



Working with Users

BAT allows you to add users to Cisco CallManager, and associate users to phones or CTI ports.

This chapter describes working with users only. For information about working with user combinations, such as phones and users or CTI ports and users, see [Chapter 3, “Working with Phones, CTI Ports, and User Combinations”](#).

Adding Users

You can use BAT to add users to the Cisco CallManager database/Lightweight Directory Access Protocol (LDAP) Directory in batches, rather than individually.

BAT can also associate CTI ports to existing users. This ability proves useful if you are adding users who will have applications that require a CTI port, such as Cisco IP SoftPhone. See [Adding Phones or CTI Ports, page 3-2](#), for more information.

To add users to the Cisco CallManager database/LDAP Directory in bulk, you must perform these steps:

1. Create a comma separated values (CSV) file to define individual values for each user or CTI port/user combination you want to add. We recommend you create the CSV file using the Excel file, **BAT.xlt**.
2. Use BAT to insert the CSV file to add the users to the Cisco CallManager database.

Related Topics

- [Creating the CSV File for Users, page 4-2](#)
- [Adding Users to Cisco CallManager, page 4-8](#)

Creating the CSV File for Users

To add users to Cisco CallManager, you must create a CSV file. You can create a CSV file two ways. You can use the Microsoft Excel template called **BAT.xlt** or create the CSV using the sample text file. Each CSV file type, such as phones, phones and users combined, and so on, provides a sample text file. However, Cisco recommends that you use the BAT.xlt template because the data is validated automatically when you export to CSV format.

The **BAT.xlt** file provides data file templates with macros, support for multiple phone lines, and error checking, and exports the values into CSV files for phones, users, CTI ports, phone/user combinations, CTI port/user combinations, Cisco VG200 gateways, and FXS ports on Cisco Catalyst 6000 analog interface modules.

For instructions on creating the CSV file, see:

- [Creating the CSV File for Users, page 4-2](#) (recommended method)
- [Creating a Text-Based CSV File for Users, page 4-5](#)

Creating a CSV File for Users Using BAT.xlt

Follow this procedure to create the CSV file that you will need to bulk-add users.

Procedure

Follow this procedure to create the CSV file for adding users. BAT uses the information you provide here to add the users to the Cisco CallManager database.

Procedure

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- Step 1** The BAT.xlt file resides on the Publisher database server. However, you normally would not have Microsoft Excel running on the Publisher database server. In that case, you must copy the file from the Publisher database server to the local machine on which you plan to work.

Using a floppy disk or a mapped network drive, open the path C:\CiscoWebs\BAT\ExcelTemplate on the Publisher database server, and copy the file **BAT.xlt** to a local machine where Microsoft Excel is installed.

- Step 2** Double-click **BAT.xlt**.
- Step 3** When prompted, click **Enable Macros**.
- Step 4** Click the **Users** tab at the bottom of the sheet to add users.
- Step 5** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional.

**Caution**

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

In each row, provide the following information. If you have multiple devices, several fields will appear multiple times, once for each device.

- In the First Name field, enter the first name of the user to whom this phone will be issued, up to 50 characters.
- In the Last Name field, enter the last name of the user to whom this phone will be issued, up to 50 characters.
- In the User ID field, enter the user ID for the user to whom this phone will be issued, from 1 to 30 characters.
- In the Password field, enter the password the user needs to access the Cisco IP Phone Configuration web page, from 4 to 20 characters.

Although considered optional in the CSV file, a password is required. You can specify the Password either on the CSV file or during file insertion in BAT. If you want to apply individual passwords for each user or groups of users, specify the password information in the CSV file. If you want to use a default password that can be used by all users, do not specify the password in the CSV and instead provide this information when you insert the CSV file in BAT.

- In the Manager field, enter manager’s user ID for the user to whom this phone will be issued, up to 30 characters.
- In the Department field, enter the department number for the user to whom this phone will be issued, up to 50 characters.

- In the PIN field, enter the personal identification number (PIN) to be used for extension mobility, up to 20 numerals.

Although considered optional in the CSV file, a PIN is required. You can specify the PIN either on the CSV file or during file insertion in BAT. If you want to apply individual PINs for each user or groups of users, specify the PIN in the CSV file. If you want to use a default PIN that can be used by all users, do not specify the PIN in the CSV and instead provide this information when you insert the CSV file in BAT.

- In the User Device Profile field, enter the user device profile for this user and device, up to 50 characters. This profile must exist in Cisco CallManager Administration for this record to be successfully inserted to the Cisco CallManager database.
- In the MAC Address field, enter the MAC address for the phone to which you want this user associated, 12 characters. You should only specify the MAC address for a configured phone that already has been added to Cisco CallManager. Do not specify new phones, CTI ports, or phones added using BAT and still having the “BAT” prefix (meaning, they have not been updated in the Cisco CallManager database with the MAC address yet), in this field.
- In the Directory Number field, enter the directory number for the primary extension (usually Line 1) for the phone, up to 50 numerals.



Note You do not have to provide a directory number if you specify a MAC address, but you must specify a MAC address if you specify a directory number.

- In the MAC Address2 field, enter the MAC address for any additional phone to which you want this user associated, 12 characters.

Step 6 Click the **Add More Devices** button to enter additional MAC addresses that will be associated to a new user.

Step 7 Click **Export to BAT Format** to transfer the data from the BAT Excel spreadsheet into a CSV file.

The system saves the file to **C:\XLSDataFiles** (or to your choice of another existing folder) as

users#timestamp.txt

where “timestamp” represents the precise date and time that the file was created.

Step 8 To be accessed by BAT, the CSV file must reside on the Publisher database server. However, you normally would not have Microsoft Excel running on the Publisher database server. So this step assumes that you have saved the CSV file to the local machine (not the Publisher database server). In that case, you must copy the file to Publisher database server.

Using a floppy disk or a mapped network drive, copy the CSV file from C:\XLSDDataFiles to the C:\BATFiles\Users folder on the server running the Publisher database for Cisco CallManager.

For information on how to read the exported CSV file, click the link to **View Sample File** in the Insert Users window in BAT (**Configure > Users**).

Creating a Text-Based CSV File for Users

If you do not use the BAT.xlt file for data input when adding users, you must create the comma separated values (CSV) file using lines of ASCII text with values separated by commas. You do not need to follow the instructions in this section if you created the CSV file using the BAT.xlt file.



Tips

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

The 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 Word, and so on. Save the CSV file to C:\BATFiles\Users\ on the server running the Publisher database for Cisco CallManager.

Procedure

To create a CSV text file for users, 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** Using a separate line for each user, enter the values for each user you want to add to Cisco CallManager. See [Tips for Creating a Text-Based CSV File, page 4-6](#), for detailed information about the formatting you must use in the text-based CSV file.



Note Do not leave blank rows in the spreadsheet. BAT interprets a blank line as the end of the file and discards any subsequent information.

You can associate any number of existing devices to a new user by entering the MAC address of all the devices separated by a comma at the end of the record.

- Step 3** Save the file to C:\BATFiles\Users\ on the Publisher server.



Note You cannot use CSV files for users saved anywhere but C:\BATFiles\Users\ on the server running the Publisher database for Cisco CallManager for BAT inserts.

Tips for Creating a Text-Based CSV File

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

First Name(Mandatory, 1 to 50 characters),**Last Name**(Mandatory, 1 to 50 characters),**User ID**(Mandatory, 4 to 30 characters),**Password**(Optional, 4 to 20 characters),**Manager**(Optional, up to 30 characters),**Department**(Optional, up to 50 characters),**PIN**(Optional up to 20 numerals),**User Device Profile**(Optional, up to 50 characters),**MAC Address1**(Optional, 12 characters),**Directory Number** (Optional, up to 50 numerals),**MAC Address2**(Optional, 12 characters)



Tips

You must specify PIN and Password values, either on the CSV file or during file insertion in BAT. If you want to apply individual PINs or passwords for each user or groups of users, specify the PIN and password information in the CSV file. If you want to use a default PIN and password that can be used by all users, do not specify PIN or password values in the CSV and instead provide this information when you insert the CSV file in BAT.

Example

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,
1231123245AB,9725557154,0010EB001234
```

You must specify delimiters even if a field is blank. Refer to the following examples and sample CSV records when creating CSV files.

Example

The manager is the user ID of an existing user in the Cisco IP Telephony Directory. If the manager for a user is blank

```
John,Smith,johns,abc123de,,0012055,9989,johns profile,
1231123245AB,9725557154,0010EB001234
```

Example

You do not have to supply information for the optional fields. If only the mandatory fields are completed

```
John,Smith,johns,,,,,,,,
```

Example

If only the mandatory fields are completed and you want to associate the user to a phone

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



Note You do not have to specify a directory number if you specify a MAC address, but you must specify a MAC address if you specify a directory number.

Example

A user can control more than one device. You can add MAC addresses of additional devices at the end of the record.

If the user controls only one device, a sample record can be

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,
1231123245AB,9725557154
```

If the user controls three devices, a sample record can be

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,
1231123245AB,9725557154,0010EB001234,0010EB432101
```

Adding Users to Cisco CallManager

Follow this procedure to bulk-add users to Cisco CallManager.

Before You Begin

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

Procedure

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- Step 1** Start BAT. (See [Starting BAT, page 1-4](#), for complete information about how to start BAT.)
 - Step 2** Click **Configure > Users**.
The Insert Users page displays.
 - Step 3** In the File Name field, choose the CSV file that you created for this type of bulk transaction.
 - Step 4** (Optional) Check the **Enable Authentication Proxy Rights** check box if you want all users added in this transaction to be able to log on to a phone on behalf of someone else. Users with authentication proxy rights enabled are considered “super users” or “admin users” who act as the single point of authentication through which all users connect for extension mobility. Further configuration is required in Application Administration on the Cisco CRA server.
 - Step 5** Check the **Enable CTI Application Use** check box to enable use of applications such as Cisco IP SoftPhone.
 - Step 6** (Optional) In the User Default Values area, provide the following information if you have not already done so in the CSV file.
 - **Password**—Enter the password that users should provide when logging on to the Cisco IP Phone User Options web page. You should only specify a value here when you want to specify the default password for access to the Cisco IP Phone User Options web page and when you have not already specified individual passwords for each user in the CSV file. Password values specified in the CSV file take precedence over any values you enter here.

- Confirm Password—Reenter the password.
- PIN—Enter the PIN that users should provide when logging in to a Cisco IP Phone 7960 or 7940 for extension mobility. You should only specify a value here when you want to specify the default PIN for extension mobility and when you have not already specified individual PINs for each user in the CSV file. PIN values specified in the CSV file take precedence over any values you enter here.
- Confirm PIN—Reenter the PIN.



Note You must specify PIN and Password values, either on the CSV file or during file insertion in BAT.

Step 7 Click **Insert**.

A message displays advising you of approximately how long it will take to insert the records to the Cisco CallManager database. You can cancel the transaction if you feel it may cause performance degradation.

Step 8 Click **OK** to insert the users, or click **Cancel** to cancel the transaction.

If you clicked OK, a Transaction Status window displays. You can click the **Show Latest Status** button to see the transaction in progress.

When the transaction completes, you can click **View Latest Log File** to see 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 7, “Troubleshooting BAT and TAPS”](#).

Related Topics

- [Creating the CSV File for Users, page 4-2](#)

