



Working with Cisco IP Manager Assistant

BAT supports the Cisco IP Manager Assistant (IPMA) feature in Cisco CallManager. BAT allows you to add, update, and delete managers or assistants.



Note

Cisco IPMA feature only works with Cisco IP Phone models 7940 and 7960.

Reference the following documentation for further information related to Cisco IPMA.

- *Cisco CallManager Features and Services Guide*
- *Cisco IP Manager Assistant User Guide*

Setting up the Phones and Lines for Use with Cisco IPMA

You can use BAT to set up the phones that are used by the managers or assistants. Before using BAT to create manager-assistant association, you will need to run the IPMA Configuration wizard on the BAT server, delete manager or assistant phones that are currently configured for a normal user, and reinsert managers and assistants phones by using the new phone templates that were created by the IPMA Configuration wizard. Follow the appropriate procedures for setting up new phones or existing phones.

Before You Begin

You must set up and configure the phones, route points, partitions, and calling search space for managers and assistants. Cisco recommends that you use IPMA Configuration Wizard to set up and configure phone services, route points, partitions, and calling search space. Refer to the *Cisco CallManager Features and Services Guide* for more information on the IPMA configuration wizard.



Note

The IPMA configuration wizard can only be used one time to set up the phones, route points, partitions and calling search space. Once setup is completed, the IPMA configuration wizard will only allow you to view your configuration.

Setting Up Lines on New Phones

Use the following procedures to set up new manager and assistant phones.

Procedure for Setting Up Manager Phones

- Step 1** (Optional) The IPMA Manager Phone template that was created by the IPMA configuration wizard sets the defaults that are specified in [Table 6-1](#). Edit the template fields as needed by choosing **Configure > Template > Phone** and choosing the IPMA Manager Phone template. You may want to make a copy of the template before you edit the template fields.
 - Step 2** Create the CSV file for new manager phones by following the IPMA Manager phone template.
 - Step 3** Insert Manager phone by using the IPMA Manager Phone template.
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Procedure for Setting Up Assistant Phones

- Step 1** (Optional) The IPMA Assistant Phone template that was created by the IPMA configuration wizard sets the defaults that are specified in [Table 6-2](#). Edit the template field as needed by choosing **Configure > Template > Phone** and choosing the IPMA Assistant Phone template. You may want to make a copy of the template before you edit the template fields.

- Step 2** Create the CSV file for new Assistant phones by following the IPMA Assistant phone template.
- Step 3** Insert Assistant phone by using the IPMA Assistant Phone template.

Setting Up Lines on Existing Phones

Use the procedure in [Chapter 3, “Adding Lines to Existing Phones”](#) to set up manager and assistant phones on existing phones, and choose the IPMA Manager or IPMA Assistant Phone template. The IPMA Manager Phone template that was created by the IPMA configuration wizard sets the defaults that are specified in [Table 6-1](#). The IPMA Assistant Phone template that was created by the IPMA configuration wizard sets the defaults that are specified in [Table 6-2](#).



Note If you changed the default parameter in the IPMA configuration wizard, remember to use the name you specified for the different fields when you are editing the template.

Table 6-1 *Default Settings for Manager Phone Template*

Field	Default Value
Softkey template	Standard IPMA Manager
Phone Button Template	Standard Cisco 7960 (2 lines)
Line1	Primary Line <ul style="list-style-type: none"> CSS = Generated_IPMA_CSS_I_E Partition = Generated_IPMA_Managers
Line 2	Incoming Intercom Line <ul style="list-style-type: none"> CSS = Generated_IPMA_CSS_I_E Partition = Generated_IPMA_Everyone Also configure Auto Answer with Speaker Phone or headset option.
Services	IPMA Service

Table 6-2 Default Setting for Assistant Phone Template

Field	Default Value
Softkey template	Standard IPMA Assistant
Phone Button Template	Standard 7960 with 1 configured line
Expansion Module 1	14-Button Expansion Module with 6 Configured Lines template
Line1 (On Cisco 7960)	Primary Line <ul style="list-style-type: none"> • CSS = Generated_IPMA_CSS_I_E • Partition = Generated_IPMA_Everyone
Line 2 - Line 6 (On Expansion Module)	Proxy Line 1 - 5 with each proxy line defaulted to <ul style="list-style-type: none"> • CSS = IPMA_CSS_M_E • Partition = Generated_IPMA_Everyone
Line 7 (On Expansion Module)	Intercom Line <ul style="list-style-type: none"> • CSS = Generated_IPMA_CSS_I_E • Partition = Generated_IPMA_Everyone • Also configure Auto Answer with Speaker Phone or headset option.

Creating the CSV File for Manager-Assistant Associations

BAT includes a Microsoft Excel file (BAT.xlt) that provides data file templates with macros and error checking and exports the values into a CSV file for use when you are adding, updating, or deleting manager-assistant associations.

Related Topics

- [Creating a CSV File for Manager-Assistant Association by Using BAT.xlt, page 6-5](#)
- [Creating a Text-Based CSV File for Manager-Assistant Association, page 6-8](#)
- [Deleting Manager-Assistant from Cisco CallManager, page 6-15](#)

Creating a CSV File for Manager-Assistant Association by Using BAT.xlt

Use the following procedures to create the CSV file for inserting, updating, and deleting manager-assistant association. If you want to create manager-assistant association with default line configuration, follow the procedure for creating default manager-assistant files. [Table 6-3](#) and [Table 6-4](#) list the default line configurations for the manager and assistant. If you want to assign proxy lines that do not follow the default line configuration, follow the procedure for creating custom manager-assistant files. BAT uses the information that you provide here to assign assistants to a manager in the Cisco CallManager database.

Procedure for Creating Default Manager-Assistant Files

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- Step 1** The BAT.xlt file resides on the publisher database server; however, you normally would not have Microsoft Excel installed on the publisher database server. In that case, you must copy the file from the publisher database server and move it to the local machine, which must have Microsoft Excel installed.
- 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** button.
- Step 4** Click the **Default Managers-Assistants** tab at the bottom of the sheet to create the manager-assistant association.
- Step 5** Scroll to the right side of the template until you see the radio buttons for **One manager, multiple assistants** and **One assistant, multiple managers**. Choose **One manager, multiple assistants** if you want to assign multiple assistants to a manager or **One assistant, multiple managers** if you want to assign an assistant to one or more managers.
- Step 6** Complete all mandatory fields and any relevant, optional fields.

**Caution**

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

If you choose the **One manager, multiple assistants** radio button, enter the following information in each row:

- In the ManagerID field, enter the userID of the manager, up to 30 characters.
- In the AssistantID # field, enter the user IDs for the assistants to whom the manager will be associated, up to 30 characters.

The # symbol represents the number of assistants that will be assigned to a manager.



Note Click the **Add more Assistants** button if you want to add more assistants.

If you choose the **One assistant, multiple managers** radio button, enter the following information in each row:

- In the AssistantID field, enter the userID of the assistant, up to 30 characters.
- In the ManagerID # field, enter the user IDs for the managers to whom the assistant will be associated, up to 30 characters.

The # symbol represents the number of managers that will be assigned to an assistant.



Note Click the **Add more Managers** button if you want to add more managers.

Step 7 Click the **Insert** or **Delete** button to choose the type of operation to perform.



Note Use the insert operation if you want to create new manager-assistant association. Use the delete operation if you want to delete a manager or an assistant from a manager-assistant association.

Step 8 Click **Export to BAT Format** button to transfer the data from the BAT Excel spreadsheet into a CSV file.

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

<type of operation>ManagerAssistants#timestamp.txt (or to your choice of file name)

where <type of operation> specifies the type of operation that was chosen in Step 7, and “timestamp” represents the precise date and time that the file was created.

- Step 9** 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. 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:\XLSDataFiles to the following folder on the server that is running the publisher database for Cisco CallManager based on the chosen operation:

- Insert or Updates C:\BATFiles\ManagersAssistants\Insert.
- Delete C:\BATFiles\ManagersAssistants>Delete.

For information on how to read the exported CSV file, click the link to **View Sample File** in the Insert Managers/Assistants.

Procedure for Creating Custom Manager-Assistant Files

- Step 1** The BAT.xlt file resides on the publisher database server; however, you normally would not have Microsoft Excel installed on the publisher database server. In that case, you must copy the file from the publisher database server and move it to the local machine, which must have Microsoft Excel installed.

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** button.
- Step 4** Click the **Custom Managers-Assistants** tab at the bottom of the sheet to create the manager-assistant association.
- Step 5** Scroll to the right side of the template until you see **Number of Proxy Lines** box. In that box, enter the number of proxy lines that you will be assigning to an assistant.

Complete all mandatory fields and any relevant, optional fields.

Step 6 Click **Export to BAT Format** button 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

Custom Manager-Assistants#timestamp.txt (or to your choice of file name).

Step 7 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. 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:\XLSDataFiles to C:\BATFiles\ManagersAssistants\Insert on the server that is 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 Managers/Assistants page.

Creating a Text-Based CSV File for Manager-Assistant Association

If you do not use the BAT.xlt file for data input when you assign assistants to a manager, you must create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

If you created the CSV file by using the BAT.xlt file, you can skip the following procedure in this section.



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 by using any file format, such as Microsoft Notepad. Save the CSV file to C:\BATFiles\ManagersAssistants\Insert on the server that is running the publisher database for Cisco CallManager.

Use this procedure to create a CSV text file for users.

Procedure

- 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 manager-assistants association, enter the values for each manager-assistant that you want to add to Cisco CallManager. See [Tips for Creating a Text-Based CSV File, page 6-10](#), for detailed information about the formatting that you must use in the text-based CSV file.



Caution 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 assign multiple assistants to a manager by entering the userIDs of the manager and assistants separated by a comma at the end of the record.

- Step 3** Save the CSV file in the following folder on the server that is running the publisher database for Cisco CallManager based on the type of operation:
- For Inserts or Updates C:\BATFiles\ManagersAssistants\Insert.
 - For Deletes C:\BATFiles\ManagersAssistants\Delete.



Note You cannot use CSV files for manager-assistant that are saved anywhere but the specific folder that is designated for the specific operation. For example if you want to insert new manager-assistant association, you must save the CSV file in C:\BATFiles\ManagersAssistants\Insert on the server that is running the publisher database for Cisco CallManager for BAT inserts.

Tips for Creating a Text-Based CSV File

The following example format and samples show the field length and string types. Use the UserID of the manager for the Manager ID and the userID of the assistant for the Assistant ID.

Default Manager-Assistant Association

ManagerID(Mandatory, 1 to 30 characters),**AssistantID 1**(Mandatory, 1 to 30 characters),**AssistantID 2** (Mandatory, 1 to 30 characters)...**AssistantID #**(Mandatory, 1 to 30 characters)

Example

Johns, Mikeh, Larryh

Custom Manager-Assistant Association

ManagerID(Mandatory, 1 to 30 characters),**Device Name** (Optional, 15 characters),**Intercom DN** (Optional, 1 to 24 characters),**Assistant User ID**(Mandatory, 1 to 30 characters),**Device Name** (Optional, 15 characters),**Intercom DN** (Optional, 1 to 24 characters),**Proxy Line DN**(Mandatory, 1 to 24 characters),**Manager Line DN**(Mandatory, 1 to 24 characters)

Example

Johns, SEP1231123245AB, 90001, Mikeh, SEP2342342342AB, 20001, 20002, 90002

Adding or Modifying Manager-Assistant Associations

You can use BAT to add, update or delete manager-assistant associations in the Cisco CallManager database.

Related Topics

- [Adding/Updating Manager-Assistant to the Cisco CallManager, page 6-11](#)
- [Deleting Manager-Assistant from Cisco CallManager, page 6-15](#)

Adding/Updating Manager-Assistant to the Cisco CallManager

Use this procedure to add or update new manager-assistant associations to Cisco CallManager database. When BAT updates manager assistant associations, it does not change existing Cisco IPMA line configurations. When you create an association for a new manger, you will need to enter a device name and intercom DN. These fields are optional when you update a manager with an existing IPMA record. See [Manager and Assistant Line Configurations, page 6-12](#), for information how BAT assigns line configuration on manager and assistant phones. BAT does not allow you to assign the intercom line of a manager to a proxy line for an assistant.



Caution

Manager-Assistant association fails when the assistant phone does not have enough lines to support the minimum Cisco IPMA configuration.

Before You Begin

You must create a CSV file before you attempt to add manager-assistant associations to Cisco CallManager.

Procedure

- Step 1** Start BAT. (See [Starting BAT, page 1-3](#).)
- Step 2** Choose **Configure > Managers/Assistants**.
The Insert Managers/Assistants page displays.
- Step 3** In the File Name field, choose the CSV file that you created for this type of bulk transaction.
- Step 4** Check the **Configure managers as mobile managers** check box if the managers will be using Extension Mobility to log in.
- Step 5** If you want to assign multiple assistants to a manager, click the radio button for **Associate assistants to a manager**. If you want to assign an assistant to multiple managers, choose the radio button for **Associate managers to an assistant**.
- Step 6** Click **Insert**.

A message displays that advises 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 that it may cause performance degradation.

Step 7 To insert the manager-assistant association, click **OK**, or to cancel the transaction, click **Cancel**.

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

When the transaction completes, you can click **View Latest Log File** to see a log file that indicates the number of records that were added and the number of records that failed, including an error code. For more information on log files, see [Chapter 10, “Troubleshooting BAT and TAPS.”](#)

Step 8 You must restart Cisco IPMA service for changes to take effect. Use Microsoft Windows Administrative Tools -> Services to stop and restart Cisco Tomcat service.

**Caution**

Restarting the Cisco Tomcat Service will disrupt other services that use the Cisco Tomcat Service. Cisco recommends that you restart the Cisco Tomcat Service at a non-critical time to reduce the impact to these services. Cisco also recommends that you back up your system prior to restarting the Cisco Tomcat Service.

Manager and Assistant Line Configurations

BAT assigns Cisco IPMA line configurations by matching primary lines of a manager to proxy lines of an assistant. Every proxy line for an assistant corresponds to a manager primary line. For example, when you assign two managers to an assistant and you use the phone template that the Cisco IPMA wizard created for the manager and assistant phones, BAT sets the following line configurations on the manager and assistant phone.

The line configurations for both managers follow:

- Line 1 gets configured as the manager primary line.
- Line 2 gets configured as the manager intercom line.

The line configurations for the assistant are follow:

- Line 1 gets configured as the assistant primary line.
- Line 2 gets configured as the proxy line for Manager 1.

- Line 3 gets configured as the proxy line for Manager 2.
- Lines 4 through 6 do not get configured.
- Line 7 gets configured as the intercom line.

You can add lines 4 through 6 as proxy lines for other managers.

When you add multiple managers to an assistant, BAT creates manager-assistant associations based on the order in the CSV file. BAT creates the first manager-assistant association by assigning all the primary lines for the manager to the unassigned lines of the assistant as proxy lines. It continues creating individual manager-assistant associations based on the order of CSV record until all lines on the assistant phones are assigned or all managers in the CSV record are associated. For example, if you assign two managers with two lines to an assistant on a new phone with six unassigned lines, BAT sets the following line configurations on the manager and assistant phone.

The line configurations for both managers follow:

- Line 1 and line 2 get configured as the manager primary line.
- Line 3 gets configured as the manager intercom line.

The line configurations for the assistant follow:

- Line 1 gets configured as the assistant primary line.
- Line 2 gets configured as the proxy line for Manager 1 Line 1.
- Line 3 gets configured as the proxy line for Manager 1 Line 2.
- Line 4 gets configured as the proxy line for Manager 2 Line 1.
- Line 5 gets configured as the proxy line for Manager 2 Line 2.
- Line 6 gets configured as the intercom line.

When you create an Cisco IPMA association with a manager phone with preexisting primary lines, you must ensure that the number of unassigned lines on the assistant phone is greater than the number of primary lines on the manager phone. For example, BAT does not allow you to create an association between a manager that has a phone with four configured primary lines and an assistant with three available lines that have not been configured.

When you add multiple assistants to a manager, BAT assigns assistants to a manager based on the order in the CSV file. When more than one assistant is listed in the CSV file, BAT sets the primary line of a manager based on the number of available lines for the first assistant. For example, if you have a manager with a phone that can be configured with 2 primary lines, but the first assistant listed in

the CSV file only has 1 available line, BAT will create one primary line for the manager and one proxy line on all the assistant phones that are listed in the CSV record.

[Table 6-3](#) lists the default line configuration for a manager phone, and [Table 6-4](#) lists the default line configuration for the assistant phones that BAT sets during manager-assistant associations.

Table 6-3 *Manager Phone Configuration*

Number of Lines	Configuration
One Line	Manager-assistant association fails.
Two Line (Default IPMA manager phone template)	L1-primary line L2-intercom line
More Than Two lines	Last line gets configured as the intercom line. The number of available lines that are not currently assigned on the associated assistant phone provides the basis for the number of lines that get configured as primary lines on a manager phone.

Table 6-4 *Assistant Phone Configuration*

Number of Lines	Configuration
One Line	Manager-assistant association fails.
Two Line	Manager-assistant association fails.
Three Lines	L1 Assistant's own line. L2-proxy line. L3-intercom line

Table 6-4 Assistant Phone Configuration

Number of Lines	Configuration
More Than Three Lines	L1 Assistant's own line. Last line gets configured as the intercom line. All other lines get configured as proxy lines.
Seven Lines (Default IPMA assistant phone template)	L1 Assistant's own line. L2 - L6 get configured as proxy lines. Last line gets configured as the intercom line.

Deleting Manager-Assistant from Cisco CallManager

You can use BAT to delete a specific manager-assistant association from the Cisco CallManager database. See [Deleting Managers or Assistants, page 6-16](#), if you want to delete a manager or assistant from all manager-assistant associations. For example, Assistant jmorgan is assigned to two managers rcraig and dbaker. If you want to changed the manager assistant association such that jmorgan is only assigned to rcraig, you can delete the jmorgan, dbaker association by creating a CSV file with the following entry:

Example

```
jmorgan,dbaker.
```

Use this procedure to bulk-delete specific manager-assistant associations from Cisco CallManager.

Before You Begin

You must create a CSV file before you attempt to delete specific manager-assistant associations.

Procedure

-
- Step 1** Start BAT. (See [Starting BAT, page 1-3](#).)
- Step 2** Choose **Configure > Managers/Assistants**.
The Insert Managers/Assistants page displays.

- Step 3** In the right corner of the window, click **Delete Managers/Assistants**.
The Delete Managers/Assistants page displays.
- Step 4** In the File Name field, choose the CSV file that you created for this type of bulk transaction. Refer to [Creating a CSV File for Manager-Assistant Association by Using BAT.xlt, page 6-5](#)
- Step 5** Click **Delete**.
A message displays that advises you of approximately how long it will take to delete the records from the Cisco CallManager database. You can cancel the transaction if you feel it may cause performance degradation.
When the transaction completes, you can click **View Latest Log File** to see a log file that indicates the number of records that are added and the number of records that failed, including an error code. For more information on log files, see [Chapter 10, “Troubleshooting BAT and TAPS”](#)
- Step 6** You must restart Cisco IPMA service for changes to take effect. Use Microsoft Windows Administrative Tools -> Services to stop and restart Cisco Tomcat service.

**Caution**

Restarting the Cisco Tomcat Service will disrupt other services that use the Cisco Tomcat Service. Cisco recommends that you restart the Cisco Tomcat Service at a non-critical time to reduce the impact to these services. Cisco also recommends that you back up your system prior to restarting the Cisco Tomcat Service.

Deleting Managers or Assistants

You can use BAT to delete a manager or an assistant from all manager-assistant associations.

Related Topics

- [Deleting Managers from Cisco CallManager, page 6-17](#)
- [Deleting Assistants from Cisco CallManager, page 6-18](#)

Deleting Managers from Cisco CallManager

You can use BAT to delete managers from the Cisco CallManager database/Lightweight Directory Access Protocol (LDAP) Directory in batches rather than individually. Deleting a manager will delete the manager from all manager-assistant associations. Cisco CallManager maintains information on the manager as a user in the directory. For example, if `rmartinez` is a manager with two assistants, `dbell`, `jkent`, you can disassociate `rmartinez` from both assistants by deleting `rmartinez` as a manager in the Cisco CallManager database. The directory still shows `rmartinez` as a user.

Use this procedure to bulk-delete managers from Cisco CallManager.

Procedure

-
- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Managers/Assistants**.
The Insert Managers/Assistants page displays.
- Step 3** In the right corner of the page, click **Delete Managers**.
The Delete Managers page displays. To locate the Managers that you want to delete, define the filter.



Caution

If you do not define a filter, BAT deletes all managers.

- Step 4** In the first drop-down list box, choose a field to query such as User ID, Department, First Name, or Last Name.
- Step 5** In the second drop-down list box, choose contains or is exactly.
- Step 6** 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 manager.



Note

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

- Step 7** To add the defined filter to the query, click **Add To Query** button
If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 4](#) and start over.
- Step 8** To display the records that are going to be affected, click **View Query Result**.
Specify the setting that you want to update for all the records that you defined in your query.
- Step 9** To delete the chosen managers, click **Delete**.
A message displays that advises you of approximately how long it will take to delete the records in the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.
When the transaction completes, you can click **View Latest Log File** to see a log file that indicates the number of records that are added and the number of records that failed, including an error code. For more information on log files, see [Chapter 10, “Troubleshooting BAT and TAPS”](#)
- Step 10** You must restart Cisco IPMA service for changes to take effect. Use Microsoft Windows Administrative Tools -> Services to stop and restart Cisco Tomcat service.

**Caution**



Restarting the Cisco Tomcat Service will disrupt other services that use the Cisco Tomcat Service. Cisco recommends that you restart the Cisco Tomcat Service at a non-critical time to reduce the impact to these services. Cisco also recommends that you back up your system prior to restarting the Cisco Tomcat Service.

Deleting Assistants from Cisco CallManager

You can use BAT to delete assistants from the Cisco CallManager database in batches rather than individually. Deleting an assistant will delete the assistant from all manager-assistant associations. Cisco CallManager maintains information on the assistant as a user in the directory. For example, Assistant thudson is assigned to two managers, hart and dstewart. You can disassociate thudson from both managers by deleting thudson as an assistant in the Cisco CallManager database. The directory still shows thudson as a user.

Use this procedure to bulk-delete assistants from Cisco CallManager.

Procedure

-
- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Managers/Assistants**.
The Insert Managers/Assistants page displays.
- Step 3** In the right corner of the page, click **Delete Assistants**.
The Delete Assistants page displays. To locate the Assistants that you want to delete, define the filter.
-  **Caution** If you do not define a filter, BAT deletes all assistants.
-
- Step 4** In the first drop-down list box, choose a field to query such as User ID, Department, First Name, or Last Name.
- Step 5** In the second drop-down list box, choose **contains** or **is exactly**.
- Step 6** 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 assistant.
-  **Note** To choose assistants from more than one department, enter multiple departments in this field. For example, to choose assistants from departments 12 and 34, enter **12, 34** in the third box instead of performing two operations.
-
- Step 7** To add the defined filter to the query, click **Add To Query** button.
If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 4](#) and start over.

- Step 8** To display the records that are going to be affected, click **View Query Result**. Specify the setting that you want to update for all the records that you defined in your query.
- Step 9** To delete the chosen assistants, click **Delete**.
A message displays that advises you of approximately how long it will take to delete the records in the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.
When the transaction completes, you can click **View Latest Log File** to see a log file that indicates the number of records that are added and the number of records that failed, including an error code. For more information on log files, see [Chapter 10, “Troubleshooting BAT and TAPS”](#)
- Step 10** You must restart Cisco IPMA service for changes to take effect. Use Microsoft Windows Administrative Tools -> Services to stop and restart Cisco Tomcat service.

**Caution**

Restarting the Cisco Tomcat Service will disrupt other services that use the Cisco Tomcat Service. Cisco recommends that you restart the Cisco Tomcat Service at a non-critical time to reduce the impact to these services. Cisco also recommends that you back up your system prior to restarting the Cisco Tomcat Service.
