones window.

**Figure 6** Update Phones Window

## Procedure

- Step 1** Select **Configure > Phones**.
- Step 2** Click **Update Phones**.
- Step 3** Define the filter to locate the records you want to update.
  - a. Select the field to query from the drop-down list box, such as Model, Device Name, and so on.
  - b. Select the search criteria from the drop-down list box, such as begins with, contains, is empty, and so on.

- c. Either select or enter the value to locate in the search field, such as a specific phone model.
- d. Click **Add to Query** to add the defined filter to the query.



**Caution**

---

The BAT tool applies the changes to all phone records if no filter is defined.

---

- e. Click **AND** or **OR** to add multiple filters.
- f. Click **View Query Result** to display the records that are going to be affected.

**Step 4**

Specify the setting you want to update.

- a. Select a setting from the **Set Value** list box.
- b. Enter the new value or select a value from the menu.
- c. Use the arrows to add the specified field and field values to the update box to indicate that these are the fields that will change.
- d. Select the **Reset Devices after update** box to reset (power-cycle) the phones as soon as the update completes.



**Note**

---

Do not select the **Reset Devices after update** box if you want to wait and update the phones at a later time.

---

**Step 5**

Click **Run** to apply the new updates to the data records.

---

## Deleting Phone Records

You can delete multiple phone records from the Cisco CallManager database using the following procedure. Figure 7 shows the Delete Phones window.



**Note**

---

Disable TFTP service before you delete phones and enable it after you delete phone records. Although deleting phones does process while TFTP service is running, disabling the TFTP service will allow the delete process to run five times faster than it would with TFTP enabled.

---

Figure 7 Delete Phones Window

### Procedure

- 
- Step 1** Select **Configure > Phones**.
  - Step 2** Click **Delete Phones**.
  - Step 3** Select the field to search from the drop-down list box, such as MAC address, description, and so on.
  - Step 4** Select the search criteria from the drop-down list box, such as begins with, contains, is empty, and so on.
  - Step 5** Enter the value to locate in the search field, such as a specific MAC address or phone model.
  - Step 6** Click **Add to Query** to add the defined filter to the query.




---

**Caution** All phone records are deleted if no information is entered into the query text box.

---

- Step 7** Click **AND** or **OR** to add multiple filters to the query.
  - Step 8** Click **View Query Results** to verify the records that are going to be deleted.
  - Step 9** Click **Run** to delete the records.
- 

## Viewing Update Phones Results

After the phones are updated in Cisco CallManager, the application generates a log file indicating the number of records updated and the number of records failed, including an error code. For more information on log files, see the “Troubleshooting” section on page 27.

# Adding Users

You can add multiple users to the Cisco CallManager database using the following procedures. Figure 8 shows the Insert Users window.



**Note**

When adding users, the default password in the CallManager Log On screen is **abcd**.

**Figure 8** *Insert Users Window*



**Related Topics**

- Creating the CSV File for Users, page 20
- Adding Users to Cisco CallManager, page 22
- Viewing Insert Users Results, page 22

## Creating the CSV File for Users

To add users into the Cisco CallManager, you must create a CSV file.

## Using the User Tab in BAT.xls

Follow this procedure for fast bulk input of users.

### Procedure

- 
- Step 1** Open BAT.xls
  - Step 2** Select the **Users** sheet tab.
  - Step 3** Complete all mandatory fields and any relevant optional fields. The length of the field is specified in each column heading.




---

**Note** Blank rows in the spreadsheet will be treated as “End of File” and subsequent records will be discarded.

---

- Step 4** Click **Export to BAT Format** to transfer the data from the BAT Excel spreadsheet into a CSV file.
- 

## CSV String Formats for Users

The following shows the field length and string types followed by an example of a CSV file for users.

First Name (String[50] MANDATORY),Last Name (String[50] MANDATORY),User Id (String[30] MANDATORY),Manager (String[30] OPTIONAL), MAC Address (String[12] OPTIONAL),Directory Number (String[15] OPTIONAL)

### Example

```
John,Smith,johns,Daviss,1231123245AB,9728437154
```

The actual file will not contain field names (displayed in the first line). Delimiters have to be specified even if a field is blank. Refer to the following example and sample CSV record when creating a CSV file.

### Example

If the Manager for a user is blank:

```
John,Smith,johns,,1231123245AB,,9728437154
```

The Manager is the UserID of an existing user in the USER Directory.

## Creating an Optional Users CSV Text File

If you don't use the BAT.xls for data input, follow this optional procedure to create lines of ASCII text for users with values separated by commas.




---

**Note** It is recommended that you use the BAT.xls file to input data because data validation is performed on the file.

---

**Procedure**

---

**Step 1** Open a text editor or any application that allows you to export or create a CSV file.

**Step 2** Enter the following values for each user you want to add to Cisco CallManager:

First Name, Last Name, User ID, Manager, MAC Address, Directory Number

You must enter the Name, User ID, and MAC Address or use the dummy MAC address option on the **Insert Users** page (the MAC address updates when a phone is plugged in). You can leave other fields empty, but you must include the comma separators.

**Step 3** Save the file.

---

## Adding Users to Cisco CallManager

Follow this procedure to add several users to Cisco CallManager.

**Before You Begin**

You must create a CSV file before you add phones to Cisco CallManager.

**Procedure**

---

**Step 1** Select **Configure > Users**.

**Step 2** Click **Browse** to select the CSV file containing the list of users you want to add to Cisco CallManager.

**Step 3** Click **Insert**.

**Step 4** View the log file.

---

## Viewing Insert Users Results

After the users are added to Cisco CallManager, the application generates a log file indicating the number of records added and the number of records failed, including an error code. For more information on log files, see the “Troubleshooting” section on page 27.

# Adding Phone and User Combinations

You can add combinations of multiple phones and users to the Cisco CallManager database using the following procedures. Figure 9 shows the Insert Phones/Users window.

**Figure 9** Insert Phones/Users Window

## Related Topics

- Creating the CSV File for Phones, page 11
- Creating the CSV File for Users, page 20
- Adding Phones to Cisco CallManager, page 13
- Adding Users to Cisco CallManager, page 22

## Creating the CSV File for Phone and User Combinations

To add phone and user combinations into the Cisco CallManager, you must create a CSV file.

### Using the Phone-User Tab in BAT.xls

Follow this procedure for fast bulk input of phone and user combinations.

#### Procedure

- 
- Step 1** Open BAT.xls
  - Step 2** Select the **Phones-Users** sheet tab.

**Step 3** Complete all mandatory fields and any relevant optional fields. The length of the field is specified in each column heading.



**Note** Blank rows in the spreadsheet will be treated as “End of File” and subsequent records will be discarded.

**Step 4** Enter the number of lines in the **Number of Phone Lines** box equal to the number of directory numbers.

**Step 5** Select the **Create Dummy MAC Address** box to use the dummy MAC address option. You must enter the MAC address or use the dummy MAC address option (the MAC address updates when a phone is plugged in).

**Step 6** Click **Export to BAT Format** to transfer the data from the BAT Excel spreadsheet into a CSV file.

## CSV String Formats for Phone and User Combinations

The following shows the field length and string types followed by an example of a CSV file for phones and users.

First Name (String[50] MANDATORY),Last Name (String[50] MANDATORY),User ID (String[30] MANDATORY),Manager (String[30] OPTIONAL),MAC Address (String[12] MANDATORY),Description (String[50] OPTIONAL),Location (String[50] OPTIONAL),Directory Number (String[15] MANDATORY),Display (String[30] OPTIONAL),Forward Busy Destination (String[15] OPTIONAL),Call Pickup Group (String[15/50] OPTIONAL)

### Example

```
John,Smith,johns,Daviss,1231123245AB,SEP1231123245AB,Dallas,9728437154,9728437154,9728437172,9728437121/TollByPass
```

The actual file will not contain field names (displayed in the first line). Delimiters have to be specified even if a field is blank. Call Pickup Group can either be specified as a Directory Number or as Directory Number/Route Partition Name, if the access to the call pickup group is restricted by a Route Partition.

Refer to the following examples and sample CSV records when creating CSV files.

### Examples

If the description for a phone is blank:

```
John,Smith,johns,Daviss,1231123245AB,,Dallas,9728437154,9728437154,9728437172,9728437121/TollByPass
```

The Manager is the UserID of an existing user in the USER Directory.

If the selected phone template supports a maximum of six lines and no active line is required:

```
John,Smith,johns,Daviss,1231123245AB,SEP1231123245AB,Dallas
```

No active line is required and the description is also blank:

```
John,Smith,johns,Daviss,1231123245AB,SEP1231123245AB,
```

Two active lines are required:

```
John,Smith,johns,Daviss,1231123245AB,SEP1231123245AB,Dallas,9728437154,9728437154,9728437172,9728437121/TollByPass,9728437155,9728437155,9728437133,9728437112/TollByPass
```

**Note**


---

For the MAC Address, enter MAC Address values or check the option for creating dummy MAC addresses.

---

If the option for a dummy MAC address is checked:

```
John,Smith,johns,Daviss,1231123245AB,,Dallas,9728437154,9728437154,9728437172,9728437121/
TollByPass
```

## Creating an Optional Phones-Users CSV Text File

If you don't use the BAT.xls for data input, follow this optional procedure to create lines of ASCII text for phones and users with values separated by commas.

**Note**


---

It is recommended that you use the BAT.xls file to input data because data validation is performed on the file.

---

### Procedure

---

- Step 1** Open a text editor or any application that allows you to export or create a CSV file.
- Step 2** Using a separate line for each phone, enter the following values for each phone and user combination you want to add to Cisco CallManager:

```
First Name,Last Name,User ID,Manager,MAC Address,Description,Directory Number
```

You must enter the Name, User ID, and MAC address or use the dummy MAC address option on the **Insert Phones/Users** page (the MAC address updates when a phone is plugged in). Other fields may remain empty, but you must include the comma separators.

If the dummy MAC address option is checked, the following shows a sample CSV record:

```
John,Smith,johns,Daviss,,SEP1231123245AB,9728437154
```

- Step 3** Save the file.
-

## Adding Phone and User Combinations to Cisco CallManager

Follow this procedure to add several phone and user combinations to Cisco CallManager.

### Before You Begin

You must create a CSV file before you add phones and users to Cisco CallManager.

### Procedure

---

- Step 1** Select **Configure > Phones/Users**.
  - Step 2** Click **Browse** to select the CSV file containing the list of phones and users you want to add to Cisco CallManager.
  - Step 3** Click **Insert**.
  - Step 4** View the log file.
- 

## Viewing Insert Phones/Users Results

After the users are added to Cisco CallManager, the application generates a log file indicating the number of records added and the number of records failed, including an error code. For more information on log files, see the “Troubleshooting” section on page 27.

## Important Notes

The latest documentation and release notes for Cisco CallManager are available on Cisco Connection Online (CCO) at:

<http://www.cisco.com/kobayashi/sw-center/internet/callmgr/callmgr.html>

Cisco Year 2000 product compliance information can be found at:

<http://www.cisco.com/warp/public/752/2000/>

A local copy of the Help is installed with Cisco CallManager and is available by clicking **Start > Programs > Cisco CallManager > Cisco Help > System Guide**. However, the most current Cisco CallManager documentation can be found on the Web at:

<http://www.cisco.com/documentation/ccm/v24/index.htm>

# Troubleshooting

Log files are generated for each bulk transaction and stored in a log file folder for viewing.

The log file will also show the key value of a record so the administrator may re-examine the record. The key value when adding, updating, or modifying phones is the MAC address of the phone. When adding users, the key value is the User ID.

A confirmation screen occurs after each bulk transaction. The confirmation screen shows the summary view for the bulk transaction as well as the detail view for the failures.



**Note**

---

The confirmation screen is the log file.

---

If the administrator performs several mouse clicks while waiting for the bulk transaction to complete, the BAT application concludes with the last mouse click and you lose the ability to view the confirmation message.

To view the log file for the bulk operation, go to the following location:

**C:\CiscoWebs\BAT\LogFile**



**Note**

---

The log files are named for the operation performed and the time the operation ended.

---

The time-stamp format for the log file name is “mmddyyhhmmss”.

Table 4 shows examples of commands and LogFiles names.

**Table 4 Log File Names**

Command	Log File Name	Example
Insert	FileName#TimeStamp.log	File1#05022000133431
Update	UpdatePhone#TimeStamp.log	UpdatePhone#05022000133431
Delete	DeletePhone#TimeStamp.log	DeletePhone#05022000133431

Failure Details on LogFile

**Explanation** Shows the MAC address (Phones)/UserID (for Users) or, in case of a Dummy MAC address, shows the Dummy MAC address generated.

**Action** Go to **CiscoWebs > BAT > LogFiles > ModifiedDataFileName#TimeStamp.dat** and view the file for an erroneous record.

This page cannot be displayed

**Explanation** Can occur because of an unexpected termination of IIS Administrative service.

**Action** A display problem only. The process continues in the background. You can refer to the log file for transaction details.

# Service and Support

Service and support is provided by the Cisco Technical Assistance Center (TAC) at:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

## Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>
- WWW: <http://www-europe.cisco.com>
- WWW: <http://www-china.cisco.com>
- Telnet: [cco.cisco.com](http://cco.cisco.com)
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact [cco-help@cisco.com](mailto:cco-help@cisco.com).

For additional information, contact [cco-team@cisco.com](mailto:cco-team@cisco.com).

**Note**

If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or [tac@cisco.com](mailto:tac@cisco.com). To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or [cs-rep@cisco.com](mailto:cs-rep@cisco.com).

## Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more current than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales representative or call customer service. The CD-ROM package is available as a single package or as an annual subscription. You can also access

Cisco documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>. If you are reading Cisco product documentation on the World Wide Web, you can submit comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco. We appreciate your comments.

---

Access Registrar, AccessPath, Any to Any, Are You Ready, AtmDirector, Browse with Me, CCDA, CCDE, CCDP, CCIE, CCNA, CCNP, CCSI, CD-PAC, the Cisco logo, Cisco Certified Internetwork Expert logo, *CiscoLink*, the Cisco Management Connection logo, the Cisco NetWorks logo, the Cisco Powered Network logo, Cisco Systems Capital, the Cisco Systems Capital logo, Cisco Systems Networking Academy, the Cisco Systems Networking Academy logo, the Cisco Technologies logo, Fast Step, FireRunner, Follow Me Browsing, FormShare, GigaStack, IGX, Intelligence in the Optical Core, Internet Quotient, IP/VC, IQ Breakthrough, IQ Expertise, IQ FastTrack, IQ Readiness Scorecard, The IQ Logo, Kernel Proxy, MGX, Natural Network Viewer, NetSonar, Network Registrar, the Networkers logo, *Packet*, PIX, Point and Click Internetworking, Policy Builder, Precept, RateMUX, ReyMaster, ReyView, ScriptShare, Secure Script, Shop with Me, SlideCast, SMARTnet, SVX, *The Cell*, TrafficDirector, TransPath, VlanDirector, Voice LAN, Wavelength Router, Workgroup Director, and Workgroup Stack are trademarks; Changing the Way We Work, Live, Play, and Learn, Empowering the Internet Generation, The Internet Economy, and The New Internet Economy are service marks; and Aironet, ASIST, BPX, Catalyst, Cisco, Cisco IOS, the Cisco IOS logo, Cisco Systems, the Cisco Systems logo, the Cisco Systems Cisco Press logo, CollisionFree, Enterprise/Solver, EtherChannel, EtherSwitch, FastHub, FastLink, FastPAD, FastSwitch, GeoTel, IOS, IP/TV, IPX, LightStream, LightSwitch, MICA, NetRanger, Post-Routing, Pre-Routing, Registrar, StrataView Plus, Stratm, TeleRouter, and VCO are registered trademarks of Cisco Systems, Inc. or its affiliates in the U.S. and certain other countries. All other trademarks mentioned in this document are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0005R)

Copyright © 2000, Cisco Systems, Inc.  
All rights reserved.

