



## Working with the Export Utility

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The export utility in BAT allows you to manage records effectively. You can use the export utility to export phone, user, and user device profile records from a Cisco CallManager directory to a CSV file, carefully edit the CSV file with a text editor and then reinsert the records back into the same or a different Cisco CallManager database.

### Related Topics

- [Chapter 3, “Working with Phones, IP Telephony Devices, and User Combinations”](#)
- [Chapter 4, “Working with Users”](#)
- [Chapter 5, “Working with User Device Profiles”](#)

## Moving Records from one Cisco CallManager Server to Another

You can use the export utility to merge records from multiple Cisco CallManager servers onto one Cisco CallManager server. Use this procedure to move records from one Cisco CallManager server to another. Only export the records that you are interested in moving. Perform the following procedures:

1. [Exporting User Records, page 8-8.](#)
2. [Exporting Phone Records, page 8-4.](#)
3. [Exporting User Device Profile Records, page 8-11.](#)

- (Optional) Edit the CSV file with a text editor.

**Caution**

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The record must follow the format that is specified for that CSV template. For example, records for phones need to follow the phone CSV template. Use extreme care when editing the CSV file. Your end user will experience unexpected phone behavior if you insert records that are not in the correct format.

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- Copy the CSV file to the appropriate C:\BATFiles\ folder on the server with the publisher database. Copy the exported phone files to the C:\BATFiles\Phones\ folder. Copy the exported user files to the C:\BATFiles\Users\Insert Users\ folder. Copy the exported user device profile file to the C:\BATFiles\User Device Profiles\ folder.
- Insert User Records.
- Insert Phone Records.
- Insert User Device Profile Records.

**Caution**

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Because the order in which the records are inserted is important, insert user records first. This ensures that devices are properly associated with existing users.

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**Note**

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The attributes, Enable Authentication proxy rights, Enable CTI Application usage, and Call Park Retrieval Allowed, do not get exported. You will need to configure these settings when you are inserting the records.

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**Related Topics**

- [Creating CSV Files for Phones, IP Telephony Devices, and the User Combinations, page 3-7](#)
- [Creating the CSV File for Users, page 4-2](#)
- [Creating the CSV File for User Device Profiles, page 5-4](#)
- [Adding Phones or Other IP Telephony Device to Cisco CallManager, page 3-22](#)
- [Adding Users to Cisco CallManager, page 4-8](#)
- [Inserting User Device Profiles, page 5-12](#)

# Updating Records on one Cisco CallManager Server

Use this procedure to make changes to records on a Cisco CallManager server. Only export the records that you are interested in changing.

**Caution**

The format for the record must follow the format that is specified for that CSV template. For example, records for phones must follow the phone CSV template.

1. [Exporting User Records, page 8-8.](#)
2. [Exporting Phone Records, page 8-4.](#)
3. [Exporting User Device Profile Records, page 8-11.](#)
4. (Optional) Edit the CSV file with a text editor.
5. Move the CSV file from the export folder to the appropriate C:\BATFiles\ folder on the server. Move the exported phone file from the C:\BATFiles\export\Phones\ folder to the C:\BATFiles\Phones\ folder. Move the exported user file from the C:\BATFiles\export\Users\ folder to the C:\BATFiles\Users\Insert Users folder. Move the exported user device profile file from the C:\BATFiles\export\User Device Profiles\ folder to the C:\BATFiles\User Device Profiles\ folder.
6. Delete User Records.
7. Delete Phone Records.
8. Delete User Device Profile Records.
9. Insert User Records.
10. Insert Phone Records.
11. Insert User Device Profile Records.

**Caution**

Because the order in which the records are inserted is important, insert user records first. This ensures that devices are properly associated with existing users. Your end user will experience unexpected phone behavior if you insert records that are not in the correct format.



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**Note** The attributes, Enable Authentication proxy rights, Enable CTI Application usage, and Call Park Retrieval Allowed, do not get exported. You will need to configured them when you are inserting records for a group of users.

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#### Related Topics

- [Creating CSV Files for Phones, IP Telephony Devices, and the User Combinations, page 3-7](#)
- [Creating the CSV File for Users, page 4-2](#)
- [Creating the CSV File for User Device Profiles, page 5-4](#)
- [Deleting Phones, page 3-36](#)
- [Deleting Users from Cisco CallManager, page 4-21](#)
- [Deleting User Device Profiles, page 5-15](#)
- [Adding Phones or Other IP Telephony Device to Cisco CallManager, page 3-22](#)
- [Adding Users to Cisco CallManager, page 4-8](#)
- [Inserting User Device Profiles, page 5-12](#)

## Exporting Phone Records

You have two export options. If you have phones with similar configurations, you should use the Default Phone CSV template. If you have phones with many line configurations, such as different route partitions and calling search space, you should use the All Phone Details CSV template. Use this procedure to export phone records from Cisco CallManager.

#### Procedure

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- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Phones**.

The Insert Phones window displays.

**Step 3** Click **Export Phones** link in upper, right corner of the window.

The Export Phones window displays.

**Step 4** In the Export file name field, enter your file name.

**Step 5** In the CSV Name Template field, choose either the Default Phone or All Phone Details CSV template. Your CSV Name Template selection determines your export option and links to the export option radio buttons.

Choosing Default phone CSV Template allows you to export records by using a defined query. You can only export phone records for specific phone type with a fixed number of lines when you choose to export by using a defined query. For example, if you want to export some records for a Cisco IP Phone model 7960 with one line and some records for a Cisco IP Phone model 7960 with two lines, you will need to use two different queries, and you will get two different CSV files.

When you export phone records by using All Phone Details option, you export phone records for a particular model of phone along with all the device field information, different line attributes, and services that are associated with the phone. You cannot use the query to limit the number of records.

[Table 8-1](#) lists the fields that are exported when you choose the Default Phone CSV template.

**Table 8-1 Exported Fields in the Default Phone CSV Template**

Field Types	Exported Fields
Device Fields	MAC Address, Description, Location
Line Fields	Directory Number, Display, Line Text Label, Forward Busy, Forward No Answer, Call Pickup Group
User Fields	User ID
Speed Dials	Speed Dials

[Table 8-2](#) lists the fields that are exported when you choose the All Phone Details CSV template.

**Table 8-2** Exported Fields in the All Phone Details CSV template

Field Types	Exported Fields
Device Fields	Device Name, Description, Device Pool, Calling Search Space, AAR Calling Search Space, Media Resource Group List, User Hold Audio Service, Location, User Locale, Network Locale, Consecutive Ring Setting, Phone Button Template, Expansion Module 1, Expansion Module 2, Softkey Template, Phone Load Name, Module 1 Load Name, Module 2 Load Name, Information, Directory, Messages, Services, Authentication Server, Proxy Server, Idle, Idle Timer, Disable Speakerphone, Disable Speakerphone and Headset, Forwarding Delay, PC Port, SRS Telephony Enable
Line Fields	Directory Number, Partition, Voice Mail Profile, Calling Search Space, AAR Group, User Hold Audio Source, Network Hold Audio Source, Call Waiting, Auto Answer, Forward All, Forward Busy, Forward No Answer, Call Pick Group, Display, External Phone Number Mask, Message Waiting Lamp Policy, Ring Setting when Idle, Ring Setting when Active, Line Text Label, Character Set
User Fields	User ID
Speed Dials	Speed Dials
Services	Services



**Note** The device name, not the MAC Address gets saved when you choose to export by using the All Phone Details CSV template.

**Step 6** If you chose All Phone Details CSV template, choose the type of device or specific model in the Model list box under the **All Details** radio button. If you chose Default Phone CSV template, choose the type of device or specific model in the Model list box under the **Specific Details** radio button.

BAT displays only the models that are currently in the Cisco CallManager directory.

Skip Step 7 through Step 12 if you chose the **All Phone Details** CSV template.

- Step 7** Choose the number of lines.
- Step 8** In the first drop-down list box, choose the field to query such as Device Name or Location.
- Step 9** In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
- Step 10** In the search field/list box, either choose or enter the value that you want to locate, such as a device name.
- Step 11** Click **Add To Query** to add the defined filter to the query. You can click **AND** or **OR** to add multiple filters and repeat [Step 8](#) through [Step 10](#) to further define your query.
- If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 8](#) and restart.
- Step 12** Click **View Query Result** to verify the records that are going to be exported
- Step 13** Click **Export** to export the records.

A message displays that advises you of approximately how long it will take to export the records from the Cisco CallManager directory. You can cancel the transaction or click **OK** to continue.

When the transaction completes, BAT displays either an Export Completed or Export Failed status. If BAT failed to export all the records, BAT displays an Export Failed message.

Click on the **View Latest Log File** link to display the log file that was generated by BAT. The log file indicates the number of phone records that were exported, the number of phone records that failed to export, including the error code, the number of export files that were created, and the location of the files.

You can also view or download the exported file by choosing the **View/Download Exported File** link. The link does not display if BAT creates more than one export file.

BAT saves the exported file at C:\BatFiles\Export\Phones\ on the publisher server.



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**Note** If multiple users control a phone, the export utility generates a unique record for each user.

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When you export files by using the specific detail option, the export utility appends a numerical suffix `_n` to the export file name to indicate the lines that are configured on a phone. For example, if you entered a export file name of `test` and you have two line phones with lines 1 and 3 configured, the name of the file will be `test_1_3.txt`. The export utility appends `BAT` and a numerical suffix `_n` to the export file name when you export phones with dummy MAC addresses. Use the file name to guide you in reconfiguring the lines when you are inserting phones.

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## Exporting User Records

Use this procedure to export User records from Cisco CallManager.

### Procedure

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- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Users**.  
The Insert Users window displays.
- Step 3** In the right corner of the window, click **Export Users**.  
The Export Users window displays.
- Step 4** In the Export file name field, enter your file name.
- Step 5** In the CSV Name Template field, choose the CSV template. The current default specifies Default Users.
- Step 6** In the first drop-down list box, choose a field to query such as User ID, Department, First Name, or Last Name.
- Step 7** In the second drop-down list box, choose contains or is exactly.
- Step 8** In the third box, which is the search field/list box, enter the value that you want to locate, such as a specific user.



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**Note** To choose users from more than one department, enter multiple departments in this field. For example, to choose users from departments 12 and 34, enter **12, 34** in the third box instead of performing two operations.

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**Step 9** Click **Add To Query** button to add the defined filter to the query.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 6](#) and start over.

**Step 10** Click **View Query Result** to display the records that are going to be exported.

**Step 11** Click **Export** to export the chosen user records.

A message displays that advises you of approximately how long it will take to export the records from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.

When the transaction completes, BAT displays either an Export Completed or Export Failed status. If BAT failed to export all the records, BAT displays an Export Failed message.

Click on the **View Latest Log File** link to display the log file that was generated by BAT. The log file indicates the number of phone records that were exported, the number of phone records that failed to export, including the error code, the number of export files that were created, and the location of the files.

You can view or download the exported file by choosing the **View/Download Exported File** link. The link does not display if BAT creates more than one export file.

BAT saves the exported file at C:\BatFiles\Export\Users\ on the publisher server.

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**Note** Passwords for users on Active Directory do not get exported. Pins for users on Active Directory get exported in cleartext. You must use Active Directory to set the password for users after reinserting the records.

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The export utility sorts users organizational hierarchy to sort users by examining the value that was entered in the manager user ID field. It saves users on the same reporting level to the same file and modifies the file name by appending the suffix `_user` or `_MgrLevel#`, where # is a number 1 through 20.

The export utility also saves users with the same CTI application use, call park retrieval, and enable authentication proxy rights settings to the same file. The export utility appends the suffix `_t` (enabled) or `_f` (disabled) for each different setting to the file name that you entered. The order of the suffix flags in the file name specifies authentication proxy rights, CTI application use, and call park retrieval.

For example, You create an export file `Test.txt` using the export utility. Cisco CallManager database has user `ThomasT` with manager `MarieA` and `MarieA` has manager `James M`. If `Thomas T` has Proxy Authentication rights enabled, CTI application use and Call Park Retrieval, and disabled, and `MarieA` and `James M` have Proxy Authentication rights and CTI application usage, enabled and call park retrieval disabled, the Export utility saves the user information in three different files. You will find `ThomasT` in the CSV file `Test_user_t_f_f.txt`, `MarieA` in the CSV file `test_MgrLevel1_t_t_f`, and `JamesM` in the CSV file `Test_MgrLevel2_t_t_f`. [Table 8-3](#) illustrates this example.

**Table 8-3 Example**

Initial File Name				Test	
User ID	Manager	Proxy Authentication Rights	CTI Application	Call Park Retrieval	Resulting File Name
ThomasT	MarieA	Enable	Disable	Disable	Test_user_t_f_f.txt
MarieA	JamesM	Enable	Enable	Disable	Test_MgrLevel1_t_t_f.txt
JamesM		Enable	Enable	Disable	Test_MgrLevel2_t_t_f.txt



**Note**

The user ID for a manager must exist in the directory prior to using it in the manager user ID field in the user record. Insert the files in descending order based on the manager level numeral suffix. Insert the file with the user suffix last to ensure that the user records for managers exist prior to using them.



**Note** Use the suffix to guide you in choosing the correct settings for Proxy Authentication rights, CTI application use, and Call Park Retrieval when you insert users.



**Note** The export utility only exports phone devices that are associated with a user. It does not export other telephony devices such as CTI ports or H.323 clients.



**Note** The export utility only exports the default user device profile that is associated with a user. You must insert the other user device profiles for that user separately by using Cisco CallManager Administrator.

## Exporting User Device Profile Records

Use this procedure to export user device profiles from Cisco CallManager.

### Procedure

- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Users Device Profiles**.  
The Insert User Device Profiles window displays.
- Step 3** In the right corner of the window, click **Export User Device Profiles**.  
The Export User Device Profiles window displays.
- Step 4** In the Export file name field, enter the file name that you want to use.
- Step 5** In the CSV Name Template field, choose either the Default User Device Profiles or All User Device Profiles details CSV template. Your CSV Name Template selection determines your export option and links to the export option radio buttons.

When you export user device profile records by using All User Device Profile details CSV, you export the different line attributes, services and User ID associated with the user device profile. You cannot use the query to limit the number of records.

[Table 8-4](#) lists the fields that are exported when you choose the Default User Device Profile CSV template.

**Table 8-4 Exported Fields in the Default User Device Profile CSV Template**

Field Types	Exported Fields
Device Fields	MAC Address, Description, Login User ID
Line Fields	Directory Number, Display, Line Text Label, Forward Busy, Forward No Answer, Call Pickup Group
Speed Dials	Speed Dials

[Table 8-5](#) lists the fields that are exported when you choose the All User Device Profile Details CSV template.

**Table 8-5 Exported Fields in the All User Device Profile Details CSV Template**

Field Types	Exported Fields
Device Fields	MAC Address, Description, User Hold Audio Service, User Locale, Consecutive Ring Setting, Phone Button Template, Expansion Module 1, Expansion Module 2, Softkey Template, Login User ID
Line Fields	Directory Number, Partition, Voice Mail Profile, Calling Search Space, AAR Group, User Hold Audio Source, Network Hold Audio Source, Call Waiting, Auto Answer, Forward All, Forward Busy, Forward No Answer, Call Pick Group, Display, External Phone Number Mask, Message Waiting Lamp Policy, Ring Setting When Idle, Ring Setting When Active, Line Text Label, Character Set
Speed Dials	Speed Dials
User Fields	User ID

**Step 6** If you choose All User Device Profile Details CSV template, choose the type of device or specific model in the Model list box under the **All Details** radio button. If you choose Default User Device Profile CSV template, choose the type of device or specific model in the Model list box under the **Specific Details** radio button. The current default specifies Cisco IP Phone model 7960.

Skip Step 7 through Step 12 if you chose the All User Device Profile Details CSV template.

**Step 7** Choose the number of lines.

**Step 8** In the first drop-down list box, choose a field to query such as Device Name or Description.

**Step 9** In the second drop-down list box, choose contains, is exactly, not equal to, begins with, ends with, is empty, or is not empty.

**Step 10** In the third box, which is the search field/list box, either choose or enter the value that you want to locate, such as a specific user.

**Step 11** Click **Add To Query** button to add the defined filter to the query.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 8](#) and start over.

**Step 12** Click **View Query Result** to display the records that are going to be exported.

**Step 13** Click **Export** to export the chosen user device profile records.

A message displays that advises you of approximately how long it will take to export the records in the Cisco CallManager database. You can cancel the transaction or click **OK** to continue. You can view the log file by clicking on **View Latest Log File** link.

When the transaction completes, BAT displays either an Export Completed or Export Failed status. If BAT failed to export all the records, BAT displays an Export Failed message.

BAT generates a log file that indicates the number of user device profile records that were exported and the number of user device profile records that failed to export, including the error code. Click on the **View Latest Log File** link to display the log file.

You can view or download the exported file by choosing the **View/Download Exported File** link.

BAT saves the exported file at C:\BatFiles\Export\UserDeviceProfiles\ on the publisher server.



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**Note** The export utility does not export any auto generated device profiles.

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## Viewing Export Log Files

BAT generates log files for each export transaction and stores them on the publisher database server in the following location:

C:\CiscoWebs\BAT\LogFiles\Export

Clicking **View Latest Log File** link displays the summary view for the export transaction as well as the detail view for the failures.

To view the log file for the export operation, click **View Latest Log File** link in the export window or go to the following location:

**C:\CiscoWebs\BAT\LogFiles\RBAT\ directory**

The log file name uses the following format:

<Type of Record export>\_<The chosen file name>#timestamp

The timestamp format for the log file name specifies *mmddyyyyhhmmss*.