



# 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 9](#)
- [Audience, page 9](#)
- [Organization, page 10](#)
- [Related Documentation, page 11](#)
- [Conventions, page 11](#)
- [Obtaining Documentation, page 13](#)

## Purpose

The *Bulk Administration Tool User Guide* provides instructions for using the Bulk Administrative Tool (BAT).

## Audience

This document provides information for network administrators and engineers who are responsible for managing the Cisco CallManager system. Administering BAT requires knowledge of telephony and IP networking technology.

# Organization

Table 1 provides the chapter layout of the guide.

**Table 1**    *Layout of BAT Tool User Guide*

<b>Chapter</b>	<b>Description</b>
Chapter 1, “Overview”	Provides an overview of BAT.
Chapter 2, “Installation”	Describes the installation, upgrade, and uninstallation procedures for BAT and the Tool for Auto-Registered Phone Support (TAPS).
Chapter 3, “Working with Phones, IP Telephony Devices, and User Combinations”	Describes how to add phones, phones and users, computer telephony integration (CTI) ports, and CTI ports and users, in batches, rather than adding each device or combination individually. Also describes how to add or update lines, phone services, and speed dials, and how to update and delete phones.
Chapter 4, “Working with Users”	Describes how to add, update, and delete batches of users.
Chapter 5, “Working with User Device Profiles”	Describes how to add, update, or delete User Device Profiles.
Chapter 6, “Working with Cisco IP Manager Assistant”	Describes how to add, update, or delete Manager Assistant Associations.
Chapter 7, “Working with Gateways and Ports”	Describes how to add, update, or delete Cisco VG200 gateways and ports, how to add or delete Foreign Exchange Station (FXS) ports for Cisco Catalyst 6000 analog interface modules. Also describes how to create a gateway directory number template for use with FXS ports.
Chapter 8, “Working with the Export Utility”	Describes how to use the export utility.
Chapter 9, “Working with TAPS”	Describes how to use and configure TAPS.
Chapter 10, “Troubleshooting BAT and TAPS”	Describes some common scenarios for bulk transaction log files and provides an explanation and resolution for various error messages that you may encounter while working with BAT or TAPS.

# Related Documentation

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

- *Cisco CallManager Administration Guide*
- *Cisco CallManager System Guide*
- *Release Notes for Cisco CallManager Release 3.3(2) or later*
- *Installing Cisco CallManager Release 3.3*
- *Cisco CallManager Serviceability Administration Guide*
- *Cisco CallManager Serviceability System Guide*
- *Hardware Configuration Guide for the Cisco VG200*
- *Software Configuration Guide for the Cisco VG200*
- *Cisco VG248 Analog Phone Gateway Software Configuration Guide*
- *Cisco IP Phone Administration Guide for Cisco CallManager*
- *Cisco CallManager Features and Services Guide*
- *Troubleshooting Guide for Cisco CallManager*
- *Cisco IP Manager Assistant User 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.

Convention	Description
screen font	Terminal sessions and information the system displays are in screen font.
<b>boldface screen font</b>	Information you must enter is in boldface screen font.

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:

**Tip**

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

These sections explain how to obtain documentation from Cisco Systems.

## World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped 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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (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)

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

<http://www.cisco.com/go/subscription>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Document Resource Connection  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco 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, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages

- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

### Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.