



Installation

This chapter provides information about installing, reinstalling, and uninstalling BAT and TAPS. You must install BAT on the same server as the Publisher database for Cisco CallManager. TAPS requires a two-part installation; you must install the first part on the same server as the Publisher database for Cisco CallManager; you can do this during BAT installation. The second part requires installation on the Cisco Customer Response Applications (CRA) server.

During BAT/TAPS installation or reinstallation on the Publisher database server, the setup program halts the following services:

- IIS Admin
- World Wide Web publishing
- FTP publishing

These services automatically restart once the installation is complete.

See [Installing TAPS, page 2-4](#), for instructions on installing the Tool for Auto-Registered Phones Support (TAPS).



Note

BAT does not support backward template migration; if you have installed BAT Release 4.2(1), no template migration will occur if you reinstall BAT Release 4.0(1) or 4.1(1).

Related Topics

- [Installing BAT/TAPS, page 2-2](#)
- [Uninstalling BAT and TAPS, page 2-7](#)

Upgrading BAT

You can upgrade to BAT Release 4.2(1) from any previous BAT release, but only upgrades from BAT Release 4.1(1) or 4.0(1) provide template migration. BAT automatically migrates existing BAT templates. Default values are automatically provided, however, product-specific configuration for phones and gateways remain blank during migration. For example, an existing BAT template that was created to add 15 Cisco VG200 gateways would migrate, so it contains the new fields provided in BAT Release 4.2(1), such as Cisco CallManager Group ID, but new Product Specific Configuration fields, such as Switchback Timing on Cisco VG200 gateways, will be left blank. Fields in which you had already provided data, such as device pool and calling search space, contain the original data after migration.

CSV files do not migrate.

Follow the instructions in the [“Installing BAT/TAPS” section on page 2-2](#) to upgrade to BAT Release 4.2(1).

**Note**

If you are currently using BAT Release 3.0(3), you can upgrade to Release 4.2(1), but no template migration is provided.

Installing BAT/TAPS

**Note**

TAPS is an optional component of BAT. Use the following steps whether or not you plan to install TAPS.

The BAT installation process includes BAT Excel template files that are located in the following default location: C:\CiscoWebs\BAT\ExcelTemplate. Because you are unlikely to have Microsoft Excel installed on the Publisher database server, copy and paste these templates where you have Microsoft Excel installed and use the templates from that location.

Before You Begin

The following prerequisites apply to the BAT/TAPS installation for BAT Release 4.2(1):

- Make sure BAT/TAPS is installed on the server running the Publisher database for Cisco CallManager.
- If you plan to install TAPS, you must also have purchased and configured a Cisco Customer Response Applications (CRA) server.

Perform the following steps to install BAT (and TAPS, if desired).

Procedure

Step 1 Log on with administrator privileges to the system running the Publisher database for Cisco CallManager.

Step 2 Double-click on the file **bat-ffr.4-2-1.exe**.

If an existing version of BAT is detected on the server, a prompt asks you to confirm the reinstallation or upgrade. Click **Yes** to reinstall BAT or to upgrade from a previous version.



Note You can upgrade to BAT Release 4.2(1) from Release 4.0(1) or 4.1(1) and template migration will occur. However, if you are upgrading from BAT Release 3.0(3), no template migration occurs.

Step 3 The Welcome screen displays. Click **Next**.

The Choose Destination Folder window displays.

Step 4 Click **Next** to install to the default location C:\CiscoWebs\BAT. Cisco recommends you accept the default installation location.

To install into another folder, click **Browse** and select the required path.

The Start Copying Files window displays.

Step 5 The configuration and target location information is provided. Confirm this information is correct and then click **Next**.

Setup begins copying files.

Step 6 Setup allows you to install the Tool for Auto-Registered Phone Support (TAPS). TAPS allows you to update the MAC addresses for phones that were bulk-added in BAT using dummy MAC addresses. By simply dialing into a TAPS directory number, you can later update the phones in the Cisco CallManager database. The

phone configuration is downloaded to the phone and the MAC address is updated in Cisco CallManager. See [Chapter 6, “Working with TAPS”](#), for more information.

Click **Yes** to install TAPS or **No** to skip TAPS installation. If you clicked **No**, skip to Step 10.

Step 7 The Tool for Auto-Registered Phones Support Setup window displays. Click **Next**.

The Password window displays.

Step 8 Enter the administrator password for the Publisher server and click **Next**.

Setup begins copying files.

Step 9 Setup prompts you to run **bat-taps-ffr.4-2-1.exe** on the Cisco CRA server. See Step 2 in the [“Installing TAPS” section on page 2-4](#) for instructions on completing TAPS installation on the Cisco CRA server.

Click **OK**.

Step 10 The Setup Complete window displays. You have successfully installed BAT. If you chose to install TAPS, you must complete that installation by uploading TAPS to the Cisco CRA server. See Step 2 in the [“Installing TAPS” section on page 2-4](#) for instructions.

Click **Finish** to close Setup.

Related Topics

- [Upgrading BAT, page 2-2](#)
- [Uninstalling BAT and TAPS, page 2-7](#)
- [Completing TAPS Uninstallation, page 2-8](#)

Installing TAPS

TAPS requires a two-part installation. The first part stems from the BAT installation, where you have the choice to install TAPS along with BAT on the server running the Publisher database for Cisco CallManager. The second part

installs on the Cisco Customer Response Applications (CRA) server. See [Installing BAT/TAPS, page 2-2](#), for more information about the BAT installation process.

Before You Begin

The following prerequisites apply to the TAPS installation for BAT Release 4.2(1):

- Make sure the Publisher database for Cisco CallManager is configured and running. The Publisher database can reside on its own server or on the same server as Cisco CallManager.
- The Cisco CRA server is configured.
- The Windows 2000 Services window is closed.
- BAT is installed on the Publisher database server for Cisco CallManager.

Perform the following steps to complete the TAPS installation.


Procedure

- Step 1** Perform the steps in [Installing BAT/TAPS, page 2-2](#), and choose **Yes** to install TAPS (step 6).
The system copies all TAPS files onto the server running the Publisher database.
- Step 2** On the Cisco CRA server, launch the TAPS installation file **bat-taps-ffr.4-2-1.exe**.
The installation process begins.
- Step 3** Enter the primary Cisco CallManager server IP address and click **Next**.
TAPS installation completes.
- Step 4** Click **OK**.
- Step 5** Upload TAPS to the Cisco CRA server. See [Uploading TAPS to the Cisco CRA Server, page 2-6](#), for instructions.
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Uploading TAPS to the Cisco CRA Server

TAPS requires uploading a file to the Cisco CRA server. Perform the following steps.

Procedure

- Step 1** On the Cisco CRA server, click **Start > Programs > Cisco CRA Administrator > Repository Manager**.
- The Repository Manager window displays.
- Step 2** Click **Upload**.
- The Repository Manager dialog box displays.
- Step 3** Choose **TAPS.aef** and click **Open**.
- The file TAPS.aef uploads to the Cisco CRA server.
- Step 4** Click **OK** on the message box that indicates the upload was successful. You must refresh the Application Engine for the change to take effect.
- Step 5** Click **Start > Programs > Cisco CRA Administrator > Application Administrator**.
- The Application Administration page displays and you are prompted to enter the password for access to the Cisco CRA machine.
- Step 6** In the Password dialog, log on using the user name and password that you use to access the Cisco CRA server.
- Step 7** Click **Engine**.
-  **Note** If you have not already configured the initial setup for Directory, a prompt asks you to do so. See the Application Administration documentation for details; then, return to these steps once you complete the initial setup.
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- Step 8** Add TAPS as an application. See the Cisco CRA documentation for instructions on how to add an application.
- Step 9** Click **Refresh Scripts**.

Step 10 Click **Refresh**.

Uninstalling BAT and TAPS

Use the following steps to uninstall BAT and the first part of TAPS, or use Add/Remove Programs in the Control Panel.

The uninstall program removes the BAT and TAPS applications and BAT Excel template files stored in the ...\\BAT\\ExcelTemplate folder but does not remove any CSV files or BAT templates that you created and saved to the C:\\BATFiles or C:\\CiscoWebs\\BAT\\Templates folders.

After completing the following steps on the server running the Publisher database for Cisco CallManager, you must complete the uninstallation of TAPS on the Cisco CRA server.

Perform the following steps to uninstall BAT.

Procedure

- Step 1** On the server running the Publisher database for Cisco CallManager, click **Start > Programs > Cisco CallManager 3.1 > Bulk Admin Tool > Uninstall BAT**.
- A dialog box requests confirmation of the uninstall request.
- Step 2** Click **OK** to uninstall BAT or **Cancel** to exit the uninstaller.
- The IIS Admin service stops, files are deleted, and the IIS Admin service restarts.
- Step 3** Click **OK** to exit the uninstaller.
- Step 4** BAT and the first part of TAPS have been uninstalled. To completely remove TAPS, you must also perform the steps in the [“Completing TAPS Uninstallation” section on page 2-8](#).
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Related Topics

- [Installing BAT/TAPS, page 2-2](#)
- [Chapter 6, “Working with TAPS”](#)

Completing TAPS Uninstallation

TAPS requires a two-part uninstallation and cannot be uninstalled separately from BAT. Uninstalling BAT also uninstalls TAPS from the server running the Publisher database. Perform the following steps to uninstall TAPS from the Cisco CRA server. This procedure completes the TAPS uninstallation.

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- Step 1** On the Cisco CRA server, click **Start > Settings > Control Panel > Add/Remove Programs**.
- Step 2** Choose **Taps** and click the **Change/Remove** button.
A message displays confirming the uninstall operation.
- Step 3** Click **Yes** to uninstall or **No** to cancel.
If you clicked Yes, TAPS uninstalls from the Cisco CRA server.
- Step 4** Click **OK** to exit the uninstallation.
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Related Topics

- [Uninstalling BAT and TAPS, page 2-7](#)