



## 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.

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## 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*

Chapter	Description
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 Client Matter Codes and Forced Authorization Codes”	Describes how to add, update, or delete Client Matter Codes and Forced Authorization Codes
Chapter 8, “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 9, “Working with the Export Utility”	Describes how to use the export utility.

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

<a href="#">Chapter 10, “Working with TAPS”</a>	Describes how to use and configure TAPS.
<a href="#">Chapter 11, “Troubleshooting BAT and TAPS”</a>	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(4) 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</b> font	Commands and keywords are in <b>boldface</b> .
<i>italic</i> font	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.
screen font	Terminal sessions and information the system displays are in screen font.
<b>boldface screen</b> font	Information you must enter is in <b>boldface screen</b> 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.

# Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

## Cisco.com

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

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

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

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

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

# Documentation Feedback

You can submit e-mail comments about technical documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

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

Cisco Systems, Inc.  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco Technical Support Website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

## Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco Technical Support Website is available 24 hours a day, 365 days a year. The Cisco Technical Support Website is located at this URL:

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

Accessing all the tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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

## TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

**Priority 1 (P1)**—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

**Priority 2 (P2)**—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

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

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

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

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

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

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

<http://www.cisco.com/en/US/learning/index.html>

