



Installing the BAT Application

This chapter provides information about installing, upgrading, and uninstalling BAT. You must install BAT on the same server as the publisher database for Cisco CallManager.

The Tool for Auto-Registered Phones Support (TAPS), an optional component of BAT, also works with BAT. TAPS gets installed separately from BAT on both the Cisco CallManager publisher server and the Cisco Customer Response System (CRS) applications server. See the [“Installing TAPS” section on page 12-5](#) for installation instructions for TAPS.

During BAT installation or reinstallation on the publisher database server, the setup program halts the following services:

- IIS Administration
- World Wide Web publishing
- FTP publishing

These services automatically restart when the installation is complete.



Note

You cannot install or upgrade BAT by using Windows Terminal Services. You must install BAT directly from the Cisco CallManager server.

Related Topics

- [Upgrading BAT, page 2-2](#)
- [Installing BAT, page 2-3](#)

- [Moving the BAT Spreadsheet to a Workstation That Has Microsoft Excel, page 2-4](#)
- [Uninstalling BAT, page 2-4](#)

Upgrading BAT

You can upgrade to BAT Release 5.1(4) from any previous BAT release, but template migration occurs only with upgrades from BAT Release 4.4 (and any intermediate release) to Release 5.1(4).

BAT automatically migrates existing BAT templates. Although default values are provided, product-specific configuration for phones and gateways remains blank during migration. For example, an existing BAT template that was created for FXO trunks on a Cisco VG200 gateway would migrate, so it contains the new fields that are provided in BAT Release 5.1(4), such as Device Destination, but new Product Specific Configuration fields, such as Switchback Timing on Cisco VG200 gateways, remain blank. Fields in which you already provided data, such as device pool and calling search space, contain the original data after migration.



Note

BAT does not support backward template migration. Keep in mind that if you have installed BAT Release 5.1(4) and you reinstall an earlier BAT release, no template migration occurs.

BAT data files in comma separated value (CSV) format do not migrate during an upgrade. Follow the instructions in the [“Installing BAT” section on page 2-3](#) to upgrade to BAT Release 5.1(4).



Note

If you are currently using BAT Release 3.0(3), you can upgrade to Release 5.1(4), but the upgrade provides no template migration.

Related Topics

- [Installing BAT, page 2-3](#)
- [Uninstalling BAT, page 2-4](#)

Installing BAT

Before You Begin

The following prerequisites apply to the BAT installation for BAT Release 5.1(4):

- Make sure that you are installing BAT on the server that is running the publisher database for Cisco CallManager.
- Install BAT directly on the Cisco CallManager server; do not use Terminal Services.

Use the following procedure to install BAT.

Procedure

- Step 1** Log on with administrator privileges to the system that is running the publisher database for Cisco CallManager.
- Step 2** Choose **Applications > Install Plugins**. The Install Plugins window displays.
- Step 3** Find Cisco Bulk Administration Tool and double-click the setup icon.
- Step 4** A standard Windows dialog box appears. You must choose whether to copy the BAT install executable to your system or to run it from the current location.
- If an existing version of BAT is detected on the server, a prompt asks you to confirm the reinstallation or upgrade. To reinstall BAT or to upgrade from a previous version, click **OK**.
- Step 5** The Welcome screen displays. Click **Next**, and the Current Settings window displays.
- Step 6** To install to the default location C:\CiscoWebs\BAT\, click **Next**. BAT installs to C:\ciscowebs\BAT\. You cannot change this path. The Start Copying Files window displays. Setup begins copying files.
- Step 7** The Setup Complete window displays. You have successfully installed BAT.
- Step 8** To close Setup, click **Finish**.
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Related Topics

- [Moving the BAT Spreadsheet to a Workstation That Has Microsoft Excel, page 2-4](#)

- [Upgrading BAT, page 2-2](#)
- [Uninstalling BAT, page 2-4](#)

Moving the BAT Spreadsheet to a Workstation That Has Microsoft Excel

During the BAT installation process, the installation program puts the BAT Excel spreadsheet file in the following default location on the publisher database server: C:\CiscoWebs\BAT\ExcelTemplate.

Because you are unlikely to have Microsoft Excel installed on the publisher database server, copy and paste the Excel spreadsheet file that is named BAT.xlt to a workstation where you have Microsoft Excel installed. Use the BAT spreadsheet at this workstation to create the BAT data files.

Uninstalling BAT

Use the following steps to uninstall BAT or use Add/Remove Programs in the Control Panel.

The uninstall program for BAT 5.1(4) removes the BAT application and the BAT Excel spreadsheet that is stored in the C:\CiscoWebs\BAT\ExcelTemplate\ folder. The uninstall program does not remove any BAT data files or BAT templates that you created and saved to the C:\BATFiles or C:\CiscoWebs\BAT\Templates\ folders.



Note

If you uninstall BAT and then install the newer version of BAT, none of your previous templates can migrate to the newer version. You must upgrade BAT to migrate templates to the new BAT release.

Use the following procedure to uninstall BAT.

Procedure

- Step 1** On the server that is running the publisher database for Cisco CallManager, choose **Start > Programs > Cisco CallManager 4.1 > Bulk Admin Tool > Uninstall BAT**.
- A dialog box requests confirmation of the uninstall request.
- Step 2** To uninstall BAT, click **OK** or **Cancel** to exit the uninstaller.
- The IIS Admin service stops, files are deleted, and the IIS Admin service restarts.
- Step 3** To exit the uninstaller, click **OK**.
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Note

If BAT 4.4(x) is installed on the Cisco CallManager server with the optional TAPS component, and you install the TAPS release 5.1(4), then you must not uninstall BAT 4.4(x). The BAT 4.4(x) uninstall program removes some of the TAPS components with the result that the TAPS tool cannot run. Beginning with BAT release 5.1(1), BAT and TAPS have separate install and uninstall programs.

Related Topics

- [Installing BAT, page 2-3](#)
- [Uninstalling BAT, page 2-4](#)

