



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

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- 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.

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- 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.”](#)
