



# Bulk Administration Tool Guide for Cisco CallManager

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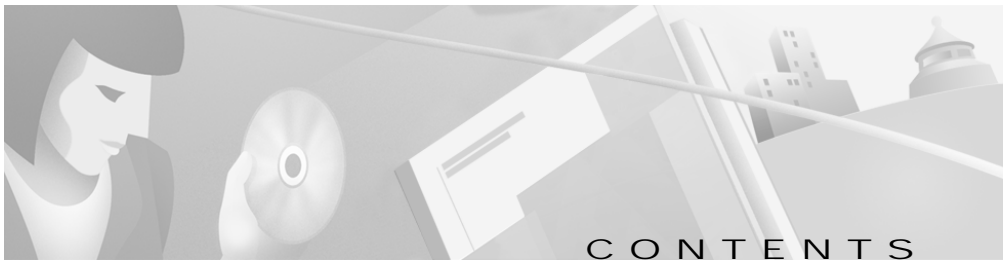
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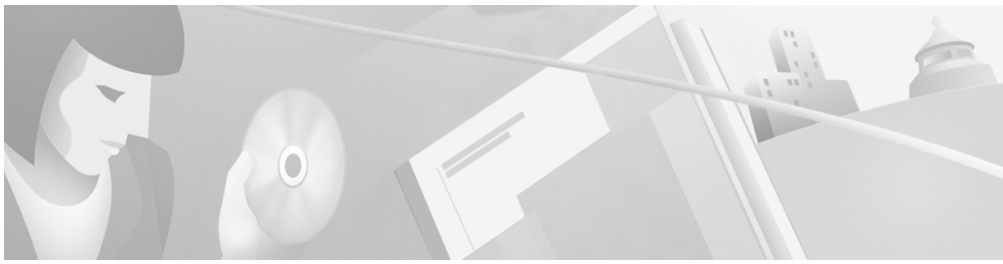
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# Preface

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This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

The preface covers these topics:

- Purpose, page vii
- Audience, page vii
- Organization, page viii
- Related Documentation, page viii
- Conventions, page ix
- Obtaining Documentation, page x
- Obtaining Technical Assistance, page xii

## Purpose

The *Bulk Administrative Tool Guide for Cisco CallManager* provides instructions for using the Bulk Administrative Tool (BAT).

## Audience

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

# Organization

This guide is organized as follows:

Chapter	Description
Chapter 1, “Overview”	Provides an overview of the Bulk Administration Tool and the required specifications.
Chapter 2, “Installing BAT”	Describes the installation procedures for BAT.
Chapter 3, “Using the BAT Interface”	Describes how to access the BAT application and the menu options.
Chapter 4, “Tool for Auto-Registered Phones Support”	Describes how to install and use the TAPS application.
Chapter 5, “Adding Phones”	Describes how to add phones in batches, rather than adding each phone individually.
Chapter 6, “Modifying Phones”	Describes how to update and delete bulk phone records.
Chapter 7, “Adding Users”	Describes how to add multiple users.
Chapter 8, “Adding Phone and User Combinations”	Describes how to add combinations of multiple phones and users to the Cisco CallManager database.
Chapter 9, “Troubleshooting”	Describes some common scenarios for bulk transaction log files and provides an explanation or resolution for the error messages.

## Related Documentation

Refer to the following documents for further information about related Cisco IP Telephony applications and products:

- *Cisco CallManager Administration Guide*
- *Release Notes for Cisco CallManager Release 3.0(5)*
- *Installing Cisco CallManager on the Cisco Media Convergence Server*
- *Cisco CallManager v3.0 Remote Serviceability Users Guide*
- *Hardware Configuration Guide for the Cisco Voice Gateway 200*

- *Software Configuration Guide for the Cisco Voice Gateway 200*
- *Cisco IP Phone 7900 Family Administration Guide*

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



Tips

Means *the information contains useful tips*.

Cautions use the following conventions:



**Caution**

---

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

---

Warnings use the following conventions:



**Warning**

---

**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.**

---

## Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

### World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.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 is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

## Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
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<http://www.cisco.com/go/subscription>
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We appreciate your comments.

# Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the Technical Assistance Center (TAC) web site.

## Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

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To access Cisco.com, go to the following web site:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco Technical Assistance Center (TAC) web site is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

## Contacting TAC by Using the Cisco TAC Web site

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC web site:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC web site to quickly find answers to your questions.

To register for Cisco.com, go to the following web site:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following web site:

<http://www.cisco.com/tac/caseopen>

## Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following web site:

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

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No work around is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No work around is available.





# Overview

---

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

## BAT Specifications

The following specifications apply to BAT Release 4.0(1):

- BAT Release 4.0(1) is compatible with Cisco CallManager Release 3.0.
- BAT must be installed on the Cisco CallManager, the primary publisher database.
- The BAT application, along with the Tool for Auto-Registered Phones Support (TAPS) application, uses approximately 16 MB of disk space for the executable and the online documentation.
- Only administrators require access to BAT.





## Installing BAT

---

This chapter provides the steps required for installing BAT. The BAT installation process now includes BAT Excel template files located in the BAT/Excel template folder. Copy and paste these templates where you have Microsoft Excel installed and use the templates from that location.

During the BAT installation or reinstallation, the setup program halts the following services:

- IIS Admin
- World Wide Web publishing
- FTP publishing

These services automatically restart once the installation is complete.

Also, this chapter includes the uninstall procedure.

See Chapter 4, “Installing TAPS,” for instructions on installing the Tool for Auto-Registered Phones Support (TAPS).

### Related Topics

- Chapter 4, “Installing TAPS”

## Prerequisites for BAT Installation

Install BAT on the Cisco CallManager 3.0 with the primary publisher database. If BAT is installed on a database server, it must be on the primary publisher database server.

# Running the BAT Installer

Follow these steps to install BAT:

- 
- Step 1 Log on to the system with administrator privileges.
  - Step 2 Double click on the BulkAdministrationTool.exe file.
  - Step 3 If you are reinstalling BAT, a dialog box displays the question Do you want to reinstall BAT?  
Click **Yes** to reinstall BAT.  
Click **No** to exit the installation.
  - Step 4 Within the setup, click **Next**.
  - Step 5 The Choose Destination Folder dialog box displays.  
Click **Next** to install the default destination folder C:\CiscoWebs\BAT.  
To install into another folder, click **Browse** and select the required path.
  - Step 6 Click **OK**.
  - Step 7 Click **Next**.
  - Step 8 The installer displays a summary of your selections.  
Click **Next** to continue.  
Click **Back** to change your selections.
  - Step 9 Click **OK**. Display returns:  
“Do you wish to install Tool for Auto-Registered Phones Support?”
  - Step 10 Click **Yes** or **No** to indicate whether you want to install TAPS.
  - Step 11 Click **Finish** once the installation process completes.
- 

# Uninstalling BAT

Perform the following steps to uninstall BAT.

**Note**

---

Uninstalling BAT does not remove the available phone templates and datafiles.

---

---

**Step 1** Choose **Start Menu > Program Files > Cisco CallManager 3.0 > Bulk Admin Tool > UnInstall BAT**.

A dialog box displays “Are you sure you want to completely remove BAT and all of its components?”

**Step 2** Click **Yes** to uninstall BAT

A dialog box displays “Uninstall successfully completed.” Continue to Step 3.

Click **No** to exit the uninstaller.

**Step 3** Click **OK**.

---





## Using the BAT 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

To begin using BAT, follow this procedure.

### Procedure

---

**Step 1** Choose **Start > Program Files > Cisco CallManager 3.0 > CallManager Administration** from the Start menu.

The Cisco CallManager Administration main window displays.

**Step 2** Choose **Application > BAT**

The Cisco CallManager Bulk Administration Tool window displays.

---

# Obtaining Online Help

You can access the BAT online Help system from any BAT page by choosing

**Help > Contents and Index**

## Using the BAT Menu Options

BAT has three main menu options:

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

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



---

**Caution**

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

---

BAT provides statistical data on the time it takes to complete a bulk transaction.

# Halting BAT

The Stop BAT feature can only be accessed from the server. This feature does not halt the BAT process immediately. It takes some time to stop the transaction.

To Stop BAT, from the Start menu, choose

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

View the log file for details. See Chapter 9, “BAT Log Files,” for information on log files.

■ Halting BAT



# Tool for Auto-Registered Phones Support

---

The Tool for Auto-Registered Phones Support (TAPS) is used in conjunction with BAT to update auto-register phones and replace phones with predefined device configuration.

The TAPS application resides on an Appserver and also requires components on the Cisco CallManager publisher.

Installers and users, refer to the section on “TAPS for Installers and Users” to retrieve the predefined configuration for your phone.

## TAPS Overview

Use TAPS to update any phone. Protect important numbers by updating the TAPSSecureDN.txt file (installed in the same directory where TAPS is installed). Protect the directory number by entering one directory number in each line into the TAPSSecureDN.txt file.

Currently, BAT can insert a device record when the actual device does not exist. BAT provides an option that allows the administrator to create dummy MAC addresses.

When the devices are ready for configuration, the administrator updates the dummy MAC addresses with actual MAC addresses.

The MAC address is a complex, 12-character, hexadecimal (0-9 and A-F) number that can lead to error when communicating the MAC address. The administrator must also update all dummy devices in the Cisco CallManager database.

TAPS automatically updates the dummy records with actual MAC addresses and resets the devices:

- The installer can plug the device into a port and automatically receive the predefined configuration by dialing a TAPS number.
- The Cisco CallManager administrator does not have to be involved in updating the device records.
- TAPS does not require the use of a PC to update the auto-registered device record.

You also have the option to specify whether you want to update an auto-registered phone with a BAT-configured phone or a non BAT-configured phone with the following process:

#### **SecureTAPS.exe**

By default, TAPS allows updates to an auto-registered phone with a BAT phone.

## Installing TAPS

This section provides the steps required for installing TAPS.

## Prerequisites for TAPS Installation

The following prerequisites apply to the TAPS installation for BAT Release 4.0(1):

- Ensure TAPS is installed on the Cisco CallManager 3.0 with the primary publisher database.
- Ensure a Cisco Application Server (Appserver) resides in the same network domain as the Cisco CallManager.

Open **Repository Manager** and upload the TAPS.aef file, which is installed in C:\Program files\wfvavid.

## Running the TAPS Installer

TAPS installs on Cisco CallManager and Appserver. During the BAT install, you will have the option to install TAPS (**Yes/No**).

Follow these steps to install TAPS:

---

**Step 1** Click **Yes** to install TAPS.

All TAPS files are copied on to the Cisco CallManager server.

**Step 2** Double click the file **ToolforAutoRegisteredPhonesSupport.exe** on the Appserver.

The installation process begins.

If you are reinstalling TAPS, a window displays the question “Do you want to reinstall TAPS?”



**Note**

---

Before running the reinstall, disable the TAPS application on the Appserver.

---

Choose **Main Menu > Applications > Disable Application** to disable TAPS on the Appserver Administrator interface.

**Step 3** Click **Yes** to reinstall TAPS and continue with the installation or click **No** to exit the installation.

**Step 4** Click **Next**.

**Step 5** Enter the Cisco CallManager server IP Address.

**Step 6** Click **OK**.

**Step 7** Click **Next**.

**Step 8** Click **Finish** to complete the installation.

---

# Uninstalling TAPS

TAPS cannot be uninstalled separately. If BAT is uninstalled, then TAPS will also uninstall.

If a separate install of TAPS is running on the Appserver, perform the following steps to uninstall TAPS.

- 
- Step 1** Choose **Start Menu > Settings > Control Panel > Add Remove Programs**.
- Step 2** Choose **TapsonAppserver**.
- 

# Launching TAPS

Separate procedures apply for administrators and installers to use TAPS.

## TAPS for Administrators

In the Cisco CallManager Administration

- Create CTI Route points, CTI ports, and users.
- Assign a unique directory number to the CTI Route point and CTI ports for TAPS.




---

**Note** Ensure the directory numbers assigned to the CTI ports are in consecutive order.

---

- Assign a Special Auto Registration Range (for example, 1300 to 1400).
- In the Auto Registration Partition/Calling Search Space, allow auto-registered phones to only call TAPS (using the unique directory number or Administration Help).

For details, refer to the *Cisco CallManager Administration Guide*.


To begin using TAPS, choose **TAPS** from the services menu.

## TAPS for Installers and Users

TAPS supports a maximum number of sessions equal to the number of CTI ports configured for TAPS. If the number of users dialing to TAPS exceeds the number of available CTI ports, those users will not be able to connect to the TAPS application.

Set Call Forward No Answer (CFNA) on the CTI Route point. If all CTI ports are in use, incoming calls are forwarded to the CFNA number.

Follow these steps to configure your phone:

- 
- Step 1** You receive a phone.
- Step 2** Plug the phone into the port.  
The phone auto registers and displays a number.
- Step 3** Dial the TAPS number, provided by your administrator.
- Step 4** Enter your personal extension number followed by #.
-  **Note** If the extension number is not unique, you must enter your 10-digit telephone number (area code and number).
- Step 5** To confirm, enter your personal extension number again, followed by #.  
A confirmation displays.
- Step 6** Hang up the phone.  
The phone resets and displays your extension number.
- 

Contact your administrator if you experience any problems or see the TAPS log file in Cisco CallManager (BAT\TAPS\Logfile).

## Halting TAPS

To stop the TAPS feature, close TAPS from the windows service.





## Adding Phones

---

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

- Chapter 4, “TAPS Overview”
- Creating a Phone Template, page 5-1
- Creating the CSV File for Phones, page 5-6
- Adding Phones to Cisco CallManager, page 5-11

## 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 a batch, you can create a template that has the common features for all the phones in that batch, such as the Model, Device Pool, and so on. The system stores these templates, so they 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 Cisco IP Phone 7960 with four lines configured.

The CSV file stores the details for each individual phone, such as its Name, Description, and so on. See “Creating the CSV File for Phones” section on page 5-6 for more details about CSV files.

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

### Related Topics

- Entering Phone Settings, page 5-2
- Adding Line Information, page 5-4

## Entering Phone Settings

The phone settings required for the BAT phone template are similar to the phone settings required when adding a phone to Cisco CallManager. However, you must use the BAT phone template when performing batch operations rather than the Cisco CallManager phone template.

To configure the phone template, perform the following steps.

### Procedure

- 
- Step 1** Choose **Configure > Phone Template**.
- Step 2** Enter the settings for the following fields.



**Note** The settings are not available for all phone types. Only settings appropriate for a selected model appear on your screen.



**Note** Values appear in the Phone Template Name, Model, Device Pool, Location, Calling Search Space, or Button Template fields. Configure these values in the system through Cisco CallManager Administration.

- Phone Template Name—this field requires an alphanumeric text value that identifies the unique phone template used only in BAT.

- **Model**—this field requires a value that identifies the type of Cisco IP Phone.
- **Device Pool**—this field requires a value that defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration.
- **Location**—this field requires a valid value for the remote location accessed using restricted bandwidth connections.
- **Calling Search Space**—this optional field specifies the collection of Route Partitions searched to determine how a dialed number should be routed.
- **Button Template**—this field requires a value that determines the configuration of buttons on a phone and identifies which feature (line, speed dial, and so on) is used for each button.
- **Load Information**—values entered in this field override the default values for the current model and specify the custom software for a Cisco IP Phone.
- **Information**—use this field only for the Cisco IP Phone 7940 and Cisco IP Phone 7960 to specify the help text URL for the information button.
- **Directory**—use this field only for the Cisco IP Phone 79XX series to specify the URL of the directory server.
- **Messages**—this field defines a soft key for the Cisco IP Phone 7910 or a fixed key on the Cisco IP Phone 7940 and Cisco IP Phone 7960 for the voice messaging access pilot number.
- **Services**—this field shows the URL for the services menu for the Cisco IP Phone 7940 and the Cisco IP Phone 7960.

**Step 3** Click **Insert**—to insert the BAT phone template.  
Scroll down the page.

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



**Note** The maximum number of lines that appear for a BAT template depends on which model and corresponding button template you chose.

## Adding Line Information

For each template, add only the number of lines you want to define for all phones.

### Procedure

To add lines, perform the following steps:

- 
- 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 for the following settings:

#### Directory Number

- **Partition**—This field requires a value that indicates the route partition to which the directory number belongs.




---

**Note** The directory number can appear in more than one partition. The partition is unique in combination with the Directory Number.

---

#### Directory Number Settings

- **Calling Search Space**—This field contains a collection of partitions that are searched for numbers that are called from this directory number.




---

**Note** Changes cause an update of the numbers listed in the Call Pickup Group field. The setting applies to all devices using this directory number.

---

- **Call Waiting**—This field applies to all devices using this directory number and specifies whether this directory number uses call waiting when a line is busy (On), responds with a busy signal (Off), or uses the systemwide default setting (Default).

## Call Forward and Pickup Settings

- Forward All—This field indicates the directory number to which all calls are forwarded.



---

**Note** Setting applies to any dialable phone number, including an outside destination and to all devices using this directory number.

---

- Calling Search Space—This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination.
- Forward Busy—This field indicates the directory number to which a call is forwarded when the line is in use



---

**Note** Setting applies to any dialable phone number, including an outside destination and to all devices using this directory number.

---

- Calling Search Space—This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination.
- Forward No Answer—This field indicates the directory number to which a call is forwarded when no one answers after four rings.



---

**Note** Setting applies to any dialable phone number, including an outside destination and to all devices using this directory number.

---

- Calling Search Space—This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination. The setting appears only if configured in the system.
- Call Pickup Group—This field indicates a number that can be dialed to answer calls to this directory number (in the specified partition); for example, 3003/Partitionl.

#### Line Settings for this Phone

- **Disable ring on this line**—This setting applies only to the current device and stops the phone from ringing to indicate incoming calls.
- **External Phone Number Mask**—This setting indicates the phone number (or mask) used to send Caller ID information when placing a call from this line.



---

**Note** Setting uses a 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**.

**Step 6** Click **Close**.

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

---

## Creating the CSV File for Phones

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

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 have the same number of configured lines.

*Example 5-1 You might create a CSV file for Cisco IP Phone 7960 two-line phones and another CSV file for 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.

**Note**

---

The number of directory numbers entered in the CSV file must equal the number of lines configured in the phone template.

---

## Using the Phone Tab in BAT.xlt

Follow this procedure for fast bulk input of phones.

### Procedure

---

- Step 1** Open BAT.xlt to open the BAT Microsoft Excel file.
- Step 2** Click the **Phones** sheet tab.
- Step 3** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field.  
Click **View Sample File** on the BAT interface for the data value requirements and see “CSV String Formats for Phones.”

**Note**

---

The system treats blank rows in the spreadsheet as “End of File” and discards subsequent records.

---

- Step 4** Enter the number of lines in the Number of Phone Lines box equal to the number of directory numbers.
- Step 5** Check 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. The file is saved in **C:\XLSDataFiles** (or to your choice of another existing folder) as

**phones#timestamp.txt**

- Step 7** Click **View File** to view the CSV file that you created.
- 

## CSV String Formats for Phones

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



### Note

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

If you leave no values for Location, Forward Busy Destination, or Call Pickup Group for any record on the CSV file, the system uses values from the phone template for these fields.

---

**Example 5-2** *If FwdBusy Destination is 3001 on a template, all records in a CSV file that have no value for FwdBusy Destination 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 does not contain field names (displayed in the first line). Always include comma separators, even if a field is blank. Specify Call Pickup Group as either a Directory Number or 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
```

If no active line is required and the location is also blank:

```
1231123245AB,SEP1231123245AB,
```

If 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 and you want one line

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

## Creating an Optional CSV Text File for Phones

If you do not use the BAT.xlt for data input when adding phones, follow this optional procedure to create lines of ASCII text with values separated by commas.



### Tips

---

Use the BAT.xlt file to input data because data validation is performed on that file.

---

The Comma Separated Values (CSV) file provides 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.

### Procedure

To create a CSV text file for phones, perform the following steps:

- 
- Step 1** Open a text editor (such as Notepad) 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 to C:\BATFiles\Phones on the Cisco CallManager server.



### Note

---

You cannot use CSV files saved anywhere else for BAT inserts.

---

# 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** Choose **Configure > Phones** from the BAT main menu.  
The Insert Phones window displays.
- Step 2** Choose the name of the Phone Template you created for this type of bulk transaction.
- Step 3** Check **Create Dummy MAC Address**, if you do not have a MAC address.
- Step 4** Enter values for the following fields:
- **File Name**—This field requires the name of the CSV file that includes the phones to be added. See the “Creating the CSV File for Phones” section on page 5-6 for tips on creating the CSV file.
  - **Phone Template Name**—This field requires the name of the phone template to be used for this set of phones. See “Creating a Phone Template” section on page 5-1 for information on creating the phone template.



### Note

---

If you want to insert phones that require different phone templates, you must create separate CSV files. The Line Details link shows how many lines are configured for the selected template.

---

- **Create Dummy MAC Addresses**—This field automatically generates fake MAC addresses in the following format:  
**XXXXXXXXXXXX**  
where X is any 12-character, hexadecimal (0-9 and A-F) number.
  - Use this option if you do not know the MAC address of the phone that will be assigned to the user.

- Once the phone is actually plugged in, a MAC address registers for that device.
- When phones are assigned, remember to update the phone records with the valid MAC address.

To obtain a list of all phones using a Dummy MAC address, in the Update Phones window

- Click **Device Name**.
- Click **begins with**.
- Enter **BAT**.




---

**Note** All phones added with a Dummy MAC address have device names that begin with BAT.

---

- Click **Add to Query**.
- Click **View Query Results**.

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




---

**Note** If any line information for a phone records fails, BAT does not insert that phone record.

---

**Step 6** Click **View Log File**. The BAT application generates a log file indicating the number of records added and the number of records failed, including an error code.

---

#### Related Topics

- Creating the CSV File for Phones, page 5-6
- Chapter 6, “Creating a Query to Update Phone Records”



## Modifying Phones

---

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

### Related Topics

- [Creating a Query to Update Phone Records](#), page 6-1
- [Deleting Phone Records](#), page 6-3

## Creating a Query to Update Phone Records

The administrator can create a query to update a set of records. Create a query requires defining a filter. The administrator can also create multiple queries by clicking either the AND or OR button.

### Procedure

To create a query, perform the following steps:

- 
- Step 1** Choose **Configure > Phones**.
  - Step 2** Click **Update Phones**.
  - Step 3** Define the filter to locate the records you want to update.
    - a.** From the drop-down list box, choose the field to query such as Model, Device Name, and so on.

- b. From the drop-down list box, choose the search criteria such as begins with, contains, is empty, and so on.
- c. In the search field, either choose or enter the value that you want to locate, 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. Choose a setting from the Set Value list box by clicking the drop-down arrow.
- b. Enter the new value or click the drop-down arrow to choose a value.
- 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. Choose the Reset Devices after update box to reset (power-cycle) the phones as soon as the update completes.

**Note**


---

Do not choose 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.

---

## Updating Lines

### Procedure

To update lines, perform the following steps:

---

**Step 1** Choose **Configure > Phones**.

- Step 2** Click **Update Lines**.
- Step 3** Define the filter to locate the records in which to update the lines.
- Step 4** Click **Add to Query** to add the defined filter to the query.
- Click **AND** or **OR** to add multiple filters.
  - Click **View Query Result** to display the records that are going to be affected.
- Step 5** Specify the setting you want to update.
- Choose a setting from the Set Value list box by clicking the drop-down arrow.
  - Enter the new value or click the drop-down arrow to choose a value.
  - 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.
  - Choose the Reset Devices after update box to reset (power-cycle) the phones as soon as the update completes.

**Note**

---

Do not choose the Reset Devices after update box if you want to wait and update the lines at a later time.

---

- Step 6** 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.

### Procedure

To delete phone records, perform the following procedure:

---

- Step 1** Choose **Configure > Phones**.
- Step 2** Click the **Delete Phones** link.
- Step 3** From the drop-down list box, choose the field you want to search, such as MAC address, description, and so on.

- Step 4** From the drop-down list box, choose the search criteria, such as begins with, contains, is empty, and so on.
- Step 5** In the search field, enter the value you want to locate, such as a specific MAC address or phone model.
- Step 6** Click **Add to Query** to add the defined filter to the query.



---

**Caution** BAT deletes all phone records 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.



---

**Note** 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 Chapter 9, “Troubleshooting.”

---

- Step 9** Click **Run** to delete the records.
-



## Adding Users

---

You can add multiple users to the Cisco CallManager database using the following procedures.



**Note**

---

During the adding users procedure, the default password in the CallManager Log On screen is abcd.

---

### Related Topics

- Chapter 4, “TAPS Overview”
- Chapter 4, “TAPS for Installers and Users”
- Creating the CSV File for Users, page 7-1
- Adding Users to Cisco CallManager, page 7-4

## Creating the CSV File for Users

To add users into the Cisco CallManager, you must create a CSV file by completing the BAT.xlt file.

## Using the User Tab in BAT.xlt

Follow this procedure to add multiple users.

### Procedure

---

- Step 1** Open BAT.xlt
- Step 2** Choose the **Users** sheet tab.
- Step 3** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field.



**Note** The system treats blank rows in the spreadsheet as “End of File” and discards subsequent records.

---

- 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 example format 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 does not contain field names (displayed in the first line). Ensure delimiters are 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 CSV Text File for Users

If you do not use the BAT.xlt for data input when adding users, follow this optional procedure to create lines of ASCII text with values separated by commas.

**Note**

---

Cisco recommends that you use the BAT.xlt file to input data because data validation is performed on that file.

---

**Procedure**

To create a CSV text file for users, perform the following steps:

- 
- 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 (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 to C:\BATFiles\Users on the Cisco CallManager server.

**Note**

---

You cannot use CSV files saved anywhere else for BAT inserts.

---

# Adding Users to Cisco CallManager

Follow this procedure to add batches of users to Cisco CallManager.

## Before You Begin

You must create a CSV file before you add a batch of users to Cisco CallManager.

## Procedure

To add users, perform the following procedure.

- 
- Step 1 Choose **Configure > Users**.
  - Step 2 Click **Insert**.
  - Step 3 Click **View Log File** to view the results.



---

**Note** 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 Chapter 9, “Troubleshooting.”

---



## Adding Phone and User Combinations

---

You can add combinations of multiple phones and users to the Cisco CallManager database using the following procedures.

### Related Topics

- Chapter 4, “TAPS for Administrators”
- Chapter 4, “TAPS for Installers and Users”
- Chapter 5, “Creating the CSV File for Phones”
- Chapter 7, “Creating the CSV File for Users”
- Chapter 5, “Adding Phones to Cisco CallManager”
- Chapter 7, “Adding Users to Cisco CallManager”


## 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.xlt

Follow this procedure to quickly import batches of phone and user combinations.

### Procedure

- 
- Step 1** Open BAT.xlt to add phone-user combinations.
- Step 2** Choose the **Phones-Users** sheet tab.
- Step 3** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field.
-  **Note** The system treats blank rows in the spreadsheet as “End of File” and discards subsequent records.
- 
- Step 4** Enter the number of lines in the **Number of Phone Lines** box that equals the number of directory numbers.
- Step 5** Check 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 example format 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)
```



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

---

### Example

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

The actual file does not contain field names (displayed in the first line). Ensure delimiters are specified even if a field is blank. Specify Call Pickup Group either 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,9728437154,9728437154,972
8437172,9728437121/TollByPass
```

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

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

If no active line is required and the description is also blank

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

If two active lines are required

```
John,Smith,johns,Daviss,1231123245AB,SEP1231123245AB,Dallas,9728437154
,9728437154,9728437172,9728437121/TollByPass,9728437155,9728437155,972
8437133,9728437112/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,9728437154,9728437154,972
8437172,9728437121/TollByPass
```

## Creating an Optional CSV Text File for Phones-Users

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



### Tips

---

Use the BAT.xlt file to input data because data validation is performed on that 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,Location,Directory Number,Display,Forward Busy
Destination,Call Pickup Group
```

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 example shows a sample CSV record:

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

- Step 3** Save the file to C:\BATFiles\PhonesUsers on the Cisco CallManager server.



### Note

---

You cannot use CSV files saved anywhere else for BAT inserts.

---

# 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 Choose **Configure > Phones/Users**.
- Step 2 If you are adding phones, choose the phone template.
- Step 3 Click **Insert**.
- Step 4 Click **View Log File** to view the results.



---

**Note** 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 Chapter 9, “Troubleshooting.”

---





# Troubleshooting

---

This chapter describes problems you may encounter when using BAT or TAPS, provides the error messages, and suggests actions to help you resolve the problems.

## BAT Log Files

The BAT Tool generates log files for each bulk transaction and stores them in a log file folder for viewing.

The log file also shows 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 users are added, the key value is the User ID.

**View Log File** displays the summary view for the bulk transaction as well as the detail view for the failures.



### Note

---

The confirmation screen is the log file.

---



### Caution

---

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.

---

## Viewing BAT Log Files

To view the log file for the bulk operation, choose the **C:\CiscoWebs\BAT\LogFile** directory.

or choose **View Log File** on the BAT interface.



### Note

The log file names designate the operation performed and the time the operation ended.

The timestamp format for the log file name is *mmdyyyymmss*.

Table 1 shows examples of commands and LogFiles names.

**Table 1** *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 |

## BAT Error Messages

The following examples explain the error messages for BAT log files:

Failure Details on LogFile

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

**Action** Choose **CiscoWebs > BAT > LogFiles > ModifiedDataFileName#TimeStamp.dat** and open in Notepad and view the file for an erroneous record.

This page cannot be displayed

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

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

## Encountering Problems with TAPS

The following conditions may occur while running TAPS on the Cisco CallManager or on the Applications Server. Actions provided allow TAPS to properly execute.

### Java TAPS Exceptions

After starting the RMI registry and running Java TAPS using the command **taps**, you may encounter the following exceptions:

Security exception

**Explanation** Exception occurs because a policy file is not found for this user. The `policytool.exe` program, a Java application, allows you to manage policy files. A policy file contains a list of permissions that are associated with various sources of code. To allow an applet (or an application running under a security manager) to perform secured actions (such as reading or writing a file), the applet (or application) must be granted permission for that particular action. In the default policy implementation, a grant entry in a policy configuration file must grant that permission.

**Action** Perform the following steps to correct this problem.

- 
- Step 1 Choose **C:\Program Files\JavaSoft\JRE\1.2\bin directory\policytool.exe**.
  - Step 2 Grant all permissions.

**Step 3** Save the file in **C:\Documents and Settings\Administrator\Java.policy**.




---

**Note** In Step 3, there is a dot (.) before Java.policy

---

**Step 4** Exit the policy tool.

---

Already bound exception

**Explanation** Exception occurs because the TAPSCCM.txt file is trying to use a port that is already in use. TAPS runs on port number 9050 on the Cisco CallManager server.

**Action** Perform the following steps to change the port number in the TAPSCCM.txt file to a port that is not in use and copy the file to the apps server.

---

**Step 1** Open the file **C:\CiscoWebs\BAT\TAPS\TAPSCCM.txt**.




---

**Note** If the installer changed the default path during the TAPS install, this file is located in the path where TAPS is installed.

---

**Step 2** For *portno*: Enter a port number not currently in use.

**Step 3** Save the file.

**Step 4** Enter **taps**.




---

**Note** If any change is done to the TAPSCCM.txt file in the applications server, copy the C:\TAPS directory in the applications server and continue with the following steps.

---

**Step 5** Open **taps.bat** installed in the folder where TAPS is installed on the Cisco CallManager server.

**Step 6** Right click and choose **Edit**.

**Step 7** Change the port number.

**Step 8** Save the file.

**Step 9** Enter **taps**.

---

Class not found

**Explanation** Message occurs because the class path is not located where TAPS is installed

**Action** Change the CLASSPATH to point to **C:\TAPS** in the system environment variable.

File not found

**Explanation** Message occurs because the java.exe is not found.

**Action** Perform the following steps to correct this problem.

---

**Step 1** Change the path to **C:\ciscowebs\bat\taps\bin** in the system “Path” variable on the Cisco CallManager server.

**Step 2** Run **java TAPS**.

---

## Problems with TAPS on the Applications Server

You may receive the following error messages while running TAPS on the applications server.

When the Appserver starts, the JTAPI subsystem shows partial service or out of service

**Explanation** Message occurs because of configuration problems in the Cisco CallManager.

**Action** Perform the following steps to correct this problem.

- 
- Step 1** Check to see whether the Cisco CallManager has started.
  - Step 2** Make sure the JTAPI is properly configured on the apps server.
  - Step 3** Make sure the Route Points and CTI ports are properly configured on the Cisco CallManager.
  - Step 4** Check to see whether the directory numbers of the CTI ports are consecutive.
  - Step 5** Check to see whether the ports and the Route Point are associated to the user in the Cisco CallManger user configuration.
  - Step 6** Make sure the Cisco CallManager is running properly.
- 

The workflow does not start properly

**Explanation** Message occurs when a wrong path is set for CLASSPATH.

**Action** Set the CLASSPATH to **C:\taps**.

Preprocess exception

**Explanation** Appserver trace file shows “Preprocess exception” for TAPS.aef.

**Action** Perform the following steps to correct this problem.

- 
- Step 1** Open **C:\Programfiles\wfavvid\TAPS.aef**.
  - Step 2** Choose **Tools > Validate** from the menu.
  - Step 3** Save TAPS workflow.
  - Step 4** Close TAPS workflow.

- Step 5 Delete TAPS.aef from the repository manager.
  - Step 6 Upload TAPS.aef from **C:\Programfiles\wfvavid\TAPS.aef**.
  - Step 7 Restart Appserver engine.
- 

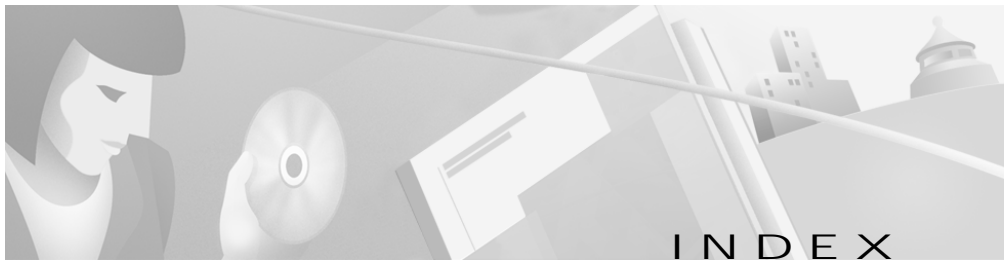
If you have problems after restarting the Appserver, check the CLASSPATH on the Appserver and append **C:\TAPS** to the Appserver.

Provider exception

**Explanation** Message notes an error from the Appserver trace file.

**Action** Restart the Appserver.





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