



Bulk Administration Tool User Guide

Release 5.2(1)

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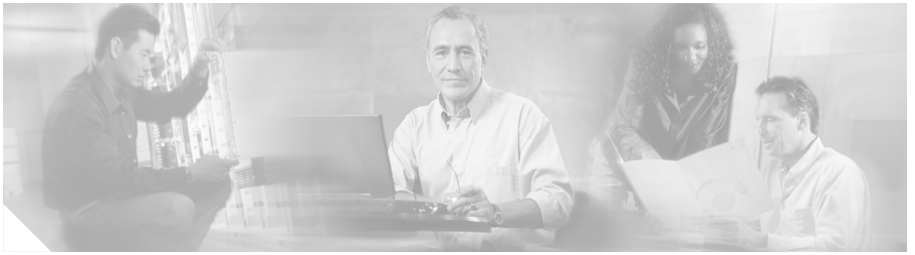
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Preface

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:

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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, “Introducing the Bulk Administration Tool (BAT)”	Provides an overview of BAT.
Chapter 2, “Installing the BAT Application”	Describes the installation, upgrade, and uninstallation procedures for BAT and the Tool for Auto-Registered Phone Support (TAPS).
Chapter 3, “Working with Phones and IP Telephony Devices”	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 Cisco IP Manager Assistant”	Describes how to add, update, or delete Manager Assistant Associations.
Chapter 6, “Working with User Device Profiles”	Describes how to add, update, or delete User Device Profiles.
Chapter 7, “Working with Gateways and Ports”	Describes how to add, update, or delete Cisco VG200 gateways and ports, and 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.

Table 1 *Layout of BAT Tool User Guide (continued)*

Chapter 8, “Working with Client Matter Codes and Forced Authorization Codes”	Describes how to add, update, or delete Client Matter Codes and Forced Authorization Codes
Chapter 9, “Working with Call Pickup Groups”	Describes how to add, update, or delete call pickup groups.
Chapter 10, “Working with the Export Utility”	Describes how to use the export utility.
Chapter 11, “Generating Reports”	Describes how to use and generate reports.
Chapter 12, “Working with the Tool for Auto-Registered Phones Support”	Describes how to install, configure, and use TAPS.
Chapter 13, “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.
Appendix A, “Text-Based CSV Files”	Describes how to create text-based files for the devices and users for bulk transactions. Also provides example of file formats for different scenarios.

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*
- *Installing Cisco CallManager Release*
- *Cisco CallManager Serviceability Administration Guide*
- *Cisco CallManager Serviceability System Guide*
- *Cisco CallManager Security 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
boldface font	Commands and keywords are in boldface .
<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.
screen font	Terminal sessions and information the system displays are in screen font.
boldface screen font	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

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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

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).

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You can send comments about technical documentation to 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
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

Cisco provides a free online Security Vulnerability Policy portal at this URL: http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, 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 website is available 24 hours a day, 365 days a year at this URL:

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

Access to all 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 user ID or password, you can register at this URL:

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

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—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.

Severity 3 (S3)—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.

Severity 4 (S4)—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. Visit Cisco Marketplace, the company store, at this URL:
<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 at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication

identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. 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>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

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



Introducing the Bulk Administration Tool (BAT)

The Bulk Administration Tool (BAT), a web-based application, performs bulk transactions to the Cisco CallManager database. BAT lets you add, update, or delete a large number of similar phones, users, or ports at the same time. When you use Cisco CallManager Administration, each database transaction requires an individual manual operation, while BAT automates the process and achieves faster add, update, and delete operations.

You can use BAT to work with the following types of devices and records:

- Add, update, and delete Cisco IP Phones including voice gateway chalice (VGC) phones, computer telephony interface (CTI) ports, and H.323 clients
- Add, update, and delete users
- Add, update, and delete Cisco IP Manager Assistant (IPMA) managers and assistants
- Add, update, and delete User Device Profiles
- Add, update, and delete ports on a Cisco Catalyst 6000 FXS Analog Interface Module
- Add or delete Cisco VG200 analog gateways and ports
- Add or delete Forced Authorization Codes
- Add or delete Client Matter Codes
- Add or delete Call Pickup Groups

You can also work with these devices in combination with the user information. For example, when you add CTI ports and users, BAT allows you to “Enable CTI Application Use.” This saves time when you are adding users who have applications that require a CTI port, such as Cisco IP SoftPhone.

An optional component of BAT, the Tool for Auto-Registered Phones Support (TAPS), further reduces the manual labor that is involved in administering a large system. When you need to add a large block of new phones, you can use BAT to add the devices with dummy media access control (MAC) addresses instead of entering each MAC address in the data input file. After the phones are installed, the phone users or the administrator can call the TAPS directory number, follow the voice prompts, and download the correct user device profiles for their phones. For more information about the TAPS tool, see [Chapter 12, “Working with the Tool for Auto-Registered Phones Support.”](#)

Use the following topics to understand how to use BAT:

- [BAT Data Input Files, page 1-2](#)
- [BAT Configuration Process, page 1-3](#)
- [Using the BAT Application, page 1-14](#)

BAT Data Input Files

Every device includes a multitude of individual attributes, settings, and information fields that enable the device to function in the network and provide its telephony features. Many devices have the same attributes and settings in common, while other values, such as the directory number, are unique to a user or to a device. To condense the BAT data input file contents, BAT uses templates for settings that devices usually have in common.

For bulk configuration transactions on the Cisco CallManager database, the BAT process uses two components: a template for the device type and a data file in comma separated value (CSV) format that contains the unique values for configuring a new device or updating an existing record in the database. The CSV data file works in conjunction with the device template.

For instance, when you create a bulk transaction for a group of Cisco IP Phones, you set up the CSV data file that contains the unique information for each phone, such as the directory number and MAC address. In addition, you set up or choose the BAT template that contains the common settings for all phones in the transaction, such as a Cisco IP Phone 7960 template.

Additional Information

See the [“Related Topics”](#) section on page 1-20.

BAT Configuration Process

BAT uses a multistep process to prepare the bulk configuration transaction. BAT uses a wizard interface to guide you through the configuration tasks. The BAT process includes these tasks:

1. Set up the template for data input.
2. Define a format for the CSV data file.
3. Collect the data for each device in the bulk transaction.
4. Validate the data input files with the Cisco CallManager database.
5. Insert the devices into the Cisco CallManager database.

Using the BAT Wizard

The BAT wizard provides step-by-step procedures for all the BAT tasks. When you start BAT, the main window displays with the following menu options at the top:

- Configure
- Applications
- Help

From the Configure menu, you can access the wizard window by choosing one of these device or configuration options:

- Phones
- Users
- Manager/Assistants
- User Device Profiles
- Gateways
- Forced Authorization Codes
- Client Matter Codes
- Pickup Group

- TAPS (optional, when installed)

After you choose a device or configuration option, the wizard displays a list of configuration tasks that is specific to that option. For example, when you choose Phones, the following list of tasks displays:

- Insert Phones—Add new phones.
- Update Phones—Locate and modify existing phones.
- Delete Phones—Locate and delete phones.
- Export Phones—Locate and export specific phone records or all phone records.
- Update Lines—Locate and modify lines on existing phones.
- Add Lines—Add new lines to existing phones.
- Reset/Restart Phones—Locate and reset or restart phones.
- Insert Phones with Users—Add new phones and users.
- Generate Phone Reports—Generate customized reports for phones.
- CAPF Configuration—Locate and modify/delete existing CAPF configuration

After choosing the configuration task, the wizard provides a list of steps that is specific to the task. For example, to guide you through the task, Insert Phones, the wizard displays the following steps:

Step 1: Add, view, or modify existing phone templates.

Step 2: Create the CSV data file.

Step 3: Validate phone records.

Step 4: Insert phones.

When you choose a step from the task list, you open a configuration window such as the Phone Template Configuration window. The configuration window provides the entry fields for defining a template.

Additional Information

See the [“Related Topics”](#) section on page 1-20.

Using BAT Templates

As the first task in the BAT configuration process, you set up a template for the devices that you are configuring. You specify the type of phone or device that you want to add or modify, and then you create a BAT template that has features that are common to all the phones or devices in that bulk transaction.

You can create BAT templates for the following types of device options:

- Phones: All Cisco IP Phone models and Cisco ATA 186, Cisco VGC phones, CTI ports, and H.323 clients.
- Gateways: Cisco VG200 and ports for the Cisco Catalyst 6000 FXS Analog Interface Module
- User Device Profiles: Cisco IP Phone 7900 series and Cisco SoftPhone

Define a BAT template by specifying values in the template fields that will be common to all the devices in the bulk transaction. The BAT template fields require similar values to those that you enter when you are adding a device in Cisco CallManager Administration.

Prior to creating the BAT template, make sure settings such as device pools, locations, calling search spaces, button templates, and softkey templates have already been configured in Cisco CallManager Administration. You cannot use BAT to create new settings or button templates in Cisco CallManager Administration.

After you create a BAT template, you save it with a name. Later in the configuration process, you associate the template name with the CSV data file. The system stores the templates, so they are reusable for future bulk transactions. For example, you can configure a Cisco IP Phone 7960 template with a specific button template and calling search space and then configure another Cisco IP Phone 7960 template with a different button template and the Extension Mobility feature enabled. When you need to add a large number of phones with the same configuration, you can reuse the existing BAT template.

Master Phone Templates

When you are adding a group of phones that have multiple lines, you can create a master phone template that provides multiple lines and the most common values for a specific phone model. You can use the master template to add phones that have differing number of lines, but do not exceed the number of lines in the master

phone template. For example, you can create a master phone template for a Cisco IP Phone 7960 that has eight lines. You can use this template to add phones that have one line, two lines, or up to eight lines.

Additional Information

See the [“Related Topics” section on page 1-20](#).

Working with CSV Data Files

The CSV data file contains the unique settings and information for each individual device, such as its directory number, MAC address, and description. Make sure that all phones and devices in a CSV data file are the same phone or device model and match the BAT template. The CSV data file can contain duplicates of some values from the BAT template. Values in the CSV data file override any values that were set in the BAT template. You can use the override feature for special configuration cases.

Overriding Template Values Example

If you want most of the phones in the bulk transaction to be redirected to a voice-messaging system, you can set the Call Forward Busy (Internal/External) (CFB) and Call Forward No Answer (Internal/External) (CFNA) fields to the voice-messaging number. However, if a few phones in the bulk transaction need to be redirected to a secretary instead of to a voice messaging system, you can specify the secretary’s directory number in the Call CFB and CFNA fields in the CSV data file. Most of the phones will use the CFB and CFNA values from the BAT phone template, but certain phones will use the secretary’s directory number as specified in the CSV data file.

The CSV data file for phones can contain multiple directory numbers. Keep in mind that the number of directory numbers that are entered in the CSV data file must not exceed—but can be less than—the number of lines that are configured in the BAT phone template, or an error will result.

Use the following topics to understand the different types of CSV data files:

- [CSV Data Files for Adding New Devices, page 1-7](#)
- [CSV Data Files to Update Existing Devices, page 1-7](#)
- [Customizing File Formats for CSV Data Files, page 1-8](#)

CSV Data Files for Adding New Devices

When you are adding new devices to the system, you can use the Microsoft Excel spreadsheet that was designed to use with BAT. The BAT spreadsheet assists you with the following features:

- Data file templates with macros for the different devices
- Customized file format definition
- Support for multiple phone lines
- Record error checking
- File conversion to CSV format

When you are creating new records, use the BAT spreadsheet, which is named BAT.xlt, because the data gets validated automatically when you export to the CSV format. For more information about using the BAT spreadsheet, see [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-11.

For experienced BAT users who are comfortable with working in a CSV formatted file, you can use a text editor to create a CSV data file by following the sample text file that is provided on the device insert task window. For more information about text-based CSV data files, see [Appendix A, “Text-Based CSV Files.”](#)

Additional Information

See the [“Related Topics”](#) section on page 1-20.

CSV Data Files to Update Existing Devices

To modify or update existing phones and devices, you need to locate the records for these devices. BAT provides two methods for locating phones, gateways, and device profiles. You can search by using a customized query or by using a custom file.

Customized Queries

BAT provides a window for defining your query criteria. You can choose the specific device model and/or choose criteria from a list of device details and a list of line details. To locate all devices of a specific device model, such as Cisco IP Phone 7912, you choose the model but add no other criteria for the search. You get the records for all the Cisco IP Phones 7912 that are configured in the database.

Custom Files

When no common attribute to use for a query exists, BAT provides the custom file option. A custom file includes device names or directory numbers. You can build a custom text file by putting each record on a separate line. The search gives you all the records that match the criteria.

Exported Files

When you need to move a group of phones, you can use the export utility. You use the export utility to extract existing records from the Cisco CallManager database to move them into a CSV data file. When you move phones, use the option, Export Phones with the All Phone Details. This option generates an export file that contains records with all the information, including the device attributes, line attributes, and services, that is associated with that phone. You can also export phone records with specific details when phones have similar line configurations and you want to use a template. For more information about using the export utility to update devices, see [Moving Records from one Cisco CallManager Server to Another, page 10-2](#)

Related Topics

- [CSV Data Files for Adding New Devices, page 1-7](#)
- [Customizing File Formats for CSV Data Files, page 1-8](#)

Customizing File Formats for CSV Data Files

CSV data files comprise a string of device attributes and information in a comma separated value (CSV) format. To insert data records into the Cisco CallManager database, ensure that each data file is in the CSV format. In earlier releases of BAT, the CSV file had a fixed format with two options:

- Default format—CSV files that have a fixed and limited number of attributes and settings for each device.
- All details format—CSV files that are created by using the export utility and include all attributes and settings for each device.

The first row of every CSV data file shows the file format by displaying the name of each field that the CSV file includes. The file format information makes it easier to locate the entry for a specific field in the CSV data file. For instance, in the following sample CSV file, USER ID represents the fifth field in the header, and the fifth field in the CSV file for the phone shows “johns.”

Sample CSV Data File with the Default File Format:

```
NUMBER OF LINES,MAC ADDRESS,DESCRIPTION,LOCATION,USER ID,DIRECTORY  
NUMBER,DISPLAY,LINE TEXT LABEL,FORWARD BUSY EXTERNAL,FORWARD NO ANSWER  
EXTERNAL,FORWARD NO COVERAGE EXTERNAL,FORWARD BUSY INTERNAL,FORWARD NO  
ANSWER INTERNAL,FORWARD NO COVERAGE INTERNAL,CALL PICKUP GROUP,SPEED  
DIAL NUMBER, SPEED DIAL LABEL
```

```
1,1231123245AB,SEP1231123245AB,Dallas,johns,9728437154,9728437154,Mike  
,9728437172,9728437196,9728437127,9728437154,9728437178,9728437189,Mar  
keting,1230000000,Helpdesk
```

Now, you can customize the file format for the CSV data file by using the File Format Configuration window. You can add attributes to your file format that are also in the BAT template. This allows you to override the template entry with a specific attribute for a device. For instance, you can choose the route partition attribute for your file format and enter different partitions for each phone in the CSV data file.

From this window, you can choose specific attributes from Device fields and Line fields

The following device attributes always remain in each file format:

- Number of Lines
- MAC Address
- Description

**Note**

Ensure that the Number of Lines is the first item in every phone CSV data file.

The File Format Configuration dialog box makes it easy to choose the device attribute in the Device Field box and click an arrow to move the attribute into the Selected Device Field box. You can select multiple attributes at the same time by holding down the Ctrl key.

You can rearrange the order of the device attribute fields and line attribute fields in the file format by using the Up and Down arrows. You can select an attribute and then click the Up arrow to move the item closer to the first record or click the down arrow to move the item further away from the first record. You cannot move line attributes before device attributes or change the order of speed dials.

**Tip**

You can customize a CSV file format so it matches the arrangement of your employee phone information that is stored in another database. This method simplifies exporting data between a company database and the Cisco CallManager database.

Sample CSV Data File with the Customized File Format:

Device fields—MAC Address, Description, Device Pool, Calling Search Space

Line fields—Directory number, Partition, Line Text Label (moved to position after directory number in file)

The File Format does not include speed-dial codes. Speed-dials can be chosen by selecting the Include Speed Dials in the CSV Format check box.

```
NUMBER OF LINES,MAC ADDRESS,DESCRIPTION,DEVICE POOL,CSS,DIRECTORY
NUMBER,LINE TEXT LABEL,PARTITION,
1,2234900AEF01,SEP2234900AEF01,DP_1,CSS_Restricted,
9725098827,Lobby Phone,Part1
```

Associating the File Format with the CSV Data File

When you are using a text editor to create a CSV data file, you can create a customized file format and then enter values in the same order as specified by that file format. Before inserting the text-based CSV data file that uses the customized file format, you must associate the file format name with the CSV data file. You can associate only one file format with a CSV data file.

Use the Add File Format window to choose the name of the CSV data file <CSVfilename>.txt from the File Name drop-down list. Next, you choose your file format from the File Format Name drop-down list. The data in the CSV data file must match the custom file format that you have chosen.

Additional Information

See the [“Related Topics”](#) section on page 1-20.

Using the BAT Spreadsheet for Gathering Data

The BAT spreadsheet simplifies the creation of CSV data files. You can add multiple devices and view the records for each device in a spreadsheet format. It allows you to customize the file format within the spreadsheet and provides validation and error checking automatically to help reduce configuration errors. The BAT spreadsheet includes tabs along the bottom of the spreadsheet for access to the required data input fields for the various devices and user combinations in BAT.

The CSV data file works in combination with the BAT template. For example, when you choose the Phone tab in the BAT spreadsheet, you can leave Location, Forward Busy Destination, or Call Pickup Group blank. The values from the BAT phone template get used for these fields; however, if you specify values for Forward Busy Destination or Call Pickup Group, those values override the values for these fields that were set in the BAT phone template.



When BAT is installed, the Microsoft Excel file for the BAT spreadsheet gets placed on the publisher database server; however, you probably do not have Microsoft Excel running on the publisher database server. You must copy the file from the publisher database server to the local machine on which you plan to work.

To copy the file to a local machine, use a floppy disk or a mapped network drive, and open the path C:\CiscoWebs\BAT\ExcelTemplate\ on the publisher database server. Copy the file **BAT.xlt** file to a local machine where Microsoft Excel is installed.

To use the BAT spreadsheet to create a CSV data file, locate and double-click the BAT.xlt file. You must choose to “enable macros” when you open the BAT spreadsheet.

The spreadsheet displays a set of columns with attribute headings that specify the BAT field names, whether the field is a required or optional, and the maximum number of characters that are allowed in the field.

Tabs for every device display along the bottom of the spreadsheet. When you click the tab for the type of device with which you want to work, the columns adjust to display all relevant fields for the chosen device. For example, to add phones and users all at once, click the tab that is marked **Phones-Users**.

Next, define the file format for the CSV data file by clicking the **Create File Format** button. You can use the Field Selection dialog box to choose items and their order in your CSV data file. When you click **Update**, the columns in the spreadsheet adjust to your new file format.

In the first row, enter data for a device in all mandatory fields and any relevant optional fields. You enter data in a new row for each device.

**Note**

The system treats blank rows in the spreadsheet as “end of file” markers and discards subsequent records.

After all device records are completed, you export the BAT spreadsheet data to the CSV file format that BAT must use to perform the bulk transaction with the Cisco CallManager publisher database.

**Note**

If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.

The system saves the CSV formatted file as a text file to the C:\XLSDataFiles\ folder or to another folder that you choose. The file name format follows:

<tabname><timestamp>.txt

where <tabname> represents the type of device input file that you created (such as phones, user device profiles), and <timestamp> represents the precise date and time that the file was created.

Next, you must move the converted CSV data file (CSV format version) back to the Cisco CallManager publisher database server where BAT can access the CSV data file. Using a mapped network drive or floppy disk, copy the <tabname><timestamp>.txt file from the C:\XLSDataFiles\ folder to the appropriate folder under C:\BATFiles\ on the publisher server.

Additional Information

See the [“Related Topics”](#) section on page 1-20.

Validating the BAT Data Input File

In the next task in the BAT Wizard, you use the Validate File option. In this task, you choose the name of the CSV data file and the BAT template for the device or the model when you have a CSV data file with all details. You have these options for how records are validated:

Specific Details—For validating records that follow the Default or Custom file format.

All Details—For validating records from a file that was generated with the export utility by using the All Details option.

When you choose Validate, the system runs a validation routine to check for errors against the publisher database. These checks include the following items:

- Fields, such as description, display text, and speed-dial label that do not have a dependency on a database table, use valid characters.
- Cisco CallManager shows that groups, pools, partitions, and other referenced attributes are already configured.
- Number of lines that are configured on a device matches the device template. (Only for Specific Details)

Validation does not check for the existence of a user or for mandatory/optional fields that are BAT defined, such as the dummy MAC address.

After the transaction completes, choose **View Latest Log File** to see a log file that displays the devices that could not be validated successfully and the error code. For more information on log files, see [Chapter 13, “Troubleshooting BAT and TAPS.”](#)

Additional Information

See the [“Related Topics”](#) section on page 1-20.

Inserting the BAT Data Input File

When the data input file has passed validation, you are ready to use the Insert window to add the device records into the Cisco CallManager publisher database. During this task, you choose the name of the data input file, the BAT template for the device, and the model, if applicable. You have these options for how records are validated:

Specific Details—For inserting records that use a customized file format.

All Details—For inserting records from a file that was generated with the export utility by using the All Details option.

After you click **Insert**, a message displays that advises you of approximately how long it will take to insert the records into the Cisco CallManager database. You can cancel the transaction if you feel that it may cause performance degradation.

**Caution**

Use BAT only during off-peak hours. Otherwise, bulk transactions could affect the Cisco CallManager performance, and call processing may be adversely affected.

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



Note If any line information for a phone record fails, BAT does not insert that phone record.

When the transaction completes, 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 the [“BAT Log Files” section on page 13-1](#).

When you start a BAT transaction and notice a degradation in Cisco CallManager performance, you can stop the transaction. For instructions on how to use the tool to stop a BAT transaction when it is in progress, see the [“Stopping BAT Transactions” section on page 1-19](#).

Additional Information

See the [“Related Topics” section on page 1-20](#).

Using the BAT Application

The following topics provide information about the BAT application and how to start and use it:

- [Specifications, page 1-15](#)
- [Accessing Cisco CallManager Administration and BAT, page 1-16](#)

- [Starting BAT, page 1-16](#)
- [Logging On to BAT, page 1-17](#)
- [Navigating in BAT, page 1-17](#)
- [Using Online Help, page 1-18](#)
- [Stopping BAT Transactions, page 1-19](#)
- [BAT Configuration Process, page 1-3](#)
- [BAT Data Input Files, page 1-2](#)

Specifications

The following specifications apply to BAT Release 5.2(1):

- BAT Release 5.2(1) is compatible with Cisco CallManager Release 4.2.
- BAT supports Lightweight Directory Access Protocol (LDAP) including Cisco CallManager DC Directory (DCD), Microsoft Active Directory (AD), and Netscape Directory Server.
- BAT Release 5.2(1) is compatible with Customer Response Solutions (CRS) Version 4.0 for use with TAPS.
- BAT Release 5.2(1) implements Secure HyperText Transfer Protocol (HTTPS) for BAT/TAPS pages to ensure that the configuration changes that are made through them are secure. The BAT installation process sets the security setting on BAT virtual directory.
- You must install BAT on the same server as the publisher database for Cisco CallManager.
- The BAT application, along with the Tool for Auto-Registered Phones Support (TAPS) application, uses approximately 53 MB of disk space for the applications and the online documentation. (BAT uses 11 MB and TAPS uses 42 MB.)
- TAPS uses approximately 1 MB of disk space on the Cisco Customer Response Solutions (CRS) server.

Only Cisco CallManager system administrators require access to BAT; however, end users can use TAPS when instructed to do so by the system administrator.

Additional Information

See the “[Related Topics](#)” section on page 1-20.

Accessing Cisco CallManager Administration and BAT

BAT, a web-based application, requires the use of a web browser. The Cisco CallManager Administration and BAT programs support the following Microsoft Windows operating system browsers:

- Netscape Communicator 4.X; BAT does not support the use of Netscape 6.0 or later.
- Microsoft Internet Explorer 5 or 6

Cisco recommends that you access the BAT and Cisco CallManager Administration programs from a PC that is not the same machine as the web server or Cisco CallManager server.

**Caution**

A web browser, a resource-intensive application, can consume large amounts of system memory and CPU cycles. When the web browser takes resources away from Cisco CallManager, it adversely affects call processing. Possible consequences of using the browser on the same machine as the web server and Cisco CallManager include delayed dial tone and dropped calls.

From any user PC in your network, you can browse into a server that is running Cisco CallManager Administration and BAT to log on with administrative privileges.

**Note**

When a large number of users log on to BAT, performance can suffer. Try to limit the number of users and administrators that are logged on simultaneously.

Starting BAT

You can start BAT by using one of the following methods:

- From Cisco CallManager Administration, choose **Application > BAT**.
- From the Start menu, choose **Start > Programs > Cisco CallManager 4.2> Bulk Admin Tool > BAT 5.2(1)**.

- Double-click the BAT desktop icon.

You can also access BAT by browsing into Cisco CallManager Administration from a remote PC. Open Cisco CallManager Administration and choose **Application > BAT**.

Logging On to BAT

When you start BAT, a prompt asks for user ID and password. Log on with a user ID and password that have administrator rights on the machine.

The BAT application does not depend on the Multilevel Administration (MLA) feature in Cisco CallManager Administration

Navigating in BAT

After you log on to BAT, the main window displays with the following menu options at the top:

- Configure
- Applications
- Help

The Configure menu gives you access to configuration tasks for the following device types and the TAPS tool, if installed:

- Phones
- Users
- Manager/Assistants
- User Device Profiles
- Gateways
- Forced Authorization Codes
- Client Matter Codes
- Pickup Group
- TAPS (optional)

The Applications menu gives you direct access to the following options:

- Install Plugins

- Update Plugin URL
- Cisco CallManager Administration
- Cisco CallManager Serviceability

The Help menu provides the following Help information:

- Contents and Index
- For this page
- About Bulk Administration Tool

Additional Information

See the “[Related Topics](#)” section on page 1-20.

Using Online Help

To access BAT online help, choose the **Help** menu. The Help menu provides two help features:

- **Contents and Index**—Opens the BAT help file and allows you to browse for information or search the index.
- **For This Page**—Opens the help directly for the window that you are currently viewing. You can still browse the remainder of the help or use the index.

Online help provides a multivolume system that allows you to access several different help systems, all from the same window. You can also access a comprehensive search engine and index.

Additional Information

See the “[Related Topics](#)” section on page 1-20.

Finding the BAT Version

To find the current version of BAT, choose **Help > About Bulk Administration Tool > Details**.

To find the current version of BAT from Cisco CallManager Administration, choose **Help > Component Versions**.

If BAT is not currently installed, you can find the version of BAT that is available with Cisco CallManager without installing it. To do this

-
- Step 1** Download the BAT application from the Cisco CallManager Install Plugins window.
- Step 2** Right-click the file **BulkAdministrationTool.exe**, choose **Properties**, and then choose **Product Version**.
-

Additional Information

See the [“Related Topics”](#) section on page 1-20.

Stopping BAT Transactions

BAT provides a tool to stop BAT transactions that are in progress. This capability can prove useful when you start a BAT transaction, then notice a degradation in Cisco CallManager performance, and want to stop the transaction. You can always run the BAT transaction later when there is less impact to Cisco CallManager performance. You might want to stop BAT if you realize that the wrong transaction has been started or if you need to make additional changes before running the transaction.

You can access the Stop BAT function only from the publisher database server.

To stop BAT, choose **Start > Programs > Cisco CallManager 4.2 > Bulk Admin Tool > Stop BAT**.

The BAT transaction halts. View the log file for details about how many BAT processed records passed or failed. See the [“BAT Log Files”](#) section on page 13-1 for information on log files.



Note

Stop BAT does not stop export transactions that are in progress.

Additional Information

See the [“Related Topics”](#) section on page 1-20.

Related Topics

- [BAT Data Input Files, page 1-2](#)
- [BAT Configuration Process, page 1-3](#)
- [Using the BAT Application, page 1-14](#)



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.

Additional Information

See the [“Related Topics” section on page 2-5](#).

Upgrading BAT

You can upgrade to BAT Release 5.2(1) from any 5.0(x) and 5.1(x). Template migration occurs with upgrades from BAT Release 5.0(x) and 5.1(x) (and any intermediate release) to Release 5.2(1).

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 5.2(1), such as Common Profile, but any new Product Specific Configuration fields, that may appear 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 5.2(1) 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 2-2](#) to upgrade to BAT Release 5.2(1).

**Note**

If you are currently using BAT Release 3.0(3), you can upgrade to Release 5.2(1), but the upgrade provides no template migration.

Additional Information

See the [“Related Topics” section on page 2-5](#).

Installing BAT

Before You Begin

The following prerequisites apply to the BAT installation for BAT Release 5.2(1):

- 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**.
-

Additional Information

See the [“Related Topics”](#) section on page 2-5.

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 5.2(1) 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 4.2 > 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**.
-

**Note**

Beginning with BAT release 5.1(1), BAT and TAPS have separate install and uninstall programs.

Additional Information

See the [“Related Topics”](#) section on page 2-5.

Related Topics

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

■ Related Topics



Working with Phones and IP Telephony Devices

BAT gives the administrator a fast and efficient way to add, update, or delete large numbers of phones in batches, rather than performing individual updates through Cisco CallManager Administration. You can use BAT to work with the following types of phones:

- Cisco IP Phones (all models)
- CTI ports
- H.323 clients
- Cisco VGC virtual phones and Cisco VGC phones

The following topics provide information about using BAT to work with phones and other IP telephony devices:

- [Adding Phones, page 3-2](#)
- [Updating Phones, page 3-58](#)
- [Using Phone Export, page 10-3](#)
- [Updating Lines, page 3-69](#)
- [Adding Lines to Existing Phones and UDPs, page 3-78](#)
- [Deleting Phones, page 3-84](#)
- [Resetting or Restarting Phones, page 3-87](#)
- [Configuring CAPF, page 3-90](#)
- [Adding New Phones with Users, page 4-22](#)

- [Generating Reports for Phones, page 11-1](#)

Adding Phones

When you use BAT to add phones and other IP telephony devices to the Cisco CallManager database, you can add multiple lines, services, and speed dials for each phone. You can also add CTI ports and H.323 clients.

You have two options for creating a CSV data file for phones:

- Use the BAT spreadsheet (BAT.xls) and export the data to the CSV format.
- Use a text editor to create a text file in CSV format (for experienced users).

Use the following steps to add phones and IP telephony devices in bulk.

-
- Step 1** Choose **Configure > Phones**. The Phones Options window displays.
- Step 2** Choose **Insert Phones** and click **Next**. The Steps to Insert Phones window displays.
- Step 3** Choose **Add, view, or modify phone templates** and click **Next**.
The Phone Template Configuration window displays. See the [“Using BAT Phone Templates” section on page 3-3](#) for information about configuring phone templates.
- Step 4** Choose **Create the CSV data file** and click **Next**.
- Step 5** Choose the option that you will use to create the CSV data file and use the steps for that option.

BAT Spreadsheet for Phones, CTI Ports and H.323 Clients

Open the BAT spreadsheet and create the CSV data file. See [“Using the BAT Spreadsheet to Create a CSV Data File for Phones” section on page 3-39](#)

Text Editor to Create the CSV Data File

- a. Choose **Add, view, or modify file formats** and click **Next**.

The File Format Configuration window displays. See the [“Using a Text Editor to Create the CSV Data File for Phones” section on page 3-50](#) for information about configuring file formats for CSV data file.

- b. Use a text editor and create the CSV data file for phones that follows the file format that you want to use. For more information about creating a text-based CSV file, see [“Creating a Text-Based CSV File for Phones” section on page A-2](#)
- c. Choose **Associate file format with the CSV data file** and click **Next**.
The Add File to Format window displays. See the [“Associating the File Format with the CSV Data File” section on page 3-54](#) for information about associating file formats.

Step 6 Choose **Validate phone records** and click **Next**.

The Validate Phones window displays. See the [“Validating Phone Records” section on page 3-55](#) for information about validating phone records.

Step 7 Choose **Insert Phones** and click **Next**.

The Insert Phones window displays. See the [“Inserting Phones into Cisco CallManager” section on page 3-56](#) for information about inserting phone records into the Cisco CallManager database.

Additional Information

See the [“Related Topics” section on page 3-93](#).

Using BAT Phone Templates

Use BAT phone templates to define the common phone attributes to add a group of new phones. Prior to creating the template, make sure phone settings such as device pool, location, calling search space, button template and softkey templates have already been configured in Cisco CallManager Administration. You cannot create new settings in BAT.

Use these topics to work with BAT Phone Templates:

- [Creating a New BAT Phone Template, page 3-4](#)
- [Adding or Updating Lines in a BAT Template, page 3-4](#)
- [Copying a BAT Phone Template, page 3-8](#)
- [Deleting Templates, page 3-9](#)
- [Field Descriptions for a BAT Phone Template, page 3-9](#)

Creating a New BAT Phone Template

Use this procedure to create the phone template. After you create a phone template, you can add lines, services, and speed dials. Use the following procedure to create a phone template.

Procedure

- Step 1** In the Phone Templates Configuration window, click **Add a new Phone Template**.
- Step 2** In the Phone Template Name field, enter a name for the template. The name can contain up to 50 alphanumeric characters. Example: Sales_7960.
- Step 3** From the Device Type drop-down list, choose the phone model, Cisco IP Phones, Cisco VGC virtual phones and Cisco VGC phones, CTI port, or H.323 client for which you are creating the template.
- After you choose the device, the Phone Templates Configuration window refreshes with fields and default entries for the chosen device type.
- Step 4** In the Device Information area, enter the phone settings that this batch has in common. See [Table 3-1](#) for field descriptions. Some phone models and device types do not have all the attributes that the table lists.
- Step 5** After you have entered all the settings for this BAT phone template, click **Insert**.
- Step 6** When the status indicates that the transaction has completed, scroll down to the Line Details area to add line attributes.
-

Adding or Updating Lines in a BAT Template

To add one or more lines to the BAT template or to update existing lines, follow this procedure. The button template in use for this BAT template determines the number of lines that you can add or update. You can create a master phone template that has multiple lines. Then, you can use the master template to add phones with a single line or up to the number of lines in the master template. See the [“Master Phone Templates”](#) section on page 1-5 for more information.

Procedure

Step 1 In the Phone or User Device Profile Template Configuration window, choose the template for which you want to add line(s).

Step 2 Scroll down to the bottom of the template and click **Add Line**.
A popup window displays.



Note The maximum number of lines that display for a BAT template depends on model and button template that you chose when you created the BAT phone template.

Step 3 Enter or choose the appropriate values for the line settings that are described in [Table 3-2](#). Keep in mind that all phones or user device profiles in this batch will use the settings that you choose for this line. Treat all fields as optional.

Step 4 Click **Insert and Close**.

BAT adds the line to the phone template configuration, and the popup window closes.

Step 5 Repeat [Step 2](#) through [Step 4](#) to add settings for any additional lines.

Step 6 For some Cisco IP Phone models, you can add Cisco IP Phone services and speed dials to the template. See these topics for the procedures:

- [Adding or Updating IP Services in a BAT Template, page 3-5](#)
 - [Adding or Updating Speed Dials in a BAT Template, page 3-6](#)
-

Adding or Updating IP Services in a BAT Template

You can subscribe Cisco IP Phone services to the Cisco IP Phone models that include this feature.



Note You can bulk subscribe users or phones to IP services with common service parameters but not to IP services with unique service parameters.

Procedure

- Step 1** In Phone or User Device Profile Template Configuration window, choose the template for which you want to add service(s).
 - Step 2** Click **Subscribe/Unsubscribe Services** in upper, right corner of the window.
A popup window displays. In this window, you can subscribe to Cisco IP Phone services that are available.
 - Step 3** In the Select a Service box, choose a service to which you want all phones to be subscribed. The Service Description box displays details about the service that you choose.
 - Step 4** Click **Continue**.
 - Step 5** In the Service Name field, modify the name of the service if required.
 - Step 6** To associate these phone services to the phone template, click **Subscribe** .
 - Step 7** To add more services, repeat [Step 3](#) through [Step 6](#).
 - Step 8** To add all the services to the template, click **Update**.
 - Step 9** Close the popup window.
 - Step 10** You can add speed dials to the template by continuing to the [“Adding or Updating Speed Dials in a BAT Template”](#) section on page 3-6.
-

Adding or Updating Speed Dials in a BAT Template

You can add and update speed dials in the BAT template.

You can designate speed dials for phones and Cisco VGC phones if the Phone Button Template provides speed-dial buttons

Procedure

- Step 1** In the Phone or User Device Profile Template Configuration window, choose the template for which you want to add speed dial(s)
- Step 2** Click **Add/Update Speed Dials** in the upper, right corner of the window.

A popup window displays. In this window, you can designate speed-dial buttons for Cisco IP Phones and expansion modules. The phone button template in use for this BAT template determines the number of available speed-dial buttons.

- Step 3** In the Speed Dial Settings for Phone area, enter the phone number, including any access or long-distance codes, in the **Speed Dial Number** field.
- Step 4** In the **Label** field, enter a label that corresponds to the speed-dial number.
- Step 5** In the Speed Dial Settings not associated with a button area, you can set abbreviated speed dials for applicable IP phone models by repeating [Step 3](#) and [Step 4](#).
- Step 6** Click **Update and Close**.
- BAT inserts the speed-dial settings in the template, and the popup window closes.
-

Additional Information

See the [“Related Topics” section on page 3-93](#).

Viewing or Modifying BAT Phone Templates

Use this procedure to view or modify an existing phone or user device profile template. You can add or update lines, services, and speed dials.

Procedure

- Step 1** In the Phone Template Configuration window, choose an existing template from the list of templates. The template details display in the template fields.
- Step 2** Add, change, or remove settings in the template. See [“Field Descriptions for a Phone Template” section on page 3-10](#) for more information.
- Step 3** After you have modified the settings to update the template, click **Update**.
- Step 4** If you want to update other attributes, choose one of the following procedures:
- [Adding or Updating Lines in a BAT Template, page 3-4](#)
 - [Adding or Updating IP Services in a BAT Template, page 3-5](#)
 - [Adding or Updating Speed Dials in a BAT Template, page 3-6](#)
-

Copying a BAT Phone Template

You can copy the properties of a phone template into a new phone template when you want to change only a few fields.

**Note**

The new template that you create must be the same device type as the original template, such as Cisco IP Phone model 7960.

Use the following procedure to copy an existing BAT phone template.

Procedure

-
- Step 1** In Phone Template Configuration window, choose the template that you want to copy from the Phone Templates column. The chosen template details display in the Phone Template Configuration window.
 - Step 2** Verify that this is the template that you want to copy and click **Copy**.
The template reproduces and creates a copy. The copy duplicates all the values that were specified in the original template.
 - Step 3** In the Phone Template Name field, enter a new template name, up to 50 alphanumeric characters.
 - Step 4** Update the fields as needed for the new template. See [“Field Descriptions for a Phone Template” section on page 3-10](#) for information.
 - Step 5** Click **Insert**. The template that is added to BAT displays in the Phone Templates column on the left.
 - Step 6** Click **Add Line** to set line attributes, if applicable. See the [“Adding or Updating Lines in a BAT Template” section on page 3-4](#) for more information. You can also define services and speed-dial buttons.
-

Additional Information

See the [“Related Topics” section on page 3-93](#).

Deleting Templates

You can delete BAT templates when you no longer require them. Use this procedure to delete a template.

Procedure

-
- Step 1** In the The Steps to Insert Phones window, choose **Add, view, or modify phone templates** and click **Next**. The Phone Templates Configuration window displays.
- Step 2** In the Phone Templates column on the left, click the template that you want to delete. The details for the chosen template display in the Template Configuration window.
- Step 3** Verify that this is the template that you want to delete and click **Delete**.
A message displays that asks you to confirm the delete operation.
- Step 4** To delete the template, click **OK**. The template name disappears from the list of phone templates.
-

Additional Information

See the [“Related Topics” section on page 3-93](#).

Field Descriptions for a BAT Phone Template

[Table 3-1](#) provides descriptions of all possible fields that display when you are adding a BAT phone template for all IP telephony devices. For related information, refer to [“Related Topics” section on page 3-93](#).

Some device types do not require all the phone settings.

Some fields display the values that were configured in Cisco CallManager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Treat fields that do not have an asterisk as optional.

Table 3-1 Field Descriptions for a Phone Template

Field	Description
Owner User ID	Enter a user ID for the primary phone user.
Device Pool	Choose the device pool for this group of phones/ports. For devices, a device pool defines sets of common characteristics, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration.
Common Profile	Choose the Common Profile from the drop-down list box. For more configuration information, refer to <i>Cisco CallManager Administration Guide</i> .
Calling Search Space	Choose the calling search space for this group of phones/ports. A calling search space specifies the collection of Route Partitions that are searched to determine how a dialed number should be routed.
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
Media Resource Group List	Choose the media resource group list (MRGL) for this group of phones/ports. An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources from the available ones according to the order that is defined in the MRGL.
User Hold Audio Source	Choose the user hold audio source for this group of phones/ports. The user hold audio source identifies the audio source from which music is played when a user places a call on hold.

Table 3-1 Field Descriptions for a Phone Template (continued)

Field	Description
Network Hold Audio Source	<p>Choose the network hold audio source for this group of IP phones or ports.</p> <p>The network hold audio source identifies the audio source from which music is played when the system places a call on hold, such as when the user transfers or parks a call.</p>
Location	<p>Choose the appropriate location for this group of IP phones or ports.</p> <p>The location specifies the total bandwidth that is available for calls to and from this location. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth that this Cisco IP Phone consumes.</p>
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.</p> <p>Set AAR Group to <None> to prevent rerouting blocked calls.</p>
User Locale	<p>Choose the country and language set that you want to associate with this group of IP phones.</p> <p>This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco CallManager user windows and phones.</p>
Network Locale	<p>Choose the network locale that you want to associate with this group of phones.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when communicating with the PSTN and other networks in a specific geographical area.</p>

Table 3-1 Field Descriptions for a Phone Template (continued)

Field	Description
Device Security Mode	<p>From the drop-down list box, choose the mode that you want to set for the device:</p> <ul style="list-style-type: none"> • Use System Default—The phone uses the value that you specified for the enterprise parameter, Device Security Mode. • Non-secure—No security features exist for the phone. A TCP connection opens to Cisco CallManager. • Authenticated—Cisco CallManager provides integrity and authentication for the phone. A TLS connection using NULL/SHA opens. • Encrypted—Cisco CallManager provides integrity, authentication, and encryption for the phone. A TLS connection using AES128/SHA opens. <p>Note This field displays only if the phone model supports authentication or encryption.</p>
Signal Packet Capture Mode	<p>From the drop-down list box, choose the mode that you want to set for signal packet capture:</p> <ul style="list-style-type: none"> • None—Choose None if you do not want to specify a mode. • Real-Time Mode—Use this mode for real-time signal packet capture. • Batch Processing Mode—Use this mode for batch processing signal packet capture mode.
Packet Capture Duration	<p>Enter the time for packet capture in minutes. You can enter a maximum duration of 300 minutes. The default duration specifies 60 minutes.</p>

Table 3-1 Field Descriptions for a Phone Template (continued)

Field	Description
Built In Bridge	<p>Enable or disable the built-in conference bridge for the barge feature by using the Built In Bridge drop-down list box (choose <i>On</i>, <i>Off</i>, or <i>Default</i>).</p> <p>For more configuration information, refer to the Barge and Privacy Features in the <i>Cisco CallManager Features and Services Guide</i>.</p>
Privacy	<p>For each phone that wants Privacy, choose <i>On</i> in the Privacy drop-down list box.</p> <p>For more configuration information, refer to Barge and Privacy Features in the <i>Cisco CallManager Features and Services Guide</i>.</p>
Device Mobility Mode	<p>Turn the Device Mobility feature on or off for this device.</p> <p>Click View Current Settings to display the current values of these device mobility parameters:</p> <ul style="list-style-type: none"> • Cisco CallManager Group • Roaming device pool • Location • Region • Network Locale • AAR Group • AAR Calling Search Space • Device Calling Search Space • Media Resource Group List • SRST <p>For more configuration information, refer to <i>Cisco CallManager Features and Services Guide</i>.</p>
Retry Video Call as Audio	<p>Check this check box to retry a video call as an audio call.</p>

Table 3-1 Field Descriptions for a Phone Template (continued)

Field	Description
Ignore Presentation Indicators (Internal Calls Only)	Check this check box to ignore presentation indicators in an internal call.
Logged into Hunt Group	Check this check box if you are logged into a hunt group. Leave this field unchecked if you want to logout of all the hunt groups to which your phone belongs.
Phone Button Template and Expansion Module Template Information	
Phone Button Template	Choose the button template for all phones in this group. Button templates determine the button identity (line, speed dial) and the button location on the phone. Button templates include the expansion modules.
Softkey Template Information	
Softkey Template	Choose the softkey template to be used for all phones in this group.
Expansion Module Information	
Module 1	Choose the expansion module if installed in the phone.
Module 2	Choose the expansion module if installed in the phone.
Firmware Load Information	
Phone Load Name	Enter the custom phone load, if applicable. Note Any value that is entered in this field overrides the default value for the chosen model.
Module 1 Load Name	Enter the firmware load for the first Cisco IP Phone Expansion Module, if applicable. Leave this field blank to use the default load.
Module 2 Load Name	Enter the firmware load for the second Cisco IP Phone Expansion Module, if applicable. Leave this field blank to use the default load.
Cisco IP Phone - External Data Locations	
Information	Enter the help text URL for the information button for Cisco IP Phones.

Table 3-1 *Field Descriptions for a Phone Template (continued)*

Field	Description
Directory	Enter the URL of the directory server for Cisco IP Phones.
Messages	Enter the voice-messaging access pilot number for Cisco IP Phones.
Services	Enter the URL for the services menu for Cisco IP Phones.
Authentication Server	<p>Enter the URL that the phone uses to validate requests that are made to the phones web server. If you do not provide an authentication URL, the advanced features on the Cisco IP Phone models that require authentication will not function. Leave this field blank to accept the default setting.</p> <p>By default, this URL accesses a Cisco IP Phone User Options window that was configured during installation.</p>
Proxy Server	<p>Enter the host and port (for example, proxy.cisco.com:80) that are used to proxy HTTP requests for access to non-local host addresses from the phones HTTP client.</p> <p>If the phone receives a URL such as www.cisco.com in a service and the phone is not configured in the cisco.com domain, the phone uses the proxy server to access the URL. If the phone is configured in the cisco.com domain, the phone accesses the URL without using the proxy because it is in the same domain as the URL.</p> <p>Leave this field blank to accept the default setting.</p>
Idle	Enter the URL of the XML service that will appear as the idle display on the Cisco IP Phone LCD screen when the phone has not been used for the time that is specified in the Idle Time field. For example, you can display a logo on the LCD screen when the phone has not been used for 5 minutes. Leave this field blank to use the default value.

Table 3-1 Field Descriptions for a Phone Template (continued)

Field	Description
Idle Timer	Enter the seconds that you want to elapse before the phone displays the URL that is specified in the Idle field. Leave this field blank to use the default value.
MultiLevel Precedence and Preemption (MLPP) Information	
MLPP Indication	<p>If available, this setting specifies whether a device capable of playing precedence tones will use the capability when it places an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to this device from the following options:</p> <ul style="list-style-type: none"> • Default—This device inherits its MLPP indication setting from its device pool. • Off—This device does not send indication of an MLPP precedence call. • On—This device does send indication of an MLPP precedence call. <p>Note Do not configure a device with the following combination of settings: MLPP Indication is set to <i>Off</i> while MLPP Preemption is set to <i>Forceful</i>.</p>

Table 3-1 Field Descriptions for a Phone Template (continued)

Field	Description
MLPP Preemption	<p>If available, this setting specifies whether a device that is capable of preempting calls in progress will use the capability when it places an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to this device from the following options:</p> <ul style="list-style-type: none"> • Default—This device inherits its MLPP preemption setting from its device pool. • Disabled—This device does not preempt calls in progress when it places an MLPP precedence call. • Forceful—This device preempts calls in progress when it places an MLPP precedence call. <p>Note Do not configure a device with the following combination of settings: MLPP Indication is set to <i>Off</i> while MLPP Preemption is set to <i>Forceful</i>.</p>
MLPP Domain (e.g., "0000FF")	Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFF.
Certification Authority Proxy Function (CAPF) Information (These parameters display only for devices with the capability to support authentication or encryption.)	
Certificate Operation	<p>From the drop-down list box, choose the Certification Operation that you want to perform from the following options:</p> <ul style="list-style-type: none"> • No Pending Operation—No pending Certification Operation lists for this device. Choosing this option disables the remaining CAPF fields. • Install/Upgrade—Install or upgrade a Certification Operation. • Delete—Delete a Certification Operation • Troubleshoot—Troubleshoot a Certification Operation.

Table 3-1 Field Descriptions for a Phone Template (continued)

Field	Description
Authentication Mode	<p>From the drop-down list box choose the Authentication Mode for this device from the following options:</p> <ul style="list-style-type: none"> • By Authentication String—You can enter the authentication string in the Authentication string text box or get a system-generated string • By Null String—This mode uses a null string • By Existing LSC—This mode Uses the (Local Significant Certificate) LSC setting • By Manufacture Installed Certificate—This mode uses the manufacture-installed certificate.
Authentication String	If Authentication Mode is By Authentication String, enter the Authentication String. Alternately, to get a system-generated string, click Generate String .
Key Size (Bits)	From the drop-down list box, choose the authentication key size for the device. The default key size specifies 1024 bits.
Operation Completes By	Enter the date by which the Certification Operation will complete. The date format specifies YYYY: MM: DD: HH. The default completion date specifies 10 days from the current system date.
Extension Mobility (Device Profile) Information	
Enable Extension Mobility Feature	Check this check box to enable the extension mobility feature. Extension mobility allows a user to log in and out of a Cisco IP Phone. Refer to the <i>Cisco CallManager Features and Services Guide</i> for more information about extension mobility.

Table 3-1 Field Descriptions for a Phone Template (continued)

Field	Description
Log Out Profile	<p>Choose the profile that a phone should load when an extension mobility user logs out. You must configure logout profiles in Cisco CallManager Administration.</p> <p>Use Current Device Setting—This choice creates an autogenerated device profile as the default device profile.</p> <p>Select a User Device Profile—This choice assigns a user device profile, which has already been defined, that becomes the default device profile for this device.</p> <p>The chosen user device profile gets loaded onto the device when no user is logged in.</p>
Product-Specific Configuration	
Disable Speakerphone	Check this check box to disable the speakerphone for all phones that are added by using this BAT template.
Disable Speakerphone and Headset	Check this check box to disable the speakerphone and headset for all phones that are added by using this BAT template.
Forwarding Delay	Choose Enabled if you want the port to wait a few seconds prior to forwarding a call. The default specifies to Disabled.
PC Port	Choose Enabled or Disabled to control the PC port on phones that have internal switches. Use the port labeled “10/100 PC” on the back of the phone to connect a PC or workstation to the phone, and share a single network connection.
Settings Access	Choose Enabled or Disabled to control whether the user has access to phone settings or not.
Gratuitous ARP	Choose Enabled or Disabled to control gratuitous ARP.
PC Voice VLAN Access	Choose Enabled or Disabled to control access to a PC voice VLAN.
Video Capabilities	Choose Enabled or Disabled to control video capabilities access.

Table 3-1 Field Descriptions for a Phone Template (continued)

Field	Description
Auto Line Select	Choose Enabled or Disabled to allow automatic line selection on the phone.
H.323 Device Information	
Signaling Port	<p>The value designates the H.225 signaling port that this device uses.</p> <p>The default value specifies 1720. Valid values include 1 through 65535.</p>
Retry Video Call as Audio	<p>This check box applies only to video endpoints that receive a call. If this phone receives a call that does not connect as video, the call tries to connect as an audio call.</p> <p>By default, the system checks this check box to specify that the sending device should immediately retry a video call that does not connect as an audio call prior to sending the call to call control for rerouting.</p> <p>If you uncheck this check box, a video call that fails to connect as video fails to call control. At this point, call control reroutes the call within the route list. If Automatic Alternate Routing (AAR) is configured and enabled, call control also reroutes the call between route lists.</p>
Wait for Far End H.245 Terminal Capability Set	By default, the system keeps this check box checked to specify that Cisco CallManager should initiate capabilities exchange. This check box specifies that the Cisco CallManager needs to receive the far-end H.245 Terminal Capability Set before it sends its H.245 Terminal Capability Set.
H.323 Information	
Outgoing Caller ID Pattern	For incoming calls to the phone, enter the pattern, from 0 to 24 digits, that you want to use for caller ID.

Table 3-1 *Field Descriptions for a Phone Template (continued)*

Field	Description
Calling Party Selection	<p>Choose one of the following options to specify which directory number is sent:</p> <ul style="list-style-type: none"> • Originator—Send the directory number of the calling device. • First Redirect Number—Send the directory number of the redirecting device. • Last Redirect Number—Send the directory number of the last device to redirect the call. • First Redirect Number(external)—Send the directory number of the redirecting device. • Last Redirect Number(external)—Send the directory number of the last device to redirect the call.
Calling Party Presentation	<p>Choose whether the central office transmits or blocks caller ID:</p> <ul style="list-style-type: none"> • Choose Allowed if you want the central office to send caller ID. • Choose Restricted if you do not want the central office to send caller ID. • Default displays the caller ID unless the caller ID was restricted in a previous level in the call stream.
Display IE Delivery	<p>Check the check box to deliver the display information element (IE) in SETUP and CONNECT messages for the calling and called party name delivery service.</p>

Table 3-1 *Field Descriptions for a Phone Template (continued)*

Field	Description
Redirecting Number IE Delivery—Outbound	<p>Check this check box to include the Redirecting Number IE in the outgoing SETUP message from the Cisco CallManager to indicate the first redirecting number and the redirecting reason of the call when the call is forwarded.</p> <p>Uncheck the check box to exclude the first redirecting number and the redirecting reason from the outgoing SETUP message.</p> <p>Use Redirecting Number IE for voice-messaging integration only. If your configured voice-messaging system supports Redirecting Number IE, check the check box.</p>
Redirecting Number IE delivery—Inbound	<p>Use Redirecting Number IE when you are integrating a voice-messaging system that supports Redirecting Number IE.</p> <p>Check this check box to accept the Redirecting Number IE in the incoming SETUP message to the Cisco CallManager.</p> <p>Uncheck the check box to exclude the Redirecting Number IE in the incoming SETUP message to the Cisco CallManager.</p>

Table 3-1 *Field Descriptions for a Phone Template (continued)*

Field	Description
Media Termination Point Required	<p>Use this field to indicate whether a media termination point (MTP) is used to implement features that H.323 does not support (such as hold and transfer).</p> <p>Check the Media Termination Point Required check box if you want to use a media termination point to implement features. Uncheck the Media Termination Point Required check box if you do not want to use a media termination point to implement features.</p> <p>Use this check box only for H.323 clients and those H.323 devices that do not support the H.245 empty capabilities set or if you want media streaming to terminate through a single source.</p> <p>If you check this check box to require an MTP and this device becomes the endpoint of a video call, the call works as audio only.</p>
Gatekeeper Information	
Gatekeeper Name	<p>Choose the gatekeeper for the gatekeeper-controlled H.323 device from the drop-down list box.</p> <p>Note If you do not choose the device, the system disables the E.164, Technology Prefix, and Zone fields.</p> <p>Note You cannot change the device to a gatekeeper-controlled phone if more than one directory number is configured for the device.</p>

Table 3-1 Field Descriptions for a Phone Template (continued)

Field	Description
Technology Prefix	<p>Enter the technology prefix to eliminate the need for entering the IP address for every Cisco CallManager system when configuring the gw-type-prefix command. For example, you can enter 1#* in this field if you can use the following gw-type-prefix command on the gatekeeper:</p> <p>gw-type-prefix 1#* default-technology.</p> <p>Note You must enter a value in this field for a gatekeeper-controlled H.323 client. You can enter only numbers (0-9) and special characters # and * in this field.</p>
Zone	<p>On the Gatekeeper, enter the specific zone with which Cisco CallManager will register. The zone specifies the total bandwidth that is available for calls between this zone and another zone.</p> <p>Note You must enter a value in this field for a gatekeeper-controlled phone. You can enter only letters, numbers, spaces, dashes, dots, and underscores in this field.</p>
Gatekeeper Controlled H.323 Client	<p>Check this check box to configure the H.323 client gatekeeper as a controlled gatekeeper.</p>

**Note**

To continue configuring the BAT phone template, go to the [“Creating a New BAT Phone Template”](#) section on page 3-4

Field Descriptions for Adding a Line to a BAT Template

Table 3-2 provides descriptions of all possible fields that display when you are adding a line in a BAT phone template. For related information, refer to [“Related Topics”](#) section on page 3-93

Some device types do not require all the phone settings.

Some fields display the values that were configured in Cisco CallManager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Treat fields that do not have asterisk as optional.

Table 3-2 *Field Descriptions for Adding a Line to a BAT Template*

Field	Description
Directory Number	
Partition	Choose a route partition to which the directory number belongs. Note The directory number can appear in more than one partition.
Directory Number Settings	
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice-messaging server that is configured for this phone.
Calling Search Space	Choose partitions that are searched for numbers that are called from this directory number. Note Changes cause an update of Pickup Group Names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
AAR Settings	

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
AAR Voice Mail	<p>The settings in this row of fields specify treatment of calls for which there is insufficient bandwidth to reach the destination. These calls are handled by automated alternate routing (AAR) and are routed to the AAR Destination Mask or Voice Mail.</p> <p>Check this check box to use settings in the Voice Mail Profile Configuration window.</p> <p>Note When this check box is checked, Cisco CallManager ignores the settings in the Coverage/Destination box and Calling Search Space.</p>
AAR Destination Mask	Use this setting instead of the external phone number mask to determine the AAR Destination to be dialed.
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.</p> <p>Set AAR Group to <None> to prevent rerouting blocked calls.</p>
AAR Keep Call History	<p>This field determines if the AAR part of the call will be present in the Call Forwarding History.</p> <ul style="list-style-type: none"> – If you choose “Remove this destination from the call forwarding history,” then the AAR leg of the call is not present in the call history. – If you choose “Retain this destination in the call forwarding history,” then the AAR leg of the call will be present in the Call History.
User Hold Audio Source	Choose the music on hold audio source to be played when the user presses HOLD to place a call on hold.

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Network Hold Audio Source	Choose the music on hold audio source to be played when the system places a call on hold while the user transfers a call or initiates a conference or call park.
Auto Answer	<p>Choose one of the following options to activate the Auto Answer feature for this directory number:</p> <ul style="list-style-type: none"> • Auto Answer Off <Default> • Auto Answer with Headset • Auto Answer with Speakerphone (Intercom) <p>Note Make sure that the headset or speakerphone is not disabled when you choose Auto Answer with Headset or Auto Answer with Speakerphone.</p>
Call Forward and Pickup Settings	
Forward All Voice Mail	<p>Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward All Destination field and Forward All Calling Search Space check box not relevant.</p>
Forward All Destination	<p>Enter the directory number to which all calls are forwarded.</p> <p>Note The setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward All Calling Search Space	<p>Choose the calling search space to use when calls are forwarded to the specified destination.</p> <p>Note This setting applies to all devices that are using this directory number.</p>

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Forward Busy Internal Voice Mail	<p>Check this check box if you want calls from an internal number forwarded to a number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward Busy Internal Destination field and Calling Search Space check box not relevant.</p>
Forward Busy Internal Destination	<p>Enter the directory number to which an internal call is forwarded when the line is in use.</p> <p>Note This setting applies to any internal dialable phone number and to all devices that are using this directory number.</p>
Forward Busy Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarded to the specified destination.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward Busy External Voice Mail	<p>Check this check box if you want calls from an external number forwarded to a number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward Busy External Destination field and Calling Search Space check box not relevant.</p>
Forward Busy External Destination	<p>Enter the directory number to which an external call is forwarded when the line is in use.</p> <p>Note This setting applies to any dialable external phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarded to the specified destination.</p> <p>Note This setting applies to all devices that are using this directory number.</p>

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Forward No Answer Internal Voice Mail	<p>Check this check box if you want calls from an internal number forwarded to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Internal Destination field and Calling Search Space check box not relevant.</p>
Forward No Answer Internal Destination	<p>Enter a directory number to which an internal call is forwarded when the phone is not answered.</p> <p>Note This setting applies to any internal dialable phone number and to all devices that are using this directory number.</p>
Forward No Answer Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarding to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward No Answer External Voice Mail	<p>Check this check box if you want calls to forward to an external number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Externally Destination field and External Calling Search Space check box are not relevant.</p>
Forward No Answer External Destination	<p>Enter a directory number to which an external call is forwarded when the phone is not answered.</p> <p>Note This setting applies to any external dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Forward No Answer External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarding to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward No Coverage Internal Voice Mail	<p>Check this check box if you want calls from an internal number forwarded to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Destination field and Calling Search Space check box not relevant.</p>
Forward No Coverage Internal Destination	<p>Enter an directory number to which an internal call is forwarded when the phone has no coverage.</p> <p>Note This setting applies to any internal dialable phone number and to all devices that are using this directory number.</p>
Forward No Coverage Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarding to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward No Coverage External Voice Mail	<p>Check this check box if you want calls from external number forwarded to the number that you chose in the voice-mail profile.</p> <p>Checking this check box makes the Forward No Answer Destination field and Calling Search Space check box not relevant.</p>

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Forward No Coverage External Destination	<p>Enter a directory number to which an external call is forwarded when the phone has no coverage.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarding to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward Unregistered Internal Voice Mail	<p>The settings in this row specify the forwarding treatment for internal calls that are routed to a directory number with no registered devices.</p> <p>Check the Voice Mail check box to use settings in the Voice Mail Profile Configuration window.</p> <p>Note When this check box is checked, Cisco CallManager ignores the settings in the Coverage/Destination box and Calling Search Space. When this check box is checked for internal calls, the system automatically checks the Voice Mail check box for external calls. If you do not want external calls to forward to the voice-messaging system, you must uncheck the Voice Mail check box for external calls.</p>

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Forward Unregistered Internal Coverage/Destination	<p>Enter any dialable phone number, including an outside destination.</p> <p>Note When you enter a coverage/destination value for internal calls, the system automatically copies this value to the Coverage/Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Coverage/Destination field for external calls.</p>
Forward Unregistered Calling Search Space	<p>Choose calling search space from the drop-down list menu. This setting applies to all devices that are using the directory number chosen above.</p> <p>Note When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Forward Unregistered External Voice Mail	<p>The settings in this row specify the forwarding treatment for external calls that are routed to a directory number with no registered devices. Specify the following values:</p> <p>Check the Voice Mail check box to use settings in the Voice Mail Profile Configuration window.</p> <p>Note When this check box is checked, Cisco CallManager ignores the settings in the Coverage/Destination box and Calling Search Space. When this check box is checked for internal calls, the system automatically checks the Voice Mail check box for external calls. If you do not want external calls to forward to the voice-messaging system, you must uncheck the Voice Mail check box for external calls.</p>
Forward Unregistered External Coverage/Destination	<p>Enter any dialable phone number, including an outside destination.</p> <p>Note When you enter a coverage/destination value for internal calls, the system automatically copies this value to the Coverage/Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Coverage/Destination field for external calls.</p>

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Forward Unregistered External Calling Search Space	<p>Choose calling search space from the drop-down list box. This setting applies to all devices that are using the directory number chosen above.</p> <p>Note When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>
No Answer Ring Duration	Enter the number of seconds to allow the call to ring before forwarding the call to the Forward No Answer Destination.
Call Pickup Group	Choose a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group number.
Multilevel Precedence and Preemption Alternate Party Settings	
Target (Destination)	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound (#), and asterisk (*).</p>
Calling Search Space	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
No Answer Ring Duration	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to the alternate party of this directory number if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco CallManager enterprise parameter, Precedence Alternate Party Timeout.</p>
Line Settings for This Phone	
Line Text Label	<p>Use this field only if you do not want the directory number to show on the line appearance. Enter text that identifies this directory number for a line/phone combination.</p> <p>Suggested entries include boss's name, department's name, or other appropriate information to identify multiple directory numbers to secretary/assistant who monitors multiple directory numbers.</p>
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 24 numbers and "X" characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>

Table 3-2 *Field Descriptions for Adding a Line to a BAT Template (continued)*

Field	Description
Maximum Number of Calls	<p>You can configure up to 184 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls.</p> <p>Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Message Waiting Lamp Policy	<p>Use this field to configure the handset lamp illumination policy. Choose one of the following options:</p> <ul style="list-style-type: none"> • Use System Policy (The directory number refers to the service parameter “Message Waiting Lamp Policy” setting.) • Light and Prompt • Prompt Only • Light Only • None <p>Setting applies only to the current device unless you check the check box at right (called Update Shared Device Settings) and click the Propagate selected button. (The check box at right displays only if other devices share this directory number.)</p>
Ring Setting (Phone Idle)	<p>Choose the ring setting for the line appearance when an incoming call is received and no other active calls exist on that device. Choose one of the following options:</p> <ul style="list-style-type: none"> • Use system default • Disable • Flash only • Ring once • Ring

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Ring Setting (Phone Active)	Choose the ring setting that is used when this phone has another active call on a different line. Choose one of the following options: <ul style="list-style-type: none"> • Use system default • Disable • Flash only • Ring once • Ring • Beep only
Call Pickup Group Audio Alert Setting (Phone Idle)	From the drop-down list box, choose the type of audio notification for call pickup that is provided when the phone is idle. Select one of the following options: <ul style="list-style-type: none"> • Use System Default • Disable • Ring Once
Call Pickup Group Audio Alert Setting (Phone Active)	From the drop-down list box, choose the type of audio notification for call pickup that is provided when the phone is in use. Select one of the following options: <ul style="list-style-type: none"> • Use System Default • Disable • Beep Only
Forwarded Call Information Display for this Device	
Caller Name	Check this check box to include the caller's name in the display when a forwarded call is received. Default leaves this check box checked.
Redirected Number	Check this check box to include the redirected number in the display when receiving a forwarded call.

Table 3-2 Field Descriptions for Adding a Line to a BAT Template (continued)

Field	Description
Caller Number	Check this check box to include the caller's number in the display when receiving a forwarded call.
Dialed Number	Check this check box to include the dialed number in the display when a forwarded call is received. The default setting leaves this check box checked.

**Note**

To complete the procedure, go to the [“Adding or Updating Lines in a BAT Template”](#) section on page 3-4

Using the BAT Spreadsheet to Create a CSV Data File for Phones

When you are adding new phones or IP telephony devices to the system, you can use the Microsoft Excel spreadsheet that was designed to use with BAT. The spreadsheet has macros that automatically adjust the options for the selected devices. You can define the file format within the spreadsheet, and the BAT spreadsheet uses the data file formats to display the fields for the CSV data file.

Use the following procedure to create the CSV data file by using the BAT spreadsheet for adding new phones and other IP telephony devices.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-11.

Procedure

-
- Step 1** To open the BAT spreadsheet, locate and double-click the **BAT.xlt** file
 - Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
 - Step 3** To display the phones options, click the **Phones** tab at the bottom of the spreadsheet.
 - Step 4** Choose a radio button for one of the following device types:
 - Phones

- CTI Port
- H.323 Client
- VGC Virtual Phone
- VGC Phone

The spreadsheet displays options that are available for the chosen device. For example, when you choose Phones, fields for the number of phone lines and the number of speed dials display.



Note The device type that you select determines the validation criteria for data in the BAT spreadsheet.

Step 5 To choose the device and line fields that you can define for each phone, click **Create File Format**. The Field Selection popup window displays.

Step 6 To choose the device fields, click a device field name in the Device Field box, and then click the arrow to move the field to the Selected Device Fields box.

A CSV data file must include Number of Lines as the first field, MAC Address/Device Name, and Description; therefore, these fields always remain selected.



Tip You can select a range of items in the list by holding down the Shift key. To select random field names, hold down the Ctrl key and click field names.

Step 7 Click a line field name in the Line Field box and click the arrow to move the field to the Selected Line Fields box.



Tip You can change the order of the items except the first field, Number of Lines, in the Selected Line and Device boxes. Choose an item and use the up arrow to move the field closer to the beginning of the list, or the down arrow to move the item to the end of the list.

Step 8 Click **Create** to modify the CSV data file format. A message asks whether you want to overwrite the existing CSV format.

- Step 9** Click **OK**. New columns for the selected fields display in the BAT spreadsheet in the order that you specified.
- Step 10** Scroll to the right to locate the Number of Phone Lines box. The number of lines that you specify here must not exceed the number of lines that are configured in the BAT template.



Note When you insert a CSV data file, the number of lines on phones must not exceed the number of lines in the BAT phone template, or you receive an error.

- Step 11** For phones, VGC phones, and VGC virtual phones, you must enter the number of speed-dial buttons in the Number of Speed Dials box. After you enter the number, columns display for each speed-dial number.



Note When you insert the data records, do not exceed the number of speed dials that are configured in the BAT template, or an error will result when the CSV data file and BAT phone template are inserted.

- Step 12** Enter data for an individual phone on each line in the spreadsheet. Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional. [Table 3-3](#) describes all the phone fields in the BAT spreadsheet.

- Step 13** If you did not enter the MAC address for each phone, check the **Create Dummy MAC Address** check box.

When you choose the dummy MAC address option, you can update the phones later with the correct MAC address by manually entering this information into Cisco CallManager Administration or by using the TAPS tool. See the [“Introducing TAPS” section on page 12-2](#) for more information about TAPS.



Note If you are adding CTI ports, the dummy MAC address option gives a unique device name to each CTI port in the form of the dummy MAC addresses.

Do not use the dummy MAC address option for H.323 clients, VGC phones, or VGC virtual phones.

- Step 14** To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

The system saves the file to **C:\XLSDataFiles** or to your choice of another existing folder on your local workstation under the following filename:

<tablename><timestamp>.txt

where <tablename> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.



Note If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.
If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. The system does not convert data that is entered after a blank line to the BAT format.



Note A CSV filename with a comma (for example, abcd,e.txt) does not get created. Instead the file will exist separately as abcd.txt and e.txt and, because both do not exist, BAT will fail to insert the files. To avoid this problem, ensure the CSV file names do not contain commas.

You must copy the CSV data file to the Cisco CallManager publisher database server, so BAT can access the CSV data file. By using a floppy disk or a mapped network drive, copy the CSV data file from C:\XLSDataFiles\ (or the folder where you chose to store the file) to the C:\BATFiles\Phones\Insert\ folder on the publisher database server.



Note For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert Phones window in BAT.

Additional Information

See the [“Related Topics”](#) section on page 3-93.

Field Descriptions for Phones in the BAT Spreadsheet

Table 3-3 provides descriptions of the phone fields that are available for adding device and line details in a CSV data file. For related information, refer to “Related Topics” section on page 3-93.

Table 3-3 Phone Field Descriptions for the BAT Spreadsheet

Field	Description
Device Fields (Mandatory Fields)	
Number of Lines	Enter the number of lines for this phone. The number can be fewer than the number of lines in the BAT template, but it cannot exceed the specified number of lines.
MAC Address/Device Name	Enter the MAC address for phones, VGC virtual phones, and VGC phones. Enter a unique identifier (Device Name) for the CTI port or H.323 client. You can check the Create Dummy MAC Addresses check box to automatically generate unique device identifiers.
Description	Enter a description such as “Conference Room A” or “John Smith” that identifies the phone or device.
Device Fields (Optional Fields)	
Location	Enter the appropriate location for this group of IP phones or ports. The location specifies the total bandwidth that is available for calls to and from this location. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth that this Cisco IP Phone consumes. Leave this field empty if you provided a location in the BAT phone template.
Device Pool	Enter the device pool for this group of phones/ports. A device pool defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration.

Table 3-3 Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
Calling Search Space	<p>Enter the calling search space for this group of phones/ports.</p> <p>A calling search space specifies the collection of Route Partitions that are searched to determine how a dialed number should be routed.</p>
AAR Calling Search Space	<p>Enter the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.</p>
Media Resource Group List	<p>Enter the media resource group list (MRGL) for this group of phones/ports.</p> <p>An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources from the available ones according to the order that is defined in the MRGL.</p>
User Hold Audio Source	<p>Enter the user hold audio source that this group of IP phones or CTI ports should use.</p> <p>The user hold audio source identifies the audio source from which music is played when a user places a call on hold.</p>
Network Hold Audio Source	<p>Enter the network hold audio source that this group of IP phones or CTI ports should use.</p> <p>The network hold audio source identifies the audio source from which music is played when the system places a call on hold, such as when the user transfers or parks a call.</p>

Table 3-3 Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
User Locale	<p>Enter the country and language set that you want to associate with this group of IP phones.</p> <p>This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco CallManager user windows and phones.</p>
Network Locale	<p>Enter the network locale that you want to associate with this group of phones.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when communicating with the PSTN and other networks in a specific geographical area.</p>
Softkey Template	Enter the softkey template to be used for all phones in this group.
Phone Load Name	<p>Enter the custom phone load, if applicable.</p> <p>Note Any value that is entered in this field overrides the default value for the chosen model.</p> <p>Value does not apply for CTI ports.</p>
E.164	<p>Choose the E.164 address that is registered with the gatekeeper.</p> <p>Note Ensure the H.323 client is configured as a gatekeeper-controlled device.</p> <p>Note You must enter a value in this field for a gatekeeper-controlled H.323 client. You can enter only numbers (0-9) and special characters # and * in this field.</p>
User ID	Enter the user ID for the phone user.
Line Fields (Optional)	
Directory Number	Enter the directory number, up to 24 digits and special characters, for the phone.

Table 3-3 Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
Partition	<p>Enter a route partition to which the directory number belongs.</p> <p>Note The directory number can appear in more than one partition.</p>
Line Text Label	<p>Enter text that identifies this directory number for a line/phone combination.</p> <p>Note The default language specifies English</p>
Voice Mail Profile	<p>Enter this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice-messaging server that is configured for this phone.</p>
Line Calling Search Space	<p>Enter partitions that are searched for numbers that are called from this directory number.</p> <p>Note Changes cause an update of Pickup Group Names that are listed in the Call Pickup Group field. The setting applies to all devices that use this directory number.</p>
AAR Group	<p>Enter the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.</p> <p>Set AAR Group to <None> to prevent rerouting blocked calls.</p>
Line User Hold Audio Source	<p>Enter the music on hold audio source to be played when the user presses Hold and places a call on hold.</p>
Line Network Hold Audio Source	<p>Enter the music on hold audio source to be played when the system places a call on hold while the user transfers a call or initiates a conference or call park.</p>
Forward All	<p>Enter the directory number to which all calls should be forwarded. To use the BAT phone template entry, leave this field blank.</p>

Table 3-3 Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
Forward Busy External	Enter the directory number to which calls coming from an external number should be forwarded when the phone is busy. To use the BAT phone template entry, leave this field blank.
Forward No Answer External	Enter the directory number to which calls coming from an external number should be forwarded when the phone is not answered. To use the BAT phone template entry, leave this field blank.
Forward No Coverage External	Enter the directory number to which calls coming from an external number should be forwarded when the phone does not have coverage. To use the BAT phone template entry, leave this field blank.
Forward Busy Internal	Enter the directory number to which calls coming from an internal number should be forwarded when the phone is busy. To use the BAT phone template entry, leave this field blank.
Forward No Answer Internal	Enter the directory number to which calls coming from an internal number should be forwarded when the phone is not answered. To use the BAT phone template entry, leave this field blank.
Forward No Coverage Internal	Enter the directory number to which calls coming from an internal number should be forwarded when the phone does not have coverage. To use the BAT phone template entry, leave this field blank.
Display	<p>Enter the text that you want to display on the called party's phone display, such as the user name (John Smith) or phone location (Conference Room 1).</p> <p>Note If this field is left blank the system uses the value that is entered in the Directory Number field.</p> <p>Note The default language specifies English.</p>
Call Pickup Group	Choose a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group number.

Table 3-3 Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 24 numbers and “X” characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>
No Answer Ring Duration (CFNA)	Enter the number of seconds to allow the call to ring before forwarding the call to the Forward No Answer Destination.
Target Destination (MLPP)	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound (#), and asterisk (*).</p>
Calling Search Space (MLPP)	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.
No Answer Ring Duration (MLPP)	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to this directory number’s alternate party if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco CallManager enterprise parameter, Precedence Alternate Party Timeout.</p>

Table 3-3 Phone Field Descriptions for the BAT Spreadsheet (continued)

Field	Description
Maximum Number of Calls	<p>You can configure up to 200 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls. Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>
Alerting Name	<p>This name represents the name that displays during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name that is entered in the Display field.</p>

**Note**

To complete the procedure, go to the [“Using a Text Editor to Create the CSV Data File for Phones”](#) section on page 3-50.

Using a Text Editor to Create the CSV Data File for Phones

You can create the CSV data file by using lines of ASCII text with values separated by commas. The comma separated values (CSV) file provides textual information in tabular form. For more information about text-based CSV files for phones, see the [“Creating a Text-Based CSV File for Phones” section on page A-2](#).

Use one of these file format options to identify the device and line fields within the CSV data file:

- Default Phone—Contains a predetermined set of phone device and line fields.
- Simple Phone—Contains basic device and line fields for phones.
- Custom—Contains device and line fields that you choose and order yourself.

You cannot modify or delete the Simple Phone or Default Phone file formats.

The following topics provide information about configuring file formats for CSV data files that are created by using a text editor.

- [Creating a File Format, page 3-50](#)
- [Copying a File Format, page 3-52](#)
- [Modifying a File Format, page 3-52](#)
- [Deleting a File Format, page 3-53](#)
- [Associating the File Format with the CSV Data File, page 3-54](#)
- [Creating a Text-Based CSV File for Phones, page A-2](#)

**Note**

When you use the BAT spreadsheet to create the CSV data file, you can create the file format within the spreadsheet. When you use a text editor to create the CSV data file, you need to create a file format or use the simple or default file format. You enter the values in the text-based file in the same order as specified in the file format.

Creating a File Format

To create your file format for the text-based CSV data file, use the following procedure.

Procedure

-
- Step 1** In the Create CSV data file window, below the Text Editor area, choose **Add, view, or modify file formats** and click **Next**. The File Format Configuration window displays.
- Step 2** Click **Add a new File Format**. The File Format Information fields clear.
- Step 3** In the File Format Name field, enter a name for this custom format.
- Step 4** Under Device Fields, choose the device field names that you want to define for each phone. In the Device Field box, click a device field name and click the arrow to move the field to the Selected Device Fields box.

A CSV data file must include Number of Lines, MAC Address/Device Name, and Description; therefore, these fields are always selected.



Tip

You can select several random field names in the list by holding down the Ctrl key, and then clicking the arrow to select them together. You can select a range of items by using the Shift key.

- Step 5** Click line field names in the Line Field box and click the arrow to move the fields to the Selected Line Fields box.



Tip

You can change the order of the items in the Selected Line Fields and Selected Device Fields boxes. Select an item and then use the up arrow to move the field closer to the beginning of the list or the down arrow to move it to the end of the list.

- Step 6** If you want to include the fields for the speed-dial details, check the **Include Speed Dials in the CSV Format** check box
- Step 7** To save your custom file format, click **Insert**. The name of the file format displays in the File Format Names list on the left.
-

Additional Information

See the [“Related Topics” section on page 3-93](#).

Copying a File Format

To copy an existing format for the CSV data file, use the following procedure.

Procedure

- Step 1** In the Create CSV data file window, below the Text Editor area, choose **Add, view, or modify file formats** and click **Next**. The File Format Configuration window displays.
- Step 2** In the File Format Name list, choose a file format that you want to copy. The file format details display in the fields.
- Step 3** To make a copy of the chosen file format, click **Copy**.
- Step 4** In the File Format Name field, enter a new name for the copied format.
- Step 5** Modify the copied format by using one of these methods:
- Add new fields by choosing them from the Device Fields or Line Fields box, and then clicking the arrow to move the chosen fields into the Selected Device Field or Selected Line Fields box.
 - Remove selected fields by choosing them from the Selected Device Fields or Selected Line Fields box, and then clicking the arrow to move the chosen fields into the Device Field or Line Fields box.
 - Change the order of the fields by choosing a field name in the Selected Device Field or Selected Line Fields box and using the up or down arrow to change its location.
- Step 6** After making your changes, click **Insert** to save the copied file format with changes in the list.
-

Additional Information

See the [“Related Topics”](#) section on page 3-93.

Modifying a File Format

To modify an existing file format for the CSV data file, use the following procedure. You can modify custom formats only.

Procedure

- Step 1** In the Create CSV data file window, below the Text Editor area, choose **Add, view, or modify file formats** and click **Next**. The File Format Configuration window displays.
- Step 2** In the File Format Name list, choose a file format that you want to modify. The file format details display in the fields.
- Step 3** Modify the copied format by using one of these methods:
- Add new fields by choosing them from the Device Fields or Line Fields box, then clicking the arrow to move the chosen fields into the Selected Device Field or Selected Line Fields box.
 - Remove fields by choosing them from the Selected Device Fields or Selected Line Fields box, then clicking the arrow to move the selected fields into the Device Field or Line Fields box. You cannot remove the required fields: Number of lines, MAC address, and description.
 - Change the order of the fields by choosing a field name in the Selected Device Field or Selected Line Fields box and using the up or down arrow to change its location.
- Step 4** After making your changes, click **Update** to save the changes to the file format.
-

Additional Information

See the [“Related Topics”](#) section on page 3-93.

Deleting a File Format

To delete an existing file format for the CSV data file, use the following procedure. You can delete only custom formats.

Procedure

- Step 1** In the Create CSV data file window, below the Text Editor area, choose **Add, view, or modify file formats** and click **Next**. The File Format Configuration window displays.

- Step 2** In the File Format Name list, choose a file format that you want to delete. The file format details display in the fields. Verify that this is the file that you want to delete.
- Step 3** To remove the file format from the File Format Name list, click **Delete**. A message asks you to confirm that you want to delete the file format. Click **OK** to continue. The system removes the file format name from the list.
-

Additional Information

See the [“Related Topics” section on page 3-93](#).

Associating the File Format with the CSV Data File

When you used a text editor to create the CSV data file, you created a file format for entering values in the text-based file. You entered values in the text file in the order that the file format specified.

After the CSV data file is completed, you need to associate the file format with the text-based CSV data file. After associating the file format with the CSV file, the names for each field display as the first record in the CSV data file. You can use this information to verify that you entered the values for each field in the correct order.

To add the file format with the text-based CSV data file, use the following procedure.

Procedure

- Step 1** In the Create CSV data file window, below the Text Editor area, choose **Associate file format with the CSV data file** and click **Next**. The Add File Format window displays.
- Step 2** In the File Name field, choose the text-based CSV file that you created for this transaction.
- Step 3** In the File Format Name field, choose the file format that you created for this type of bulk transaction.
- Step 4** To associate the matching file format with the CSV data file, click **Add**.

- Step 5** To view the CSV data file with the file format as the first record, click the **View File** link. Check that the entered values correspond to the field names in your CSV data file.
-

Additional Information

See the [“Related Topics” section on page 3-93](#).

Validating Phone Records

When you choose Validate Phones, the system runs a validation routine to check that the CSV data file and BAT phone template have populated all required fields, such as device pool and locations. The validation also checks for discrepancies with the publisher database.

Before You Begin

- You must have a BAT phone template for the devices that you are adding. You can use a master phone template with multiple lines to add phones that have a single line or several lines. See the [“Master Phone Templates” section on page 1-5](#) for more information.
- You must have a data file in comma separated variable (CSV) format that contains the unique details for the phones or other IP telephony devices.

To validate your CSV data file phone records, use the following procedure .

Procedure

- Step 1** In the Steps to Insert Phones window, choose **Validate Phone Records** and click **Next**. The Validate Phones window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this specific bulk transaction.
- Step 3** Choose the Insert option that corresponds to your CSV data file:
- **Specific Details**—If you are validating phone records that use a customized file format.
 - **All Details**—If you are validating phone records from an exported phones file that was generated by using the All Details option. Skip to [Step 5](#).

- Step 4** In the Phone Template Name field, choose the BAT phone template that you created for this type of bulk transaction.
- Step 5** For the All Details option, you must choose the Model of IP telephony device. BAT displays only the models that are currently in the Cisco CallManager database.
- Step 6** To verify the chosen CSV data file with the publisher database, click **Validate**. The validation routine records errors in a log file.
- Step 7** When validation completes, click **View Latest Log File** to see a log file that lists the devices with discrepancies and the error code. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the [“Related Topics” section on page 3-93](#).

Inserting Phones into Cisco CallManager

To add phones, Cisco VGC phones, CTI ports, or H.323 clients into the Cisco CallManager database, use the following procedure.

Before You Begin

- You must have a BAT phone template for the devices that you are adding.
- You must have a data file in comma separated value (CSV) format that contains the unique details for the phones or other IP telephony devices.
- Before you insert phones, validate the phone records.

Procedure

- Step 1** In the Steps to Insert Phones window, choose **Insert Phones** and click **Next**. The Insert Phones window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this specific bulk transaction.
- Step 3** To enable the use of applications such as Cisco IP SoftPhone, check the **Enable CTI Application Use** check box (for CTI ports only).

- Step 4** Choose the Insert option that corresponds to your CSV data file:
- **Specific Details**—If you are inserting phone records that use a customized file format.
 - **All Details**—If you are inserting phone records from an exported phone file that was generated by using the All Details option. Skip to [Step 6](#).
- Step 5** In the Phone Template Name field, choose the BAT phone template that you created for this type of bulk transaction.



Note When you are inserting a file that was generated with the export utility, use the appended suffixes to guide you in choosing a phone template with the correct line configuration. The export utility appends a numerical suffix_n for each line that is configured on a phone. For example, an export file with the name “sales_7960_1_3.txt” indicates that all phone records in this file have lines 1 and 3 configured.

If you did not enter individual MAC addresses in the CSV data file, you must check the **Create Dummy MAC Address** check box.

If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port in the form of dummy MAC addresses.

This field automatically generates dummy MAC addresses in the following format: XXXXXXXXXXXXX

where X represents any 12-character, hexadecimal (0-9 and A-F) number.

- If you do not know the MAC address of the phone that will be assigned to the user, choose this option. When the phone is plugged in, a MAC address registers for that device.
- If you supplied MAC addresses or device names in the data input file, do not choose this option.

You can update the phones or devices later with the correct MAC address by manually entering this information into Cisco CallManager Administration or by using TAPS. See the [“Introducing TAPS” section on page 12-2](#) for more information about TAPS. Skip to [Step 7](#).

- Step 6** For the All Details option, you must choose the Model of IP telephony device. BAT displays all the phone models that are currently supported in Cisco CallManager.
- Step 7** Click **Insert** to insert phone records.

A message displays that tells you the approximate time that is required to insert the records into the Cisco CallManager database. You can cancel if the transaction might cause performance degradation.

Step 8 To insert the phones, click **OK** or to cancel the transaction, click **Cancel**.

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



Note If any line information for a phone record fails, BAT does not insert that phone record.

Step 9 When the transaction completes, click **View Latest Log File** to see a log file that shows 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 [“BAT Log Files” section on page 13-1](#).

Additional Information

See the [“Related Topics” section on page 3-93](#).

Updating Phones

To update phone settings, such as changing or adding the device pool or calling search space for a group of similar phones, use the Update Phones option. You can locate the existing phone records by these two methods:

- [Using Query to Update Phones, page 3-58](#)
- [Using a Custom File to Update Phones, page 3-60](#)

Using Query to Update Phones

To create a query to locate phones to update, use the following procedure.

Procedure

Step 1 Choose **Update Phones** and click **Next**. The Update Phones Options window displays.

Step 2 Choose **Use query** and click **Next**. The Update Phones (Step 1 of 2) window displays.



Note You can update all phones by not specifying a query. Skip to the [“Choosing the Update Parameters” section on page 3-61](#).

Step 3 In Select Phones to Query drop-down list box, choose the field to query, such as Model or Directory Number.

Step 4 In the second drop-down list box, choose the search criteria, such as begins with, contains, or is empty.

Step 5 In the search field list box, choose or enter the value that you want to locate. For example, you can choose the model name from the list, or enter a range of directory numbers.

Step 6 To add the defined filter to the query, click **Add To Query**.

Step 7 You can click **AND** or **OR** to add multiple filters and repeat [Step 3](#) through [Step 6](#) to further define your query.



Note You cannot perform multiple queries when Directory Number is used in the first drop-down list box; that is, **AND** or **OR** do not act as valid operators with Directory Number.

Step 8 Click **View Query Results** to check that the query includes the information that you need.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 3](#) and restart.

To complete the procedure for updating phones, continue to the [“Choosing the Update Parameters” section on page 3-61](#).

Using a Custom File to Update Phones

To create a custom file to search for phones to update, use the following procedure.

Before You Begin

1. Identify the devices that you need to update.
2. Create a text file that lists one of these options on a separate line
 - MAC addresses and device names
 - Directory numbers



Note You can have MAC addresses and device names in the same custom file, but directory numbers must be in a separate custom file.

3. Save the text file in the C:\BATfiles\Phones\Query\Update\ folder with a unique name.

To update phones by using a list of phones in a custom file, use the following procedure.

Procedure

- Step 1** Choose **Update Phones** and click **Next**. The Update Phones Options window displays.
- Step 2** Choose **Use a custom file** and click **Next**. The Update Phones (Step 1 of 2) window displays.
- Step 3** In the Select phones where drop down list box, choose the type of custom file that you have created: Device Name (includes MAC addresses) or Directory Number.
- Step 4** In the list of custom files, choose the filename of the custom file for this update. The type of custom file displays with the file name under View Query Result.
- Step 5** To test the custom file. A message displays the query results from using this custom file, you can click **View Query Result**.

If the query results are not what you expected, you can change the custom file selections.

To complete the procedure for updating phones, continue to the [“Choosing the Update Parameters” section on page 3-61](#).

Choosing the Update Parameters

After you have defined the query or custom file to search for phones, use this procedure to choose parameters and define values for updating phones.

Procedure

- Step 1** In the Update Phones window, click **Next**. The Update Phones (Step 2 of 2) window displays and shows the type of query that you chose. If you want to change the type of query, click **Back**.
- Step 2** Specify the setting that you want to update for all the records that you have defined in your query or custom file. You can choose multiple parameters to update. See the [“Field Descriptions for Updating Phones” section on page 3-62](#) for descriptions of parameters.
- Step 3** In the Value field for the checked parameter, enter the new value or choose a value from the list box.
- Step 4** In the Reset/Restart Phones area, check one of the following choices:
- **Don't Reset/Restart devices**—To reset/restart devices at a later time.
 - **Reset devices**—To reset (power-cycle) the phones
 - **Restart devices**—To reset phones without power-cycling
- Step 5** To apply the updates to the records, click **Update**.
- A message displays that tells you the approximate time required to update the records in the Cisco CallManager database. You can cancel if the transaction might cause performance degradation.
- Step 6** To update the phones, click **OK** or to cancel the transaction, click **Cancel**.
- If you clicked **OK**, a Transaction Status window displays. To see the transaction in progress, click the **Show Latest Status** button .



Note If any line information for a phone record fails, BAT does not update that phone record.

Step 7 When the transaction completes, click **View Latest Log File** to see a log file that shows the number of records that were changed and the number of records that failed, including an error code. For more information on log files, see [“BAT Log Files” section on page 13-1](#)

Additional Information

See the [“Related Topics” section on page 3-93](#).

Field Descriptions for Updating Phones

[Table 3-4](#) provides descriptions for all possible fields that display when you are updating phones. Some device types do not require all the phone settings.

Values that appear in some fields display from Cisco CallManager. You must configure these values by using Cisco CallManager Administration.

Table 3-4 *Field Descriptions for Update Phones*

Field	Description
Description	Enter a description that makes the device easy to recognize.
Phone Load Name	Enter the custom phone load, if applicable. Note Any value that is entered in this field overrides the default value for the chosen model and specifies the custom software for a Cisco IP Phone.

Table 3-4 *Field Descriptions for Update Phones (continued)*

Field	Description
Device Pool	<p>Choose the device pool to which this group of phones/ports should belong.</p> <p>A device pool defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration.</p>
Calling Search Space	<p>Choose the calling search space to which this group of phones/ports should belong.</p> <p>A calling search space specifies the collection of route partitions that are searched to determine how a dialed number should be routed.</p>
Location	<p>Choose the location to which this group of phones/ports should belong.</p> <p>A location indicates the remote location that is accessed by using restricted bandwidth connections.</p>
Information	Enter the help text URL for the information button .
Directory	Enter the URL of the directory server.
Messages	Enter the voice-messaging access pilot number.
Services	Enter the URL for the services menu.
Authentication Server	<p>Enter the URL that the phone uses to validate requests that are made to the phones web server. If you do not provide an authentication URL, the advanced features on Cisco IP Phones that require authentication will not function. Leave this field blank to accept the default setting.</p> <p>By default, this URL accesses a Cisco IP Phone User Options window that was configured during installation.</p>

Table 3-4 Field Descriptions for Update Phones (continued)

Field	Description
Proxy Server	<p>Enter the host and port (for example, proxy.cisco.com:80) that are used to proxy HTTP requests for access to non-local host addresses from the phones HTTP client.</p> <p>If the phone receives a URL such as www.cisco.com in a service and the phone is not configured in the cisco.com domain, the phone uses the proxy server to access the URL. If the phone is configured in the cisco.com domain, the phone accesses the URL without using the proxy because it is in the same domain as the URL.</p> <p>Leave this field blank to accept the default setting.</p>
Idle	<p>Enter the URL to display on the Cisco IP Phone window when the phone has not been used for the time that is specified in the Idle Time field. For example, you can display a logo on the window when the phone has not been used for 5 minutes. Leave this field blank to use the default value.</p>
Idle Timer	<p>Enter the seconds that you want to elapse before the phone displays the URL that is specified in the Idle field. Leave this field blank to use the default value.</p>
User Hold Audio Source	<p>Choose the user-hold audio source for this group of phones or ports.</p> <p>The user-hold audio source plays music when a user places a call on hold.</p>
Network Hold Audio Source	<p>Choose the network hold audio source that this group of IP phones or CTI ports should use.</p> <p>The network-hold audio source plays music when the system places a call on hold, such as when the user transfers or parks a call.</p>

Table 3-4 Field Descriptions for Update Phones (continued)

Field	Description
Media Resource Group List	<p>Choose the media resource group list (MRGL) to which this group of phones/ports should belong.</p> <p>An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources among the available ones according to the priority order that is defined in the MRGL.</p>
Extension Mobility	<p>Choose 0-Off if you want to disable this feature or choose 1-On to enable this feature.</p> <p>Extension mobility allows a user to log in and out of a Cisco IP Phone. Refer to the <i>Cisco CallManager Features and Services Guide</i> for more information about extension mobility.</p>
User Locale	<p>Choose the country and language set that you want to associate with this user.</p> <p>This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco CallManager user windows and phones.</p>
Network Locale	<p>Choose the network locale that you want to associate with this user.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when they are communicating with the PSTN and other networks in a specific geographical area.</p>
IP Services1	Use Cisco CallManager Administration to choose any services that have been configured.
IP Services2	<p>Use Cisco CallManager Administration to choose any services that have been configured.</p> <p>Note Using BAT, you cannot update more than 2 IP services in one transaction.</p>

Table 3-4 Field Descriptions for Update Phones (continued)

Field	Description
MLPP Indication	<p>If available, this setting specifies whether a device that is capable of playing precedence tones will use the capability when it places an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to this device from the following options:</p> <ul style="list-style-type: none"> • Default—This device inherits its MLPP indication setting from its device pool. • Off—This device does not send indication of an MLPP precedence call. • On—This device does send indication of an MLPP precedence call. <p>Note Do not configure a device with the following combination of settings: MLPP Indication is set to <i>Off</i> while MLPP Preemption is set to <i>Forceful</i>.</p>
MLPP Preemption	<p>If available, this setting specifies whether a device that is capable of preempting calls in progress will use the capability when it places an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to this device from the following options:</p> <ul style="list-style-type: none"> • Default—This device inherits its MLPP preemption setting from its device pool. • Disabled—This device does not preempt calls in progress when it places an MLPP precedence call. • Forceful—This device preempts calls in progress when it places an MLPP precedence call. <p>Note Do not configure a device with the following combination of settings: MLPP Indication is set to <i>Off</i> while MLPP Preemption is set to <i>Forceful</i>.</p>
MLPP Domain (e.g., "0000FF")	<p>Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFFFF.</p>

Table 3-4 Field Descriptions for Update Phones (continued)

Field	Description
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
Device Security Mode	<p>From the drop-down list box, choose the mode that you want to set for the device:</p> <ul style="list-style-type: none"> • Use System Default—The phone uses the value that you specified for the enterprise parameter, Device Security Mode. • Non-secure—No security features exist for the phone. A TCP connection opens to Cisco CallManager. • Authenticated—Cisco CallManager provides integrity and authentication for the phone. A TLS connection that uses NULL/SHA opens. • Encrypted—Cisco CallManager provides integrity, authentication, and encryption for the phone. A TLS connection that uses AES128/SHA opens <p>Note This field applies only if the phone model supports authentication or encryption.</p>
Ignore Presentation Indicators	Check this check box if the system must ignore presentation indicators.
Remove Duplicate IP Services from all Phones and Device Profiles	Check this check box to remove duplicate IP Phone Services. If you check this check box, the system removes the duplicate service subscriptions from phones and User Device Profiles. The IP system deletes Services based on the IP Service name.
Disable Speakerphone	Check this check box to disable the speakerphone.

Table 3-4 Field Descriptions for Update Phones (continued)

Field	Description
Disable Speakerphone and Headset	Check this check box to disable the speakerphone and headset
Forwarding Delay	Use this field to enable or disable forwarding delay. Choose enable when you want the port to wait a few seconds before forwarding a call.
PC Port	Use this field to enable or disable the PC port on phones that have internal switches. Users can connect a PC or workstation to the phone by using the port labeled “10/100 PC” on the back of the phone.
Setting Access	Use this field to choose whether the user has access to phone settings. The options include Enabled and Disable.
Gratuitous ARP	Choose Enabled or Disabled to control gratuitous ARP.
PC Voice VLAN Access	Choose Enabled or Disabled to control access to a PC voice VLAN.
Video Capabilities	Choose Enabled or Disabled to control video capabilities access.
Auto Line Select	Choose Enabled or Disabled to allow automatic line selection on the phone.
Web Access	Choose Enabled or Disabled to allow web access on the phone.

**Note**

To complete the procedure, go to [“Choosing the Update Parameters” section on page 3-61](#).

Updating Lines

To update line attributes for a specific group of devices or user device profiles, use the Update Lines option. Lines for a phone and a user device profile get updated at the same time when both are part of the query result.

**Note**

When a phone is deleted from the Cisco CallManager database, the directory number remains in the database. To manage these orphan directory numbers, you can use the Update Lines option to search for unassigned directory numbers and delete or update these directory numbers.

To update lines, use the following procedure.

Procedure

Step 1 Choose **Update Lines** and click **Next**. The Update Lines (Step 1 of 2) window displays.



Note You can update all lines by not specifying a query. Skip to the [“Field Descriptions for Updating Lines”](#) section on page 3-71.

Step 2 In the Select lines where drop-down list box, choose the field to query such as **Directory Number**, **Line Partition**, or **Unassigned DN**.



Note To locate and delete orphaned directory numbers, use “unassigned DN.”

Step 3 In the second drop-down list box, choose the search criteria such as **begins with**, **contains**, or **is empty**.

Step 4 In the search field list box, choose or enter the value that you want to locate. For example, you can choose the Line Partition from the list or enter a range of directory numbers.

Step 5 To add the defined filter to the query, click **Add To Query**.

Step 6 To further define your query, you can click **AND** or **OR** to add multiple filters and repeat [Step 2](#) through [Step 5](#).



Note You cannot perform multiple queries when Directory Number is used in the first drop-down list box, because **AND** or **OR** do not act as valid operators with Directory Number.

- Step 7** To display the records that are going to be affected, click **View Query Result**.
- Step 8** Click **Next**. The Update Lines (Step 2 of 2) window displays and shows the type of query that you chose at the top. If you want to change the type of query, click **Back**.
- Step 9** Specify the setting that you want to update for all the records that you have defined in your query. You can choose multiple parameters to update. See the [“Field Descriptions for Updating Lines” section on page 3-71](#) for descriptions of the parameters.
- Step 10** In the Value field for the checked parameter, enter the new value or choose a value from the list box.
- Step 11** To apply the updates to the records, click **Update**.
- A message displays that tells you the approximate time that is required to update the records in the Cisco CallManager database. You can cancel if the transaction might cause performance degradation.
- Step 12** To update the phones, click **OK** or to cancel the transaction, click **Cancel**.
- If you clicked **OK**, a Transaction Status window displays. To see the transaction in progress, click the **Show Latest Status** button.



Note If any information for a line record fails, BAT does not update that line record.

- Step 13** When the transaction completes, Click **View Latest Log File** to see a log file that shows the number of records that were changed and the number of records that failed, including an error code. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the [“Related Topics” section on page 3-93](#).

Field Descriptions for Updating Lines

Table 3-5 provides the field descriptions for updating line details.

Values that display in some fields display from Cisco CallManager. You must configure these values by using Cisco CallManager Administration.

Table 3-5 Field Descriptions for Updating Line Details

Field	Description
Line Partition	Choose a partition. A partition indicates the route partition to which the directory number belongs. Note The directory number can appear in more than one partition.
Calling Search Space (Line)	Choose the partitions that are searched for numbers that are called from this directory number. Note Changes cause an update of the Pickup Group Names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
Calling Search Space Forward All	Choose the calling search space to use when a call is forwarded to the specified destination. Note This setting applies to all devices that are using this directory number.
Forward All Destination	Enter the directory number to which all calls are forwarded. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward All to Voice Mail	Check this check box to forward all calls to the number that you chose in the voice-messaging profile. Checking this check box makes the values in the Forward All Destination field and Calling Search Space check box not relevant.

Table 3-5 Field Descriptions for Updating Line Details (continued)

Field	Description
Calling Search Space Forward Busy External	Choose the calling search space to use when a call from an external number is forwarded to the specified destination. Note This setting applies to all devices that are using this directory number.
Calling Search Space Forward Busy Internal	Choose the calling search space to use when a call from an internal number is forwarded to the specified destination. Note This setting applies to all devices that are using this directory number.
Forward Busy Destination External	Enter the directory number to which a call that is coming from an external number is forwarded when the line is in use. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy Destination Internal	Enter the directory number to which a call that is coming from an internal number is forwarded when the line is in use. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy to Voice Mail External	Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the line is in use. Checking this check box makes the values in the Forward Busy Destination field and Calling Search Space check box not relevant.

Table 3-5 *Field Descriptions for Updating Line Details (continued)*

Field	Description
Forward Busy to Voice Mail Internal	<p>Check this check box to forward calls from an internal number to the number that you chose in the voice-messaging profile when the line is in use.</p> <p>Checking this check box makes the values in the Forward Busy Destination field and Calling Search Space check box are not relevant.</p>
Calling Search Space Forward No Answer External	<p>Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Calling Search Space Forward No Answer Internal	<p>Choose the calling search space to use a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward No Answer Destination External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone is not answered.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer Destination Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone is not answered.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>

Table 3-5 Field Descriptions for Updating Line Details (continued)

Field	Description
Forward No Answer to Voice Mail External	<p>Check this check box to forward unanswered calls from an external number to the number that you chose in the voice-messaging profile.</p> <p>Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.</p>
Forward No Answer to Voice Mail Internal	<p>Check this check box to forward unanswered calls from an internal number to the number that you chose in the voice-messaging profile.</p> <p>Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.</p>
Calling Search Space Forward No Coverage External	<p>Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Calling Search Space Forward No Coverage Internal	<p>Choose the calling search space to use when a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward No Coverage Destination External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone does not have coverage.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>

Table 3-5 Field Descriptions for Updating Line Details (continued)

Field	Description
Forward No Coverage Destination Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone does not have coverage.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage to Voice Mail External	<p>Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the phone does not have coverage.</p> <p>Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.</p>
Forward No Coverage to Voice Mail Internal	<p>Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the phone does not have coverage.</p> <p>Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.</p>
Calling Search Space Forward on Failure External/Internal	<p>(CTI ports only) Choose the calling search space to use when a call from an internal or external call is forwarded to the specified destination. The setting appears only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward on Failure Destination External/Internal	<p>(CTI ports only) Enter the directory number to which a call coming from an internal or an external number should be forwarded when a phone or CTI application fails.</p>

Table 3-5 Field Descriptions for Updating Line Details (continued)

Field	Description
Forward on Failure to Voice Mail External/Internal	(CTI ports only) Check this check box to forward failed calls from external or internal numbers to the number that you chose in the voice-messaging profile.
Call Forward No Answer Ring Duration	Enter the number of seconds (between 1 and 300) to allow the call to ring, before forwarding the call to the destination number entered in the Forward No Answer Destination field. Note Leave this field blank to use the value that is set in the Cisco CallManager service parameter, Forward No Answer Timer.
User Hold Audio Source	Choose the music on hold audio source that plays when the user presses the Hold button or softkey to put a call on hold.
Network Hold Audio Source	Choose the music on hold audio source that plays when the system places a call on hold such as when user transfers a call or initiates a conference or call park.
Auto Answer	Choose this parameter if you want all lines that are updated here to use the auto answer feature. With auto answer, Cisco CallManager automatically answers calls when a headset is in use. A zip tone plays to alert the user that an incoming call connected.
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This choice proves useful if you do not have a voice-messaging server that is configured for this phone.
Ring Setting When Idle	Choose the type of ring for an incoming call on a phone.
Ring Setting when Active	Choose the type of ring for an incoming call on a phone, which is used when this phone has another active call on a different line.
Call Pickup Group Name	Choose a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group number.

Table 3-5 Field Descriptions for Updating Line Details (continued)

Field	Description
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.</p> <p>Set AAR Group to <None> to prevent rerouting blocked calls.</p>
Target (Destination) MLPP	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound(#), and asterisk (*).</p>
MLPP Calling Search Space	<p>From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.</p>
MLPP No Answer Ring Duration	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to this directory number's alternate party if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco CallManager enterprise parameter, Precedence Alternate Party Timeout.</p>
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 30 numbers and "X" characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>

Table 3-5 Field Descriptions for Updating Line Details (continued)

Field	Description
Maximum Number of Calls	<p>You can configure up to 184 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls.</p> <p>Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>

**Note**

To complete the procedure, go to the [“Updating Lines”](#) section on page 3-69.

Adding Lines to Existing Phones and UDPs

You can add lines to a group of existing phones or user device profiles in the Cisco CallManager database. When you use the template to add new lines, you cannot change phone services or speed dials. BAT ignores those fields on the template when you add lines to existing devices.

To add lines to existing phones or user device profiles, use the following procedure.

Before You Begin

- You must have a BAT template for this transaction. See the [“Adding or Updating Lines in a BAT Template”](#) section on page 3-4.
- You must have a CSV data file for this transaction. See the [“Using the BAT Spreadsheet to Add Lines to Existing Phones”](#) section on page 3-80 for information.

Procedure

-
- Step 1** Choose **Add Lines** and click **Next**. The Steps to Add Lines window displays.
- Step 2** If you need to create a new template or modify an existing one for this transaction, choose **Add, View, or Modify Phone Template**.
- Step 3** Choose **Add Lines to existing phones or device profiles**. The Add Lines window displays.
- Step 4** In the File Name field, choose the CSV data file that you created for this bulk transaction.
- Step 5** If you are changing the phone settings for existing phones in the template, check the **Override the existing configuration** check box. The user device profile information also gets updated when this check box is checked.
- Step 6** In the Select Templates area, choose one of the following options:
- To add lines to phones, choose **Phone Template**.
In the Template Name field, choose the BAT phone template to use for this bulk transaction.
 - To add lines to a User Device Profile, choose **User Device Profile Template**.
In the Template Name field, choose the User Device Profile template to use for this bulk transaction.
- Step 7** Click **Add**. A message displays that advises you of approximately how long it will take to add the records to the Cisco CallManager database. You can cancel the transaction if you feel that it may cause performance degradation.
- Step 8** When the transaction completes, check the Status message. BAT displays a status completed or failed message.

- Step 9** To display the log file that BAT generated, you can click the **View Latest Log File** link. The log file displays the number of lines that were successfully added. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the [“Related Topics” section on page 3-93](#).

Using the BAT Spreadsheet to Add Lines to Existing Phones

To create the CSV data file by using the BAT spreadsheet for adding lines to existing phones, use the following procedure.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data” section on page 1-11](#).

Procedure

- Step 1** To open the BAT Spreadsheet, locate and double-click the **BAT.xls** file.
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** To display the fields, click the **Add Lines** tab at the bottom of the spreadsheet.
- Step 4** Enter data for an individual phone on each line in the spreadsheet. Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional. [Table 3-6](#) describes the fields for adding lines in the BAT spreadsheet.
- Step 5** To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

The system saves the file to C:\XLSDataFiles\ or you can use Browse to save your file in another existing folder on your local workstation. The filename is

<tabname>#<timestamp>.txt

where <tabname> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.



Note If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.

If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. The system does not convert data that is entered after a blank line to the BAT format.

You must copy the CSV data file to the Cisco CallManager publisher database server so BAT can access the CSV data file

Step 6 Using a floppy disk or a mapped network drive, copy the CSV data file from C:\XLSDataFiles\ (or the folder that you chose to store the file) to the C:\BATFiles\AddLines folder on the publisher database server:



Note For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert Phones window in BAT.

Additional Information

See the [“Related Topics” section on page 3-93](#).

Field Descriptions for Adding Lines By Using the BAT Spreadsheet

[Table 3-6](#) provides the field descriptions when you are adding lines by using the BAT spreadsheet.

Table 3-6 Field Descriptions for Adding Lines by Using the BAT Spreadsheet

Field	Description
MAC Address	Enter the MAC address for phones, VGC virtual phones, and VGC phones. Enter a unique identifier for CTI ports and H.323 clients.
Line Index	Enter a number between 1 and 34 for the line index of a phone.
Directory Number	Enter a directory number, up to 24 numerals and special characters, for this line.
Display	Enter the text that you want to display on the called party's phone display, such as the user name (John Smith) or phone location (Conference Room 1). Note If this field is left blank the system uses the value that is entered in the Directory Number field. Note The default language specifies English.
Line Text Label	Enter text that identifies this directory number for a line/phone combination. Note The default language specifies English
Forward Busy External	Enter the directory number to which a call that is coming from an external number is forwarded when the line is in use. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Answer External	Enter the directory number to which a call that is coming from an external number is forwarded when the phone is not answered. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.

Table 3-6 Field Descriptions for Adding Lines by Using the BAT Spreadsheet

Field	Description
Forward No Coverage External	<p>Enter the directory number to which a call that is coming from an external number is forwarded when the phone does not have coverage.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the line is in use.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone is not answered.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage Internal	<p>Enter the directory number to which a call that is coming from an internal number is forwarded when the phone does not have coverage.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Call Pickup Group	<p>Enter a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this line by dialing the appropriate pickup group number.</p>

Deleting Phones

To delete a group of phones or other IP telephony devices from the Cisco CallManager database, use these procedures.

To access the Delete option, choose **Configure > Phones**. In the Phone Options window, choose **Delete Phones** and click **Next**. You can locate existing phone records by these two methods:

- [Using Query to Delete Phones, page 3-84.](#)
- [Using a Custom File to Delete Phones, page 3-86](#)

Using Query to Delete Phones

To delete phones by creating a query to locate the phone records, use the following procedure.

Procedure

Step 1 In the Delete Phones Options window, choose **Use query** and click **Next**. The Delete Phones window displays.



Caution If you do not specify a query, you will delete all phones.

Step 2 In Select Phones to Query drop-down list box, choose the field to query such as Model or Directory Number.



Note If you choose Unassigned DN in the Select Phones to Query drop-down list box, then the selected unassigned Directory Numbers will be deleted.

Step 3 In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.

Step 4 In the search field list box, choose or enter the value that you want to locate, such as the model name from the list or directory number range.

Step 5 To add the defined filter to the query, click **Add To Query**.

Step 6 To add multiple filters, you can click **AND** or **OR** and to further define your query, repeat [Step 2](#) through [Step 5](#).



Note You cannot perform multiple queries when Directory Number or Unassigned DN is used in the first drop-down list box; that is, **AND** or **OR** do not act as valid operators with Directory Number.

Step 7 To check that the query gives the results that you need, click **View Query Results**.



Note Ensure that you have located the correct phones to delete. Because the delete action is final, you cannot retrieve deleted records.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 2](#) and restart.



Caution

If you do not enter any information in the query text box, the system deletes all phone records. Because the delete action is final, you cannot retrieve deleted records.

Step 8 To delete the records, click **Delete**.

Step 9 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 or click **OK** to continue.

Step 10 To display the log file that BAT generated, you can click the **View Latest Log File** link. The log file displays the number of phones that were deleted and the number of records that failed, including an error code. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).

Additional Information

See the [“Related Topics” section on page 3-93](#).

Using a Custom File to Delete Phones

You can create a custom file of phones that you want to delete by using a text editor. You can have MAC addresses and device names in the same custom file, but you cannot have directory numbers in the same file. You need to create separate files—one file that contains the device names and MAC addresses and another file that contains the directory numbers.

**Note**

You cannot delete phones with shared lines by using a custom file.

Before You Begin

1. Create a text file that lists one of these details for the phones that you want to delete:
 - Device names and MAC addresses
 - Directory numbers
2. Put each item on a separate line in the text file.
3. Save the custom file with a <filename.txt> to this folder:
C:\BATfiles\Phones\Query\Delete\

To delete phones that are listed in a custom file, use the following procedure.

Procedure

-
- Step 1** In the Delete Phones Options window, choose **Use a custom file** and click **Next**. The Delete Phones window displays.
 - Step 2** In Select Phones where drop-down list box, choose the field that you used in the custom file, either Device Name or Directory Number.
 - Step 3** In the Custom file where drop-down list box, choose the filename for the custom file.
 - Step 4** To check that the query includes the information that you need, click **View Query Results**.

**Caution**

If no information is entered into the query text box, the system deletes all phone records.

- Step 5** To delete the records, click **Delete**.
- Step 6** 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 or click **OK** to continue.
- Step 7** To display the log file that BAT generated, you can click the **View Latest Log File** link. The log file displays the number of phones that were deleted and the number of records that failed, including an error code. For more information on log files, see [“BAT Log Files” section on page 13-1](#).
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Additional Information

See the [“Related Topics” section on page 3-93](#).

Resetting or Restarting Phones

You can reset or restart devices without updating any attributes. Use this procedure if a problem arises, and you must reset or restart the phones with a bulk transaction.

To access the Reset/Restart option, choose **Configure > Phones**. In the Phones Options window, choose **Reset/Restart Phones** and click **Next**. You can choose between two methods to locate phones:

- [Using Query to Reset or Restart Phones, page 3-87](#)
- [Using a Custom File to Reset or Restart Phones, page 3-89](#)

Using Query to Reset or Restart Phones

To reset or restart phones by creating a query to locate the phones, use the following procedure.

Procedure

- Step 1** In the Reset/Restart Phones Options window, choose **Use query** and click **Next**. The Reset/Restart Phones window displays.



Note To reset or restart all phones, do not specify a query filter. Skip to [Step 8](#).

- Step 2** In Select Phones to Query drop-down list box, choose the field to query such as Model or Directory Number.
- Step 3** In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
- Step 4** In the search field list box, choose or enter the value that you want to locate, such as the model name from the list or directory number range.
- Step 5** To add the defined filter to the query, click **Add To Query** .
- Step 6** To add multiple filters, you can click **AND** or **OR** and to further define your query, repeat [Step 4](#) through [Step 7](#).



Note You cannot perform multiple queries when Directory Number is used in the first drop-down list box; that is, **AND** or **OR** do not act as valid operators with Directory Number.

- Step 7** Click **View Query Results** to check that the query includes the information that you need.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 4](#) and restart.



Caution If no information is entered into the query text box, the system resets or restarts all phones.

- Step 8** Click one of the following options:
- **Reset**—To reset (power-cycle) the phones
 - **Restart**—To reset phones without power-cycling
- A message displays that advises you of approximately how long it will take to reset or restart the phones. You can cancel the transaction or click **OK** to continue.

- Step 9** To display the log file that BAT generated, you can click the **View Latest Log File** link. The log file displays the number of phones that were reset or restarted. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the [“Related Topics” section on page 3-93](#).

Using a Custom File to Reset or Restart Phones

You can create a custom file of phones that you want to reset or restart by using a text editor. You can use either device names or directory numbers in the custom file.

Before You Begin

1. Create a text file that lists one of these details for the phones that you want to reset or restart:
 - Device names
 - Directory numbers
2. Put each item on a separate line in the text file.
3. Save the custom file with a <filename.txt> to this folder:
C:\BATfiles\Phones\Query\Update\

To reset or restart phones by using a custom file, use the following procedure.

Procedure

- Step 1** In the Reset/Restart Phones Options window, choose **Use a custom file** and click **Next**. The Reset/Restart Phones window displays.
- Step 2** In Select Phones where drop-down list box, choose the item that you used in the custom file, either Device Name, or Directory Number.
- Step 3** In the Custom file where drop-down list box, choose the filename for the custom file that you created.
- Step 4** Click **View Query Results** to check that the query includes the information that you need.

**Caution**

If no information is entered into the query text box, the system resets or restarts all phones.

Step 5

Click one of the following:

- **Reset**—To reset (power-cycle) the phones
- **Restart**—To reset phones without power-cycling

A message displays that advises you of approximately how long it will take to reset or restart the phones. You can cancel the transaction or click **OK** to continue.

Step 6

You can click the **View Latest Log File** link to display the log file that BAT generated. The log file displays the number of phones that were reset or restarted. For more information on log files, see the “[BAT Log Files](#)” section on page 13-1.

Additional Information

See the “[Related Topics](#)” section on page 3-93.

Configuring CAPF

Certification Authority Proxy Function (CAPF) identifies a Windows NT service that is used to issue new certificates to individual devices when a new request is received. You can upgrade or delete the Locally Significant Certificate (LSC). You can also upgrade certificates for supported CAPF devices in bulk.

Use the following procedure to access the CAPF Configuration option.

Procedure

Step 1

In the Bulk Administration Tool (BAT), choose **Configure > Phones**. The Phone Options window displays.

Step 2

In the Phone Options window, choose **CAPF Configuration** and click **Next**.


Additional Information

See the “[Related Topics](#)” section on page 3-93.

Upgrading LSC

You can upgrade or delete the Locally Significant Certificate (LSC) by creating a query to search for phones that have common attributes. Use the following procedure to upgrade or delete LSCs.

Procedure

-
- Step 1** In the CAPF Configuration Options window, choose **Upgrade LSC** and click **Next**. The Upgrade LSC (Step 1 of 2) window displays.
-  **Note** To upgrade or delete LSC for all phones, do not specify a query filter. Skip to [Step 8](#).
-
- Step 2** In Select Phones Where drop-down list box, choose the field to query such as Device Type, Device Security Mode or LSC Status.
- Step 3** From the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
- Step 4** In the search field list box, choose or enter the value that you want to locate, such as the device name from the list or LSC status.
- Step 5** To add the defined filter to the query, click **Add To Query**.
- Step 6** To add multiple filters, you can click **AND** or **OR** and to further define your query, repeat [Step 2](#) through [Step 5](#).
- Step 7** Click **View Query Results** to check that the query includes the information that you need.
- If you make a mistake, click the **Clear Query** button to remove the query, return to [Step 2](#), and redo the procedure.



Caution

If no information is entered into the query text box, the system updates LSC for all phones.

- Step 8** Click **Next**. The Upgrade LSC (Step 2 of 2) window displays.
- Step 9** From the Certificate Operation drop-down list box, choose Upgrade LSC or Delete LSC.
- Step 10** Specify the setting that you want to update or delete for all the records that you have defined in your query or custom file. You can choose multiple parameters to update or delete.
- Step 11** In the Select parameters to Update area, choose the Authentication Mode from the drop-down list box, from the following options:
- By Authentication String
 - By Null String
 - By Existing Certificate (Precedence to LSC (Locally Significant Certificate))
 - By Existing Certificate (Precedence to MIC (Manufactured Installed Certificate))
- Step 12** If you chose By Authentication String in [Step 11](#), you can choose to generate a unique authentication string for each device by checking the check box.
- Step 13** If you do not check the Generate unique authentication string for each device check box, enter the authentication string in the text box or click **Generate String** to let the system generate an authentication string.



Note If authentication string is entered or generated through [Step 12](#), the system applies to all the devices that are chosen through the query.

- Step 14** From the Key Size drop-down list box, choose the key size. The default key size specifies 1024 bits.
- Step 15** In the Operation Completes By field, enter the date by which the Certification Operation is expected to complete. The date format for this field specifies YYYY: MM: DD: HH
- Step 16** Click one of the following options:
- **Reset Phones**—To reset (power-cycle) the phones (Default)
 - **Restart Phones**—To reset phones without power-cycling
 - **Do not Reset/Restart Phones**—To not to reset or restart phones
- Step 17** Click **Update**.

A message that advises you of the approximate time that is required to update or delete LSC for the phones displays. Cancel the transaction or click **OK** to continue.

Additional Information

See the “[Related Topics](#)” section on page 3-93.

Related Topics

- [Adding Phones](#), page 3-2
- [Updating Phones](#), page 3-58
- [Updating Lines](#), page 3-69
- [Adding Lines to Existing Phones and UDPs](#), page 3-78
- [Deleting Phones](#), page 3-84
- [Resetting or Restarting Phones](#), page 3-87
- [Adding New Phones with Users](#), page 4-22
- [Configuring CAPF](#), page 3-90
- [Using Phone Export](#), page 10-3
- [Generating Reports for Phones](#), page 11-1
- [Introducing TAPS](#), page 12-2
- [BAT Log Files](#), page 13-1
- [Creating a Text-Based CSV File for Phones](#), page A-2
- [Phone CSV Data File Formats](#), page A-3



Working with Users

You can use BAT to add a group of new users and to associate users to phones and other IP Telephony devices. You can update or delete a group of existing users in the Cisco CallManager Lightweight Directory Access Protocol (LDAP) Directory on a Cisco CallManager server

This chapter describes working with users.

Use the following topics to manage user records and to work with user combinations, such as phones and users or CTI ports and user records in the Cisco CallManager LDAP directory:

- [Adding Users, page 4-2](#)
- [Updating Users, page 4-10](#)
- [Deleting Users from Cisco CallManager, page 4-16](#)
- [Exporting User Records, page 10-11](#)
- [Resetting Passwords and PINs, page 4-19](#)
- [Adding New Phones with Users, page 4-22](#)
- [Generating Reports for Users, page 11-6](#)

Adding Users

To add users to the Cisco CallManager LDAP Directory in bulk, you must perform these steps:

1. Create a comma separated values (CSV) data file to define individual values for each user that you want to add.
 - See the [“Using the BAT Spreadsheet to Create the CSV Data File for Users”](#) section on page 4-2.
 - For information about creating a text-based CSV data file for users, see the [“Creating a Text-Based CSV File for Users”](#) section on page A-11.
2. Use BAT to insert the users to the Cisco CallManager directory. See the [“Inserting Users to Cisco CallManager”](#) section on page 4-6.



Note When you are adding users who have applications that require a CTI port, such as Cisco IP SoftPhone, BAT can associate CTI ports to existing users.

Additional Information

See the [“Related Topics”](#) section on page 4-28.

Using the BAT Spreadsheet to Create the CSV Data File for Users

You can provide details for adding new users to the Cisco CallManager directory in the BAT spreadsheet and convert it a CSV data file.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-11.

To create the CSV data file for adding new users in bulk, use the following procedure.

Procedure

-
- Step 1** To open the BAT spreadsheet, locate and double-click **BAT.xls** file.
 - Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.

- Step 3** To add users, click the **Users** tab at the bottom of the spreadsheet.
- Step 4** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional.
- In each row, provide the information as described in [Table 4-1](#). If a user has multiple devices, the device name field should be repeated, once for each device.

Table 4-1 *Field Descriptions in BAT Spreadsheet for Adding Users*

Field	Description
First Name	Enter the first name, up to 50 characters, of the phone user.
Last Name	Enter the last name, up to 50 characters, of the phone user.
User ID	Enter the user ID , from 1 to 30 characters, for the user of this phone.
Password	Enter the password, up to 20 characters, that the user needs to access the Cisco IP Phone Configuration window. You must specify the Password either in the CSV data file or by using the BAT user interface during file insertion. If you want to apply individual passwords for each user or groups of users, specify the password information in the CSV data file. If you want to use a default password for all users, provide the default password when you insert the users in BAT.
Manager	Enter manager user ID, up to 30 characters, for the user of this phone.
Department	Enter the department number, up to 30 characters, for the user of this phone.

Table 4-1 Field Descriptions in BAT Spreadsheet for Adding Users (continued)

Field	Description
PIN	Enter the personal identification number (PIN) , up to 20 numerals, to be used for extension mobility. You must enter a PIN either in the CSV data file or by using the BAT user interface during file insertion. If you want to apply individual PINs for each user or groups of users, specify the PIN in the CSV data file. To use a default PIN that all users can use, provide default PIN when you insert the users in BAT.
User Device Profile	Enter the user device profile for this user and device, up to 50 characters. You can choose the user device profile from the list of existing UDPs in Cisco CallManager Administration that appears in BAT.
User Locale	Enter the language and country set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.
Controlled Device Name1	Enter the name, up to 50 characters, for the phone or device that you want to associate with this user.
Directory Number	Enter the directory number, up to 50 numerals for the primary extension (usually Line 1) for the phone.
Controlled Device Name 2	Enter the name, up to 50 characters, for any additional phones that you want to associate with this user. Note You must complete the Controlled Device Name1 field first and then add more Controlled Device Name entries.

Step 5 To enter additional device names that will be associated to a new user, click the **Add More Devices** button .



Note You can associate all devices, including CTI ports, ATA ports, and H.323 clients, with a user.



Note To associate auto-generated device profiles to new users using BAT, BAT administrators can enter the ADP name in the xlt, in User Device Profile column.

Step 6 Click **Export to BAT Format** to transfer the data from the BAT Excel spreadsheet into a CSV formatted data file.

The system saves the file to C:\XLSDataFiles\ or use Browse to save the file to another existing folder. The filename is:

<tablename>#<timestamp>.txt

where <tablename> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.



Note If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.

If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. Data that is entered after a blank line does not get converted to the BAT format.

You must copy the CSV data file to the Cisco CallManager publisher database server, so BAT can access the data file. Using a floppy disk or a mapped network drive, copy the data file from C:\XLSDataFiles\ (or the folder in which you chose to store the file) to the following folder on the publisher database server:

C:\BATFiles\Users\Insert Users\



Note For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert Users window in BAT.

Additional Information

See the [“Related Topics”](#) section on page 4-28.

Inserting Users to Cisco CallManager

To add a group of users to the Cisco CallManager directory, use the following procedure.

Before You Begin

You must have a CSV data file that contains the user names, controlled device names, and directory numbers. You can create the CSV data file by using one of these methods:

- BAT spreadsheet that is converted to CSV format
- Export utility that produces an export file of user data

**Caution**

BAT does not check whether the device name that is included in the CSV data file exists in the Cisco CallManager database. By not performing this validation, BAT can associate non-CTI controlled devices to users which results in an incorrect association.

If you are inserting files that are generated with the export utility, insert the files in descending order based on the `_MgrLevel#` suffix, where # is 1 through 20. Insert the file with the `_user` suffix last to ensure that the user record for a manager exists prior to use of the User ID for a manager in the Manager User ID field.

**Note**

Do not insert exported CSV data files from a Cisco CallManager server that is using a directory type that differs from the directory type that the new Cisco CallManager server uses.

Procedure

-
- Step 1** Choose **Configure > Users**. The User Options window appears.
 - Step 2** Choose **Insert Users** and click **Next**. The Insert Users page displays.

- Step 3** In the File Name field, choose the CSV data file that you created for this bulk transaction.
- Step 4** If the CSV data file was created by using the export utility, check the **File created with Export Users** check box.



Note Be aware that when you export a file of existing users from DC Directory (DCD) or Netscape Directory Service (NDS), the password and PIN fields are encrypted in the exported CSV data file. When exporting users from Active Directory, the password does not get exported and the PIN appears in cleartext.

- Step 5** You can check the following check boxes to enable these features. BAT does not disable these features if the user has already enabled them.



Note The export utility puts all users who have the same settings for the following features in the same file.

The appended suffix for the export file identifies the settings for this group of users. Use the appended suffixes as a guide for choosing the correct settings. For information, see the [“Using User Export” section on page 10-10](#).

- **Enable Authentication Proxy Rights**—To allow users to log on to a phone on behalf of someone else. Users who have authentication proxy rights enabled act as the single point of authentication through which all users connect for extension mobility. You must perform further configuration in Application Administration on the Cisco CRS server.
 - **Enable CTI Application Use**—To enable applications such as the Cisco IP SoftPhone for all users (applies to CTI ports).
 - **Call Park Retrieval Allowed**—To enable Call Park Retrieval for all users.
 - **Enable Calling Party Number Modification**—To allow an application such as Cisco Emergency Responder (CER) to change the calling number when initiating a feature request.
- Step 6** In the User Default Values area, provide the following information if it is not included in the CSV data file.

- **Password**—Enter the password, up to 20 characters, that users should provide when they log on to the Cisco IP Phone User Options window. You should only specify a value here when you want to specify the default password for access to the Cisco IP Phone User Options window and when you have not already specified individual passwords for each user in the CSV data file.



Note You must specify Password and PIN values, either in the CSV data file or during the file insertion process.



Note Password values that are specified in the CSV data file take precedence over any values that you enter here.

- **Confirm Password**—Reenter the password.
- **PIN**—Enter the PIN, up to 20 characters, that users should provide when they log in to a Cisco IP Phone for extension mobility. Use this field to specify the default PIN for extension mobility and the PIN for when you have not specified individual PINs for each user in the CSV data file. PIN values in the CSV data file take precedence over values that you enter here.



Note For users that were configured in Cisco CallManager prior to release 3.1, exported user records have a blank PIN. When inserting these users, enter a default PIN.

- **Confirm PIN**—Reenter the PIN.
- **User Locale**—Choose the language and country set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.
- **User Device Profile**—Enter the user device profile for this user and device.



Note The User Device Profile, Controlled Device Name, and Directory Number should already exist in the Cisco CallManager database.

BAT does not check whether the device name that is included in the CSV data file exists in the Cisco CallManager database. By not performing this validation, BAT can associate non-CTI controlled devices to users which results in an incorrect association.

Step 7 Click **Insert**.

A message displays that advises you of approximately how long it will take to insert the records to the Cisco CallManager directory. You can cancel the transaction if you feel it may cause performance degradation.

Step 8 To insert users, click **OK** or click **Cancel** to cancel the transaction.

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, check the Status message. BAT displays a status completed or failed message.

Step 9 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 and description for the failure. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).



Note To insert users who are their own managers, insert the user in BAT and then from CCMAAdmin page set the manager as himself or herself.



Note BAT enables CTI Super Provider by default for all new users.



Note When you are inserting users by using an exported BAT file, you might get errors stating “User ID already exists” for some users that were exported in more than one file. For example, a list of first line managers and a list of users might both include the same manager user ID.

Additional Information

See the [“Related Topics” section on page 4-28](#).

Updating Users

To update existing user information that is in the Cisco CallManager LDAP Directory, in a bulk transaction, you must perform these steps:

1. Create a comma separated values (CSV) data file to define individual values for each user that you want to update.
 - See the [“Using the BAT Spreadsheet to Create a CSV Data File for Updating Users” section on page 4-11](#).
 - For a text-based CSV file, see the [“Updating Users File Format” section on page A-13](#).



Note To keep values or settings that were previously stored in the Cisco CallManager directory, see the [“Retaining Stored Values” section on page 4-11](#).

2. Use BAT to insert the updated user records that are in the Cisco CallManager directory. See the [Updating Users in Cisco CallManager, page 4-13](#).

Additional Information

See the [“Related Topics” section on page 4-28](#).

Retaining Stored Values

When you are updating user records, you might want to keep values or settings for a user that were previously stored in the Cisco CallManager directory. You can use a symbol such as “#” for fields where the value must be retained. In following example CSV data file, the # tells BAT to keep the Manager field the same as the one that was previously entered in the DC directory.

```
userid,#,department,,123456789012,
```

To identify the value to use to retain a stored value, use the following procedure.

Procedure

- Step 1** Choose **Configure > Users**. The User Options window appears.
 - Step 2** Choose **Update Users** and click **Next**. The Update Users page displays.
 - Step 3** Notice the **Value for fields to be ignored** box. When you insert the CSV data file with the updated user values, you must enter the symbol that you used to retain values in this box.
 - Step 4** Decide what symbol you want to use for retaining values.
 - Step 5** Enter this value that is in the **Value for fields to be ignored** box into the BAT spreadsheet box.
 - Step 6** Use this symbol in BAT spreadsheet fields for any values that you want to retain.
-

Additional Information

See the [“Related Topics” section on page 4-28](#).

Using the BAT Spreadsheet to Create a CSV Data File for Updating Users

To create the CSV data file for updating a group of existing users, use the following procedure.

Procedure

- Step 1** Locate and Double-click **BAT.xlt** file to open the BAT spreadsheet.
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** To add user information, click the **Update Users** tab at the bottom of the spreadsheet .
- Step 4** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional. Use [Table 4-2](#) for descriptions of the BAT spreadsheet fields.

Table 4-2 *Field Descriptions in the BAT Spreadsheet for Updating Users*

Field	Description
User ID	Enter the user ID, from 1 to 30 characters, for the user of this phone.
Manager	Enter manager user ID, up to 30 characters, for the user of this phone.
Department	Enter the department number, up to 50 characters, for the user of this phone.
User Device Profile	Enter the user device profile, up to 50 characters, for this user and device. You can choose the user device profile from the list of existing UDPs in Cisco CallManager Administration that appears in BAT.
User Locale	Enter the language and country, up to 50 characters, set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.
Controlled Device MAC Address	Enter the MAC address, 12 characters, for the phone that you want to associate with this user.
Directory Number	Enter the directory number, up to 24 numerals, for the primary extension (usually Line 1) for the phone.

Step 5 In the “Value for fields to be ignored” box, enter the symbol that you will use to tell BAT that you want to keep the value that was previously stored in the DC directory.

Step 6 To transfer the data from the BAT Excel spreadsheet into a CSV file, click the **Export to BAT format** button.

The system saves the file to c:\XlsDataFiles\ (or to your choice of another existing folder). The filename is

Update_Users#timestamp.txt (or to your choice of filename)



Note If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.

If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. Data that is entered after a blank line does not get converted to the BAT format.

You must copy the CSV data file to the Cisco CallManager publisher database server, so BAT can access the CSV data file. Using a floppy disk or a mapped network drive, copy the CSV data file from C:\XLSDataFiles\ (or the folder in which you chose to store the file) to this folder on the publisher database server: C:\BATFiles\Users\Update Users\



Note For information on how to read the CSV data file, click the link to **View Sample File** in the Update Users window in BAT.

Additional Information

See the [“Related Topics”](#) section on page 4-28.

Updating Users in Cisco CallManager

To update a group of user records in the to Cisco CallManager directory, use this procedure.

Before You Begin

You must have a CSV data file with updated user information. See the [“Using the BAT Spreadsheet to Create a CSV Data File for Updating Users”](#) section on page 4-11 for instructions.

Procedure

-
- Step 1** Choose **Configure > Users**. The User Options window displays.
- Step 2** Choose **Update Users** and click **Next**. The Update Users page displays.
- Step 3** From File Name drop-down list box, choose the CSV data file that you created for this bulk transaction.
- Step 4** In the **Value for fields to be ignored** box, enter the symbol that you used to tell BAT that you want to keep the value that was previously stored in the DC directory. See the [“Retaining Stored Values”](#) section on page 4-11 for more information.
- Step 5** You can check the following check boxes to enable these features. BAT does not disable these features if the user has already enabled them.



Note The export utility puts all users who have the same settings for the following features in the same file.

The appended suffix for the export file identifies the settings for this group of users. Use the appended suffixes as a guide for choosing the correct settings. For information, see the [“Using User Export”](#) section on page 10-10.

- **Enable Authentication Proxy Rights**—To allow users to log on to a phone on behalf of someone else. Users who have authentication proxy rights enabled act as the single point of authentication through which all users connect for extension mobility. You must perform further configuration in Application Administration on the Cisco CRA server.
- **Enable CTI Application Use**—To enable applications such as the Cisco IP SoftPhone for all users.
- **Call Park Retrieval Allowed**—To enable Call Park Retrieval for all users.

- **Enable Calling Party Number Modification**—To allow an application such as Cisco Emergency Responder (CER) to change the calling number when initiating a feature request.
- **Set User Device Profile as Default Device Profile**—To set the user device profile as the default profile when logged off the phone.
- **Reset Password**—To reset the password for all users.
- **Password**—Enter the default password that users use when they log on to the Cisco IP Phone User Options window. You should only specify a value here when you want to set the default password for user.
- **Confirm Password**— Reenter the password.
- **Reset PIN**—To reset the PIN for all users.
- **PIN**—Enter the default PIN for the extension mobility feature that users should use when they log in to any Cisco IP Phone model that supports extension mobility.
- **Confirm PIN**—Reenter the PIN.

Step 6 In the User Default Values area, in the **User Locale** drop-down list box, choose the language and country set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.



Note The values that you entered for User Locale and User Device Profile in the CSV data file will override the values that you specify in the User Default Values area of the Update User window.

Step 7 In the **User Device Profile** drop-down list box, choose the user information that you want to associate with this user.

Step 8 Click **Update**. A message displays that advises you of approximately how long it will take to update the records in Cisco CallManager. You can cancel the transaction or click **OK** to continue.

Step 9 When the transaction completes, check the Status message. BAT displays a status completed or failed message.

You can click **View Latest Log File** to see a log file that indicates the number of records that were updated and the number of records that failed, including an error code. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).

Additional Information

See the [“Related Topics” section on page 4-28](#).

Deleting Users from Cisco CallManager

You can delete a group of users from the Cisco CallManager directory. To access the Delete Users option, choose **Configure > Users**. In the User Options window, choose **Delete Users** and click **Next**. You can locate existing user records by using one of these two methods:

- [Using Query to Delete Users, page 4-16](#)
- [Using a Custom File to Delete Users, page 4-18](#)

Using Query to Delete Users

To delete users when you want to create a query filter to locate the user records, use the following procedure.

Procedure

Step 1 In the Delete Users Options window, click **Use Query** and click **Next**. The Delete Users window displays.

Step 2 To locate the users that you want to delete, define the query filter.



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

Step 3 In the first drop-down list box, choose a field to query such as User ID, Department, First Name, or Last Name.

- Step 4** In the second drop-down list box, choose **contains** or **is exactly**.
- Step 5** In the third box, which is the search field, enter the value that you want to locate, such as a specific user.



Note To choose users from more than one department, enter multiple departments in this field. For example, to choose users from departments 12 and 24, enter **12, 24** in the third box instead of performing two operations.

- Step 6** 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 3](#) and start over.
- Step 7** To display the records that are going to be affected, click **View Query Result**.



Note Ensure that you have located the correct records to delete. Because the delete action is final, you cannot retrieve deleted records.

- Step 8** To delete the chosen users, click **Delete**.



Caution If no information is entered into the query text box, the system deletes all records. Because the delete action is final, you cannot retrieve deleted records.

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

- Step 9** When the transaction completes, check the Status message. BAT displays a status completed or failed message.
- Step 10** To see a log file that indicates the number of records that were deleted and the number of records that failed, including an error code, you can click **View Latest Log File**. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the “[Related Topics](#)” section on page 4-28.

Using a Custom File to Delete Users

To locate and delete users, you can create a custom file of user IDs by using a text editor.

Before You Begin

1. Create a text file that lists each user ID that you want to delete on a separate line.
2. Save the custom file with a <filename.txt> to this folder:
C:\BATfiles\Users\Query\Delete\

To delete phones by using a custom file, use the following procedure .

Procedure

-
- Step 1** In the Delete Users Options window, choose **Use Custom File** and click **Next**. The Delete Users window displays.
 - Step 2** In Select Users where drop-down list box, choose the field that you used in the custom file, **User ID**.
 - Step 3** In the Custom file where drop-down list box, choose the filename for the custom file.
 - Step 4** To check that the query includes the information that you need, click **View Query Results**.

**Caution**

If no information is entered into the query text box, the system deletes all users records.

- Step 5** To delete the records, click **Delete**.
- Step 6** A message displays that advises you of approximately how long it will take to delete the records from the Cisco CallManager directory. You can cancel the transaction or click **OK** to continue.

- Step 7** To display the log file that BAT generated, you can click the **View Latest Log File** link. The log file displays the number of users that were deleted and the number of records that failed, including an error code. For more information on log files, see [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the [“Related Topics” section on page 4-28](#).

Resetting Passwords and PINs

You can reset the password that users use when they log on to the Cisco IP Phone User Options window. You can also reset the PINs for the extension mobility feature that users use when they log in to Cisco IP Phones. Use this action when you must reset a group of users to a default password or to a default PIN without updating any other attributes.

To access the Reset User Password/PIN option, choose **Configure > Users**. In the User Options window, choose **Reset Password/PIN** and click **Next**. You have two ways to choose users for resetting passwords and PINs:

- [Using Query to Reset User Password and PIN, page 4-19](#)
- [Using a Custom File to Reset User Password and PIN, page 4-21](#)

Using Query to Reset User Password and PIN

To use a query to locate users and reset passwords and PINs to a default value, use the following procedure.

Procedure

- Step 1** In the Reset Password/PIN Options, choose **Use Query** and click **Next**. The Reset Password/PIN window displays.
- Step 2** To locate the users that you want to reset, define the query filter.



Caution If you do not define a filter, the system resets the passwords or PINS for all users.

Step 3 In the first drop-down list box, choose a field to query such as User ID, Department, First Name, or Last Name.

Step 4 In the second drop-down list box, choose **contains** or **is exactly**.

Step 5 In the third box, which is the search field, enter the value that you want to locate, such as a specific user or department number.



Note To choose users from more than one department, enter multiple departments separated with a comma in this field. For example, to choose users from departments 12 and 14, enter **12, 14** in the third box instead of performing two operations.

Step 6 To add the defined filter to the query, click **Add To Query** .

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 3](#) and start over.

Step 7 To display the records that are going to be affected, click **View Query Result** .

Step 8 Enter the values that you want to update for all the records that you defined in your query.

- **Password**—Enter the default password that users use when they log on to the Cisco IP Phone User Options window.
- **Confirm Password**—Reenter the password.
- **PIN**—Enter the default PIN for the extension mobility feature that users should use when they log in to a Cisco IP Phone.
- **Confirm PIN**—Reenter the PIN.

Step 9 To change passwords or PINs for the chosen users, click **Reset** .

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

Step 10 When the transaction completes, check the Status message. BAT displays a status completed or failed message.

- Step 11** To see a log file that indicates the number of records that were reset and the number of records that failed, including an error code, you can click **View Latest Log File**. For more information on log files, see the “[BAT Log Files](#)” section on page 13-1.
-

Additional Information

See the “[Related Topics](#)” section on page 4-28.

Using a Custom File to Reset User Password and PIN

To locate users and to reset passwords and PINs to default values, you can create a custom file of user IDs by using a text editor.

Before You Begin

1. Create a text file that lists each user ID that you want to delete on a separate line.
2. Save the custom file with a <filename.txt> to this folder:
C:\BATfiles\Users\Query\Update\

To reset user passwords and PINS by using a custom file, use the following procedure.

Procedure

- Step 1** Choose **Configure > Users**. The User Options window appears.
- Step 2** Choose **Reset Password/PIN** and click **Next**. The Reset Password/PIN Options window displays.
- Step 3** Click **Use Custom File** and click **Next**. The Reset Password/PIN window displays.
- Step 4** In Select Users where drop-down list box, choose the field that you used in the custom file, **User ID**.
- Step 5** In the Custom file where drop-down list box, choose the filename for the custom file.

Step 6 To check that the query includes the information that you need, click **View Query Results**.



Caution If no information is entered into the query text box, the system updates all users records.

Step 7 To change the records, click **Reset** .

Step 8 A message displays that advises you of approximately how long it will take to update the records in the Cisco CallManager directory. You can cancel the transaction or click **OK** to continue.

Step 9 To display the log file that BAT generated, you can click the **View Latest Log File** link. The log file displays the number of users that were updated and the number of records that failed, including an error code. For more information on log files, see [“BAT Log Files” section on page 13-1](#)

Additional Information

See the [“Related Topics” section on page 4-28](#).

Adding New Phones with Users

You can use BAT to add a group of users and their phones on a Cisco CallManager server in one bulk transaction. You have two options for creating a CSV data file for the phones:

- Use the BAT spreadsheet (BAT.xlt) and export the data to the CSV format.
- Use a text editor to create a text file in CSV format (for experienced users).

You can access the Insert Phones with Users option by choosing **Configure > Phones** or **Configure > Users** from the BAT main menu.

To add a group of phones with users to the Cisco CallManager database, you must perform these steps:

Step 1 Choose **Insert Phones with Users**. The Steps to Insert Phones/Users window displays.

- Step 2** Choose **Add, view, or modify phone templates** and click **Next**.
The Phone Template Configuration window displays. See the [“Using BAT Phone Templates” section on page 3-3](#) for information about configuring phone templates.
- Step 3** Choose **Create the CSV data file** and click **Next**.
- Step 4** Choose the option that you will use to create the CSV data file and use the steps for that option.

BAT Spreadsheet for Phones, CTI Ports and H.323 Clients

Open the BAT spreadsheet and create the CSV data file. See [“Using the BAT Spreadsheet to Add Phones with Users” section on page 4-24](#)

Text Editor to Create the CSV Data File

- a.** Choose **Add, view, or modify file formats** and click **Next**.
The File Format Configuration window displays. See the [“Using a Text Editor to Create the CSV Data File for Phones” section on page 3-50](#) for information about configuring file formats for CSV data file.
- b.** Use a text editor and create the CSV data file for phones with users that follows the appropriate file format. For more information about creating a text-based CSV file, see [“Phones With Users Combinations File Format” section on page A-5](#)
- c.** Choose **Associate file format with the CSV data file** and click **Next**.
The Add File to Format window displays. See the [“Associating the File Format with the CSV Data File” section on page 3-54](#) for information about associating file formats.
- Step 5** Choose **Validate Phones with users records** and click **Next**.
The Validate Phones/Users window displays. See the [“Validating Phones and Users Records” section on page 4-24](#) for information.
- Step 6** Choose **Insert Phones with users records** and click **Next**.
The Insert Phones/Users window displays. See the [“Inserting Phones with Users to Cisco CallManager” section on page 4-25](#) for information.

Additional Information

See the [“Related Topics” section on page 4-28](#).

Using the BAT Spreadsheet to Add Phones with Users

To create the CSV data file for adding phones and users in bulk, use the following procedure.

For information about installing and using the BAT spreadsheet, see [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-11.

Procedure

- Step 1** Locate and double-click **BAT.xlt** file to open the BAT spreadsheet.
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** Click the **Phones-Users** tab at the bottom of the spreadsheet.
- Step 4** Follow steps 4 through 14 in the [Using the BAT Spreadsheet to Create a CSV Data File for Phones](#), page 3-39.

When entering values in the user information fields, see [Table 4-1](#) on page 4-3.

After exporting the file to the CSV data format, copy the Phone-User CSV data file to C:\BATFiles\PhonesUsers\ on the publisher server.

Additional Information

See the [“Related Topics”](#) section on page 4-28.

Validating Phones and Users Records

When you choose Validate Phones/Users, the system runs a validation routine to check that the CSV data file and BAT phone template have populated all required fields, such as device pool and locations. The validation checks only the device fields and their dependencies. Users fields are not validated.

Before You Begin

- You must have a BAT phone template for the devices that you are adding. You can use a master phone template with multiple lines to add phones that have a single line or several lines. See the [“Master Phone Templates”](#) section on page 1-5 for more information.

- You must have a CSV data file that you created by using one of these options:
 - [Using the BAT Spreadsheet to Add Phones with Users](#), page 4-24
 - Creating a text-based CSV file in the [Phones With Users Combinations File Format](#), page A-5.

To validate your CSV data file records, use the following procedure.

Procedure

- Step 1** Choose **Insert Phones with Users**. The Steps to Insert Phones/Users window displays.
 - Step 2** Choose **Validate Phones with users records** and click **Next**. The Validate Phones/Users window displays.
 - Step 3** In the File Name field, choose the CSV data file that you created for this specific bulk transaction.
 - Step 4** In the Phone Template Name field, choose the BAT phone template that you created for this bulk transaction.
 - Step 5** To verify the chosen CSV data file with the publisher database, click **Validate**. The validation routine records errors in a log file.
 - Step 6** When validation completes, click **View Latest Log File** to see a log file that lists the devices with discrepancies and the error code. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the [“Related Topics” section on page 4-28](#).

Inserting Phones with Users to Cisco CallManager

To add a group of phones and users to the Cisco CallManager database and directory, from the BAT main menu, you can choose **Configure > Phones** or **Configure > Users**.

Before You Begin

- You must have a BAT phone template for the phones.

- You must have a CSV data file that you created by using one of these options:
 - [Using the BAT Spreadsheet to Add Phones with Users, page 4-24](#)
 - Creating a text-based CSV file in the [Phones With Users Combinations File Format, page A-5](#).
- Prior to inserting the records, validate the phones and users records so you can identify and eliminate errors.

To add a group of phones and users to the Cisco CallManager database and directory, use the following procedure.

Procedure

-
- Step 1** Choose **Insert Phones with Users** and click **Next**. The Insert Phones/Users window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this bulk transaction.
- Step 3** In the Phone Template field, choose the BAT phone template that you used for this transaction.

If you did not enter individual MAC addresses in the CSV data file, you must check the **Create Dummy MAC Address** check box. If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port in the form of dummy MAC addresses.

This field automatically generates dummy MAC addresses in the following format: BATXXXXXXXXXXXXX
where X represents any 12-character, hexadecimal (0-9 and A-F) number.

- If you do not know the MAC address of the phone that will be assigned to the user, chose this option. When the phone is plugged in, a MAC address registers for that device.
- If you supplied MAC addresses or device names in the data input file, do not choose this option .

You can update the phones or devices later with the correct MAC address by manually entering this information into Cisco CallManager Administration or by using TAPS. See the [“Introducing TAPS” section on page 12-2](#) for more information about TAPS.

- Step 4** You can check the following check boxes to enable these features. BAT does not disable these features if the user has already enabled them.

- **Enable Authentication Proxy Rights**—To allow users to log on to a phone on behalf of someone else. Users who have authentication proxy rights enabled act as the single point of authentication through which all users connect for extension mobility. You must perform further configuration in Application Administration on the Cisco CRA server.
- **Enable CTI Application Use**—To enable applications such as the Cisco IP SoftPhone for all users (for CTI ports).
- **Call Park Retrieval Allowed**—To enable Call Park Retrieval for all users.
- **Enable Calling Party Number Modification**—To allow an application such as Cisco Emergency Responder (CER) to change the calling number when initiating a feature request.

Step 5 In the User Default Values area, provide the following information if it is not included in the CSV data file.

- **Password**—Enter the password, up to 20 characters, that users should provide when they log on to the Cisco IP Phone User Options window. You should only specify a value here when you want to specify the default password for access to the Cisco IP Phone User Options window and when you have not already specified individual passwords for each user in the CSV data file.



Note Password values that are specified in the CSV data file take precedence over any values that you enter here.

- **Confirm Password**—Reenter the password.
- **PIN**—Enter the PIN, up to 20 characters, that users should provide when they log in to a Cisco IP Phone for extension mobility. Use this field to specify the default PIN for extension mobility and when you have not specified individual PINs for each user in the CSV data file. PIN values in the CSV data file take precedence over values that you enter here.
- **Confirm PIN**—Reenter the PIN.



Note You must specify PIN and Password values, either in the CSV data file or during the file insertion process.

- **User Locale**—Choose the language and country set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.
 - **User Device Profile**—Enter the user device profile for this user and device. The User Device Profile must exist in Cisco CallManager Administration for the Cisco CallManager database to accept this record.
- 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 directory. You can cancel the transaction if you feel it may cause performance degradation.
- Step 7** To insert users, click **OK** or click **Cancel** to cancel the transaction.
- 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, check the Status message. BAT displays a status completed or failed message.
- Step 8** 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 and description of the error, you can click **View Latest Log File**. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the [“Related Topics” section on page 4-28](#).

Related Topics

- [Adding Users, page 4-2](#)
- [Updating Users, page 4-10](#)
- [Deleting Users from Cisco CallManager, page 4-16](#)
- [Resetting Passwords and PINs, page 4-19](#)
- [Adding New Phones with Users, page 4-22](#)
- [Exporting User Records, page 10-11](#)
- [Generating Reports for Users, page 11-6](#)

- [BAT Log Files, page 13-1](#)
- [Creating a Text-Based CSV File for Users, page A-11](#)
- [Users File Format, page A-12](#)
- [Updating Users File Format, page A-13](#)

■ Related Topics



Working with Cisco IP Manager Assistant

You can use BAT to manage the Cisco IP Manager Assistant (IPMA) feature in Cisco CallManager. BAT allows you to add IP phones for managers and assistants. See the following sections for information:

- [Configuring Phones in Proxy Line Mode for Cisco IPMA, page 5-2](#)
- [Configuring Phones in Shared Line Mode for Cisco IPMA, page 5-10](#)

You can add, update, and delete managers or assistants with their associations in bulk transactions. See the [Creating the CSV Data File for Manager-Assistant Associations, page 5-13](#).

The following topics explain the options for managing Cisco IPMA with BAT:

- [Inserting Manager-Assistant Associations to Cisco CallManager, page 5-17](#)
- [Deleting Manager-Assistant Associations from Cisco CallManager, page 5-19](#)
- [Deleting Managers from Cisco CallManager, page 5-21](#)
- [Deleting Assistants from Cisco CallManager, page 5-24](#)
- [Generating Reports for IPMA Managers and Assistants, page 11-13](#)

For more information related to Cisco IPMA, refer to this documentation.

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

Overview of Phones and Lines for Use with Cisco IPMA

The Cisco IPMA feature works with several Cisco IP Phone models and device profiles. Cisco IPMA provides two modes for configuring managers and assistants lines for use with Cisco IPMA features.

- Proxy mode—The manager’s primary line is associated with a proxy line that has a different directory number on the assistant’s phone. See the [“Configuring Phones in Proxy Line Mode for Cisco IPMA”](#) section on page 5-2.
- Shared line mode—The manager and assistant have a shared line on their phones that uses the same directory number and partition. See the [“Configuring Phones in Shared Line Mode for Cisco IPMA”](#) section on page 5-10.

You can use BAT to set up the manager and assistant phones with either proxy lines or shared lines.

Configuring Phones in Proxy Line Mode for Cisco IPMA

To prepare for configuring manager and assistant phones with IPMA proxy line support, you must complete the following tasks:

1. Cisco recommends that you use the Cisco IPMA Configuration Wizard to set up and configure IPMA requirements for your system. The wizard automatically creates the phone templates for IPMA manager and assistant, route points, partitions, translation patterns, and calling search space for the Cisco IPMA service. To run the Cisco IPMA Configuration Wizard, BAT and the wizard must be on the same server. Refer to the *Cisco CallManager Features and Services Guide* for information about running the Cisco IPMA Configuration Wizard.

**Note**

You can use the Cisco IPMA Configuration Wizard only one time to set up the IPMA configuration requirements for your system. After running the configuration wizard, you can only view, but not change, your configuration with the wizard.

2. To add new phones and users for managers and assistants, use the IPMA manager and IPMA assistant phone templates that the Cisco IPMA Configuration Wizard produced on the BAT server. Use the BAT templates to configure phones for proxy mode only. For information about the templates, see the [“Default Settings for IPMA Manager and Assistant Phone Templates” section on page 5-3](#).
3. For existing manager and assistant phones, you can change the manager and assistant phones to correspond to the IPMA phone templates by using either of these methods:
 - You can use the Add Lines feature in BAT to modify existing phones to resemble the IPMA phone templates. See the [Adding Lines to Existing Phones and UDPs, page 3-78](#).
 - You can delete the original phones and add new phones by using the IPMA phone templates for managers and assistants. Follow the procedures for setting up new phones in the [“Adding Phones” section on page 3-2](#).
4. After you have configured the phones and lines for managers and assistants, then you associate the manager and assistant lines for IPMA control. For information about IPMA line configurations, see the [“Manager and Assistant Proxy Line Configurations” section on page 5-4](#).

Default Settings for IPMA Manager and Assistant Phone Templates

[Table 5-1](#) lists the default settings for the IPMA manager phone template.

Table 5-1 *Default Settings for Manager Phone Templates for Proxy Lines*

Field	Default Value
Softkey Template	Standard IPMA Manager
Phone Button Template	Standard Cisco IP Phone model 7960 (2 lines)
Line1	Primary line <ul style="list-style-type: none"> • CSS = Generated_IPMA_CSS_I_E • Partition = Generated_IPMA_Managers

Table 5-1 Default Settings for Manager Phone Templates for Proxy Lines

Field	Default Value
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 speakerphone or headset option.
Services	IPMA Service

Table 5-2 lists the default settings for the IPMA assistant phone template.

Table 5-2 Default Settings for Assistant Phone Template for Proxy Lines

Field	Default Value
Softkey Template	Standard IPMA Assistant
Phone Button Template	Standard Cisco IP Phone 7960 Assistant
Expansion Module 1	14-button expansion module
Line 1 - Line 6 (On IP Phone 7960)	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 2 - Line 5 (On Expansion Module)	
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 speakerphone or headset option.

Manager and Assistant Proxy Line Configurations

BAT assigns IPMA line configurations by mapping the manager's primary lines on the phone to proxy lines on the assistant phone. When you used the IPMA manager and assistant default templates that the IPMA wizard created, you can

associate from one to five manager lines on one assistant phone. For phones configured with the IPMA templates, this example shows the line configurations when you associate two manager phones to an assistant phone.

Manager 1 Phone:

- Line 1— Primary line
- Line 2— Intercom line

Manager 2 Phone:

- Line 1— Primary line
- Line 2— Intercom line

Assistant Phone:

- Line 1—Primary line
- Line 2—Proxy line for Manager 1
- Line 3—Proxy line for Manager 2
- Lines 4 through 6 are unassigned
- Line 7—Intercom line

Lines 4 through 6 are available for other manager associations.

When you associate multiple managers to an assistant phone, BAT creates proxy lines based on the order in the CSV data file. BAT creates the first manager-assistant line by assigning all the manager's primary lines as proxy lines to the unassigned lines on the assistant phone. BAT continues creating individual manager-assistant proxy lines based on the order of the CSV record until all lines on the assistant phone are assigned or all managers in the CSV record are associated.

When you associate multiple assistants to a manager primary line, BAT assigns assistants to the manager based on the order in the CSV data file. BAT assigns the manager's primary lines based on the first assistant's number of available lines. For example, a manager's phone has two primary lines. The first assistant, who is listed in the CSV data file, has only one available line. Consequently, BAT associates only one primary line for the manager and one proxy line on all the assistant phones that are listed in the CSV record.

IPMA Manager Phone Configuration

Table 5-3 lists all possible line configurations for a manager phone that BAT can set up when using manager-assistant associations.

Table 5-3 *Manager Phone Line Configuration*

Number of Available Lines	Configuration
One line	Line 1—Primary line (IPMA controlled) Intercom line (none)
Two lines (Default IPMA manager phone template)	Line 1—Primary line (IPMA controlled) Line 2—Intercom line (optional)
More than two lines	Last line gets configured as the intercom line. The number of available lines on the assistant phone determines the number of manager lines that get associated with proxy lines.

IPMA Assistant Phone Configuration

Table 5-4 lists the default line configuration for the assistant phones that BAT sets up during manager-assistant associations.

Table 5-4 *Assistant Phone Line Configurations*

Number of Available Lines	Configuration
One line	Line 1—Proxy line Intercom line (none)
Two lines	Line 1—Primary line Line 2—Proxy line Intercom line (none)
Three lines	Line 1—Primary line Line 2—Proxy line Line 3—Intercom line

Table 5-4 Assistant Phone Line Configurations (continued)

Number of Available Lines	Configuration
More than three lines	Line 1—Primary line Line 2—Proxy line Last line gets configured as the intercom line All other lines get configured as proxy lines
Seven lines (Default IPMA assistant phone template)	Line 1—Primary line Line 2 through line 6 can get configured as proxy lines to support up to five managers. Line 7—Intercom line

Proxy Line Example for Cisco IPMA Manager and Assistant Phones

You associate two managers, each with three existing lines, to an assistant phone with six unassigned lines. BAT sets the following line configurations on the manager and assistant phones.

Manager 1 Phone:

- Line 1—Manager primary line (DN is 2355)
- Line 2—Manager primary line (DN is 2366)
- Line 3—Manager intercom line

Manager 2 Phone:

- Line 1—Manager primary line (DN is 2656)
- Line 2—Manager primary line (DN is 2666)
- Line 3—Manager intercom line

Assistant Phone:

- Line 1—Assistant primary line (DN is 3333)
- Line 2—Proxy line 1 for Manager 1 (DN is 3455)
- Line 3—Proxy line 1 for Manager 2 (DN is 3656)
- Line 4—Proxy line 2 for Manager 1 (DN is 3366)

- Line 5—Proxy line 2 for Manager 2 (DN is 3666)
- Line 6—Available
- Line 7—Assistant intercom line

When you associate a manager phone that has preexisting primary lines, you must ensure that the number of unassigned lines on the assistant phone is equal to or greater than the number of primary lines on the manager phone. For instance, 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 only three available lines.

Additional Information

See the [“Related Topics” section on page 5-27](#).

Setting Up New Phones for IPMA Managers and Assistants with Proxy Lines

To set up new phones for IPMA managers and assistants that use proxy lines, use the following procedure.

Before You Begin

1. Run the IPMA Configuration Wizard to create the IPMA templates, partition, and calling search space.
2. If you want to associate more than five managers to an assistant, you must access the IPMA Assistant Template and make a copy with a new name. Add more lines to the template to accommodate the additional managers.

-
- Step 1** Choose **Configure > Phones**. The Phones Options window displays.
- Step 2** Choose **Insert Phones with Users** and click **Next**. The Steps to Insert Phones window displays.
- Step 3** In the Steps to Insert Phones window, Choose **Add, view, or modify phone templates** and click **Next**.

The Phone Template Configuration window displays and lists the IPMA Manager and the IPMA Assistant phone templates in the Phone Templates List.



Note The BAT IPMA templates are write protected. If you want to make changes to these templates, you must make a copy of the template and then edit the template with your changes.

See the [“Default Settings for Manager Phone Templates for Proxy Lines” section on page 5-3](#) for descriptions of the manager phone template fields.

See the [“Default Settings for Assistant Phone Template for Proxy Lines” section on page 5-4](#) for descriptions of the assistant phone template fields.

- Step 4** Create the CSV data file for manager phones and another file for assistant phones by using these options:
- Use the BAT spreadsheet and choose the **Phones** tab.
 - Use a text editor and refer to the manager or assistant template fields as a guide.
- Step 5** Use the procedure in the [“Adding Phones” section on page 3-2](#) for detailed steps to insert new phones.
-

Setting Up IPMA Proxy Lines on Existing Phones

To set up lines on existing phones for managers and assistants, use the following procedure.

-
- Step 1** Choose **Configure > Phones**. The Phones Options window displays.
- Step 2** Choose **Add Lines** and click **Next**. The Add Lines (Step 1 of 2) window displays.
- Step 3** If you need to copy and modify the IPMA templates for BAT, see these topics for reference:
- [Default Settings for Manager Phone Templates for Proxy Lines, page 5-3](#)
 - [Default Settings for Assistant Phone Template for Proxy Lines, page 5-4](#)



Note If you changed any of the configuration information (for example, partition names) when you ran the Cisco IPMA Configuration Wizard, you must use the same configuration information for the fields when you edit the template.

- Step 4** Create the CSV data file for manager phones and another file for assistant phones by using one of these options:
- Use the BAT spreadsheet and choose the **Add Lines** tab.
 - Use a text editor and use the manager or assistant template fields as a guide.
- Step 5** To set up manager and assistant lines on existing phones, use the procedure in [“Adding Lines to Existing Phones and UDPs” section on page 3-78](#).
-

Additional Information

See the [“Related Topics” section on page 5-27](#).

Configuring Phones in Shared Line Mode for Cisco IPMA

To configure manager and assistant phones with shared line support, you must perform the following tasks:

1. You must set up the IPMA service parameters for shared line support in Cisco CallManager. Refer to the *Cisco CallManager Features and Services Guide* for information.
2. You need a phone button template with five or more lines for the IP Phone model 7960.
3. Configure the phones for managers and assistants by using the following guidelines:

Manager Phones in Shared Line Mode

Use the procedures for setting up new phones by using BAT in the [“Adding Phones” section on page 3-2](#).

Create a BAT template to add new or update existing manager phones with the following phone settings:

- Assign the Softkey template: Standard IPMA Shared Mode Manager.
- Add primary lines to share with assistants, if needed.
- Set up the voice-messaging profile on the primary line.
- Add an incoming intercom line (optional).
- Add speed-dial buttons for outgoing intercom targets (optional).
- Set the user locale.

Assistant Phones in Shared Line Mode

Use the procedures for setting up new phones by using BAT in the [“Adding Phones” section on page 3-2](#).

Create a BAT template to add new or update existing assistant phones with the following phone settings:

- Assign the Softkey template: Standard IPMA Assistant
- If you are using a Cisco 14-button expansion module (7914) for additional lines, specify the expansion module type in the BAT template.



Note All Cisco IP Phone model phone button templates include expansion module lines.

- Add a personal primary line.
 - Add shared lines for each associated manager. Use the same directory number and partition as the primary line on the manager phone.
 - Add an incoming intercom line (optional)
 - Add speed dials to the managers intercom lines (optional)
 - Set the user locale
1. To add lines to existing managers or assistants phones, see the [“Adding Lines to Existing Phones and UDPs” section on page 3-78](#). Use the line settings as specified in these sections:
 - [Manager Phones in Shared Line Mode, page 5-10](#)

- [Assistant Phones in Shared Line Mode, page 5-11](#)
2. After you have configured the phones and lines for managers and assistants, then you associate the manager and assistant lines for IPMA control. Follow the procedures in the [“Creating the CSV Data File for Manager-Assistant Associations”](#) section on page 5-13.

Manager and Assistant Shared Line Configurations

BAT associates Cisco IPMA line configurations to shared lines that are assigned to the manager and the assistant phones. You set the shared line mode in the manager’s configuration when associating managers with assistants.

In shared line mode, the manager’s line corresponds to a shared line on the assistant phone. For example, in order to associate two managers with an assistant, you add two lines to the assistant’s phone that have the same directory numbers and partitions as the primary lines on the managers phones.

Manager 1 Phone:

- Line 1— Primary line (DN is 2355)
- Line 2— Intercom line (optional)

Manager 2 Phone:

- Line 1— Primary line (DN is 2875)
- Line 2— Intercom line (optional)

Assistant’s Phone:

- Line 1—Assistant’s primary line (DN is 3356)
- Line 2—Shared line with Manager 1 (DN is 2355)
- Line 3—Shared line with Manager 2 (DN is 2875)
- Lines 4 through 6 are available
- Line 7—Intercom line (optional)

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

When you add multiple manager lines to an assistant phone, all lines on the assistant’s phone must use shared line mode. You cannot mix proxy and shared lines on the assistant phone. Likewise, when a manager has multiple assistants, all associations must use shared line mode.

When you associate multiple assistants to a manager who has shared line mode, BAT assigns IPMA associations only to those assistants that are also using shared line mode.

Additional Information

See the [“Related Topics”](#) section on page 5-27.

Creating the CSV Data File for Manager-Assistant Associations

When you use BAT to insert manager-assistant associations to the Cisco CallManager database, you can add new associations or update existing associations.

You have two options for creating a CSV data file for manager-assistant associations:

- [Using the BAT Spreadsheet to Add or Update Manager-Assistant Associations](#), page 5-13
- Using a text editor to create a text file in CSV format by using the [Managers and Assistants File Formats](#), page A-21.

When you create an association for a new manager, you need to enter a device name. When you update a manager with an existing IPMA record, consider these fields optional. See the [“Manager and Assistant Proxy Line Configurations”](#) section on page 5-4 for information about how BAT assigns line configurations 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.

Using the BAT Spreadsheet to Add or Update Manager-Assistant Associations

The BAT spreadsheet includes data file templates with macros to make it easy to add, update, or delete manager-assistant associations. For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-11.

To use the BAT spreadsheet for adding new IPMA associations, use the following procedure. You can use two ways to set up the manager-assistant configurations:

- To create manager-assistant associations with the default line configuration, see the [“Creating Default Manager-Assistant CSV Data Files”](#) section on page 5-14.

For the default line configurations for the manager and assistant phones, see [Table 5-3](#) and [Table 5-4](#).

- If you want to assign proxy lines that do not follow the default line configuration, see the [“Creating Custom Manager-Assistant CSV Data Files”](#) section on page 5-16.

Creating Default Manager-Assistant CSV Data Files

To create the CSV data file for inserting or updating manager-assistant association for both proxy and shared mode by using the default configuration, use the following procedure.

Procedure

-
- Step 1** Locate and double-click the **BAT.xls** file to open the BAT spreadsheet.
 - Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
 - Step 3** Click the **Default Managers-Assistants** tab at the bottom of the spreadsheet to display the manager-assistant association options.
 - Step 4** Scroll to the right side of the template until you see the radio buttons and choose the type of associations for this transaction:
 - **One manager, multiple assistants**
 - **One assistant, multiple managers**
 - Step 5** Complete all mandatory fields and any relevant, optional fields.

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

- **Manager ID**—Enter the user ID, up to 30 characters, of the manager.
- **Assistant ID#**—Enter the user IDs, up to 30 characters, for the assistants to whom the manager will be associated.

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



Note To add more assistants, click **Add more Assistants**.

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

- **Assistant ID**—Enter the user ID, up to 30 characters, of the assistant.
- **Manager ID#**—Enter the user IDs, up to 30 characters, for the managers to whom the assistant will be associated.

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



Note To add more managers, click **Add more Managers**.

Step 6 Choose the operation that you want to perform:

- To create new manager-assistant associations, click **Insert**.
- To delete a manager or an assistant from a manager-assistant association, click **Delete**.

Step 7 To transfer the data from the BAT spreadsheet into a CSV data file, click **Export to BAT Format**.

The system saves the file to C:\XLSDataFiles or to your choice of another existing folder. The filename is

<type of operation>ManagerAssistants#timestamp.txt

where <type of operation> specifies the type of operation that was chosen in Step 6, and “timestamp” represents the precise date and time that the file was created.

You must copy the CSV data file to the Cisco CallManager publisher database server, so BAT can access the CSV data file. Using a floppy disk or a mapped network drive, copy the CSV data file from C:\XLSDataFiles\ (or the folder that you chose to store the file) to one of the following folders on the publisher database server:

- Insert or Updates—C:\BATFiles\ManagersAssistants\Insert\
- Delete—C:\BATFiles\ManagersAssistants\Delete\

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

Additional Information

See the [“Related Topics” section on page 5-27](#).

Creating Custom Manager-Assistant CSV Data Files

When you have existing phones that you want to set up with manager-assistant associations, you can use the Custom Managers-Assistants tab in the BAT spreadsheet. To create the CSV data file for inserting or updating manager-assistant associations for proxy lines on the assistant phones, use the following procedures.

Procedure

- Step 1** Locate and double-click the **BAT.xls** file to open the BAT spreadsheet.
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** To display the manager-assistant association options, click the **Custom Managers-Assistants** tab at the bottom of the spreadsheet.
- Step 4** 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 are assigning to an assistant. The spreadsheet adds Proxy Line DN and Manager Line DN Columns based on the number that you enter.

Complete all mandatory fields and any relevant, optional fields.

- **Manager ID**—Enter the user ID of the manager.
- **Device Name**—Enter the device name assigned to the manager’s phone.
- **Intercom DN**—Enter the directory number for the manager’s intercom line. (Optional)
- **Assistant ID**—Enter the user IDs for the assistants to whom the manager will be associated.
- **Device Name**—Enter the device name assigned to the assistant’s phone.

- **Intercom DN**—Enter the directory number for the assistant’s intercom line. (Optional)
- **Proxy Line DN#**—Enter the directory number for the assistant’s proxy line.
- **Manager Line DN#**—Enter the directory number for the manager’s primary line.

The # symbol represents the number of proxy lines associated to a manager.

Step 5 To transfer the data from the BAT spreadsheet into a CSV data file, click **Export to BAT Format** button.

The system saves the file to C:\XLSDataFiles or to your choice of another existing folder. The filename is

Custom Managers-Assistants#timestamp.txt.

You must copy the CSV data file to the Cisco CallManager publisher database server, so BAT can access the CSV data file. Using a floppy disk or a mapped network drive, copy the CSV data file from C:\XLSDataFiles\ (or the folder that you chose to store the file) to the server that is running the publisher database in the folder, C:\BATFiles\ManagersAssistants\Insert\.

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

Additional Information

See the [“Related Topics” section on page 5-27](#).

Inserting Manager-Assistant Associations to Cisco CallManager

To insert new manager-assistant associations or update existing associations, you need a CSV data file. See the [“Creating the CSV Data File for Manager-Assistant Associations” section on page 5-13](#) for information.

When BAT updates manager assistant associations, it does not change existing Cisco IPMA line configurations for the intercom directory number or associated devices.

**Caution**

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

To add or update new manager-assistant associations to Cisco CallManager database, use the following procedure.

Procedure

- Step 1** Choose **Configure > Managers/Assistants**. The Manager/Assistant Options window displays.
- Step 2** Choose **Insert Managers/Assistants** and click **Next**. The Insert/Managers/Assistants window displays.
- Step 3** In the **File Name** field, choose the CSV data file that you created for this bulk transaction.
- Step 4** If the managers use extension mobility to log in, check the **Configure managers as mobile managers** check box.
- Step 5** When all the phones have shared lines, check the **Uses shared lines** check box.
- Step 6** In Insert Options, choose the type of CSV data file that you created:
 - **Default**—If you created a standard CSV data file, choose the type of associations for this transaction based on the data in the CSV file.
 - **Associate one or more assistants to a manager**
 - **Associate one or more managers to an assistant**
 - **Custom**—If you created a custom CSV data file for proxy mode.
- Step 7** Click **Insert**. A message displays that tells you how long it takes to insert the records to the Cisco CallManager database. You can cancel the transaction if it might cause performance degradation.
- Step 8** To insert the manager-assistant associations, 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.

- Step 9** 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 the “[BAT Log Files](#)” section on page 13-1.



Note When BAT performs an update to an assistant or manager configuration and the changes are only partially completed—because there were not enough available lines—the whole transaction record fails.

- Step 10** For changes to take effect, you must restart Cisco IPMA service. Use the following URL to log in to the Tomcat Manager web page using administrator privileges: `http://<IPMA server IP address>/manager/list`.

Additional Information

See the “[Related Topics](#)” section on page 5-27.

Deleting Manager-Assistant Associations from Cisco CallManager

You can use BAT to delete a specific manager-assistant association from the Cisco CallManager database. For example, the assistant with the user ID, *jmorgan*, is assigned to two managers with user IDs, *rcraig* and *dbaker*. If you want to change the manager-assistant association so the assistant, *jmorgan* is only assigned to *rcraig*, you can delete the *jmorgan-dbaker* association by creating a CSV data file with the following entry:

Example

```
jmorgan,dbaker
```

If you want to delete a manager or an assistant from all manager-assistant associations, see the following sections:

- [Deleting Managers from Cisco CallManager, page 5-21](#)
- [Deleting Assistants from Cisco CallManager, page 5-24](#)

To delete specific manager-assistant associations from Cisco CallManager, use this procedure.

Before You Begin

You must have a CSV data file that contains the user IDs for the specific managers and assistants associations that you want to delete. See the [“Creating the CSV Data File for Manager-Assistant Associations”](#) section on page 5-13.

Procedure

- Step 1** Choose **Configure > Managers/Assistants**. The Manager/Assistant Options window displays.
- Step 2** Choose **Delete Managers/Assistants** and click **Next**. The Delete Managers/Assistants window displays.
- Step 3** In the **File Name** field, choose the CSV file that you created for this type of bulk transaction.
- Step 4** Choose the type of deletion:
- **Delete associated assistants for one manager**
 - **Delete associated managers for one assistant**
- Step 5** Click **Delete**. A message displays that tells how long it will take to delete the records from the Cisco CallManager database. You can cancel the transaction if it might 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 deleted and the number of records that failed, including an error code. For more information on log files, see the [“BAT Log Files”](#) section on page 13-1.
- Step 6** For changes to take effect, you must restart Cisco IPMA service. Use the following URL to log in to the Tomcat Manager web page using administrator privileges: `http://<IPMA server IP address>/manager/list`.
-

Additional Information

See the [“Related Topics”](#) section on page 5-27.

Deleting Managers from Cisco CallManager

When you delete IPMA managers, Cisco CallManager maintains information on the manager as a user in the directory. For example, if a manager with the user ID, *rmartinez*, has two assistants with user IDs, *dbell* and *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.

You can delete managers with all their manager-assistant associations from the Cisco CallManager database and LDAP Directory. To access the Delete Managers option, choose **Configure > Managers/Assistants > Delete Managers**.


You have two ways for locating existing records to delete:

- [Using Query to Delete Manager Associations, page 5-21](#)
- [Using a Custom File to Delete Manager Associations, page 5-22](#).

Using Query to Delete Manager Associations

To delete managers from their associations with assistants from Cisco CallManager directory, use this procedure.

Procedure

-
- Step 1** In the Delete Managers window, choose **Use Query** and click **Next**. The Delete Managers (Cisco IPMA) window displays.
- Step 2** 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 3** In the first drop-down list box, choose a field to query such as User ID, Department, First Name, or Last Name.
- Step 4** In the second drop-down list box, choose **contains** or **is exactly**.
- Step 5** 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 24, enter **12, 24** in the third box instead of performing two operations.

- Step 6** 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 3](#) and start over.
- Step 7** To display the records that are going to be affected, click **View Query Result**.
- Step 8** To delete the chosen managers, click **Delete**.
- A message displays that tells how long it takes to delete the records in the Cisco CallManager directory. You can cancel the transaction or click **OK** to continue.
- Step 9** When the transaction completes, you can click **View Latest Log File** to see a log file that indicates the number of records that are deleted and the number of records that failed, including an error code. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).
- Step 10** For changes to take effect, you must restart Cisco IPMA service. Use the following URL to log in to the Tomcat Manager web page using administrator privileges: `http://<IPMA server IP address>/manager/list`.
-

Additional Information

See the [“Related Topics” section on page 5-27](#).

Using a Custom File to Delete Manager Associations

You can create a custom file by using a text editor to locate manager associations that you want to delete.

Before You Begin

1. Create a text file that lists user IDs for managers that you want to delete
2. Put each user ID on a separate line.

3. Save the custom file with a <filename.txt> to this folder:
C:\BATfiles\ManagersAssistants\Query\Delete\

To delete managers associations by using a custom file, use the following procedure.

Procedure

- Step 1** In the Delete Managers window, choose **Use Custom File** and click **Next**. The Delete Managers (Cisco IPMA) window displays.
- Step 2** In Select managers where field, keep the identifier, **User ID**.
- Step 3** In the second field, in Custom File drop-down list box, choose the name of the custom file that you created for this transaction.
- Step 4** To add the defined filter to the query, click **Add To Query**.

If you make a mistake, click **Clear Query** to remove the query; then, return to [Step 3](#) and start over.



Caution

If no information is entered into the query text box, the system deletes all manager records.

- Step 5** To display the records that are going to be affected, click **View Query Result**.

- Step 6** Click **Delete** to delete the records.

A message displays that tells you how long it takes to delete the records to the Cisco CallManager database. You can cancel the transaction if it might cause performance degradation.

- Step 7** To delete the manager-assistant associations, 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 **Show Latest Status**.

- Step 8** For changes to take effect, you must restart Cisco IPMA service. Use the following URL to log in to the Tomcat Manager web page using administrator privileges: `http://<IPMA server IP address>/manager/list`.
-

Additional Information

See the [“Related Topics”](#) section on page 5-27.

Deleting Assistants from Cisco CallManager

When you delete IPMA assistants, 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.

You can delete assistants with all their manager-assistant associations from the Cisco CallManager database and LDAP Directory. To access the Delete Assistants option, choose **Configure > Managers/Assistants > Delete Assistants**.

You have two ways for locating existing records to delete:

- [Using Query to Delete Assistants Associations, page 5-24](#)
- [Using a Custom File to Delete Assistant Associations, page 5-25](#).

Using Query to Delete Assistants Associations

To delete assistants from their associations with managers, use this procedure .

Procedure

Step 1 In the Delete Assistants window, choose **Use Query** and click **Next**. The Delete Assistants (Cisco IPMA) window displays.

Step 2 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 3 In the first drop-down list box, choose a field to query such as User ID, Department, First Name, or Last Name.

Step 4 In the second drop-down list box, choose **contains** or **is exactly**.

- Step 5** 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 6** To add the defined filter to the query, click **Add To Query**.
If you make a mistake, click **Clear Query** to remove the query; then, return to [Step 3](#) and start over.
- Step 7** 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 8** To delete the chosen assistants, click **Delete**.
A message displays that tells how long it will take to delete the records in the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.
- Step 9** 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 the [“BAT Log Files” section on page 13-1](#).
- Step 10** For changes to take effect, you must restart Cisco IPMA service. Use the following URL to log in to the Tomcat Manager web page using administrator privileges: `http://<IPMA server IP address>/manager/list`.
-

Additional Information

See the [“Related Topics” section on page 5-27](#).

Using a Custom File to Delete Assistant Associations

You can create a custom file by using a text editor to locate assistant associations that you want to delete.

Before You Begin

1. Create a text file that lists user ID for assistants that you want to delete, putting each on a separate line.
2. Save the custom file with a <filename.txt> to this folder:
C:\BATfiles\ManagersAssistants\Query\Delete\

To delete assistants associations by using a custom file, use the following procedure.

Procedure

-
- Step 1** From the Delete Assistants window, choose **Use Custom File** and click **Next**. The Delete Assistants (Cisco IPMA) window displays.
 - Step 2** In Select Assistants where drop-down list box, choose the field that you used in the custom file, user ID.
 - Step 3** In the in Custom File drop-down list box, choose the name of the custom file that you created for this transaction.
 - Step 4** To add the defined filter to the query, click **Add To Query**.

If you make a mistake, click **Clear Query** to remove the query; then, return to [Step 3](#) and start over.

**Caution**

If no information is entered into the query text box, the system deletes all manager records.

- Step 5** To display the records that are going to be affected, click **View Query Result**.
- Step 6** To delete the records, click **Delete**.
A message displays that tells you how long it takes to delete the records from the Cisco CallManager directory. You can cancel the transaction or click **OK** to continue.
- Step 7** To display the log file that BAT generated, you can click the **View Latest Log File** link. The log file displays the number of records that were deleted and the number of records that failed, including an error code. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).

- Step 8** For changes to take effect, you must restart Cisco IPMA service . Use the following URL to log in to the Tomcat Manager web page using administrator privileges: <http://<IPMA server IP address>/manager/list>.
-

Additional Information

See the [“Related Topics”](#) section on page 5-27.

Related Topics

- [Inserting Manager-Assistant Associations to Cisco CallManager, page 5-17](#)
- [Deleting Manager-Assistant Associations from Cisco CallManager, page 5-19](#)
- [Deleting Managers from Cisco CallManager, page 5-21](#)
- [Deleting Assistants from Cisco CallManager, page 5-24](#)
- [Generating Reports for IPMA Managers and Assistants, page 11-13](#)

For more information related to Cisco IPMA, refer to this documentation.

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



Working with User Device Profiles

The User Device Profiles (UDP) option in BAT allows you to add or delete large numbers of user device profiles. In addition, you can add or update lines for user device profiles. The system uses UDPs in conjunction with the extension mobility feature.

The following topics explain the options for managing user device profiles in more detail:

- [Adding User Device Profiles, page 6-1](#)
- [Generating User Device Profiles for User Devices, page 6-29](#)
- [Deleting User Device Profiles, page 6-31](#)
- [Exporting User Device Profile Records, page 10-17](#)
- [Updating Lines to User Device Profiles, page 6-30](#)
- [Adding Lines to Existing Phones and UDPs, page 3-78](#)
- [Generating Reports for User Device Profiles, page 11-8](#)

Adding User Device Profiles

When you use BAT to add user device profiles to the Cisco CallManager database, you can add multiple lines and other features.

Choose from two options for creating a CSV data file for user device profiles:

- Use the BAT spreadsheet (BAT.xlt) and export the data to the CSV format.
- Use a text editor to create a text file in CSV format (for experienced users).

To add user device profiles to the Cisco CallManager database in bulk, use this procedure.

Procedure

Step 1 Choose **Configure > User Device Profiles**. The User Device Profiles Options window displays.

Step 2 Choose **Insert User Device Profiles** and click **Next**. The Steps to Insert User Device Profile window displays.

Step 3 Choose **Add, view, or modify UDP templates** and click **Next**.

The UDP Template Configuration window displays. See the [“Creating a BAT Template for User Device Profiles” section on page 6-3](#) for information about configuring UDP templates.

Step 4 Create the CSV data file by following the steps for one of these options.

BAT Spreadsheet option

Open the BAT spreadsheet and create the CSV data file. See the [“Using the BAT Spreadsheet to Create User Device Profile CSV Data Files” section on page 6-7](#).

Text Editor option

a. Choose **Add, view, or modify file formats** and click **Next**.

The File Format Configuration window displays. See the [“Using a Text Editor to Create the User Device Profile CSV File” section on page 6-21](#) for information about configuring file formats for CSV data file.

b. Use a text editor and create the CSV data file for user device profiles that follows the file format that you want to use. For more information about creating a text-based CSV file, see [Appendix A, “Creating a Text-Based CSV File for User Device Profile.”](#)

c. Choose **Associate file format with the CSV data file** and click **Next**.

The Add File to Format window displays. See the [“Associating the File Format with the CSV Data File” section on page 6-25](#) for information about file formats.

Step 5 Choose **Validate User Device Profile records** and click **Next**.

The Validate User Device Profiles window displays. See the “[Validating User Device Profiles](#)” section on page 6-26 for information about validating user device profile records.

Step 6 Choose **Insert User Device Profiles** and click **Next**.

The Insert User Device Profiles window displays. See the “[Inserting User Device Profiles](#)” section on page 6-27 for information about inserting user device profile records into the Cisco CallManager database.

Additional Information

See the “[Related Topics](#)” section on page 6-32.

Creating a BAT Template for User Device Profiles

Use this procedure to create a template to add user device profiles in bulk.

Procedure

Step 1 Choose **Add, view, or modify UDP templates** and click **Next**. The User Device Profile Template Configuration window displays.

Step 2 In the **User Device Profile Name** field, enter a unique name, which can contain up to 50 characters.

Step 3 From the **Device Type** drop-down list box, choose the model of user device profile. The window refreshes with additional fields for the user device profile model. Depending on the model of device, some of the following fields do not display.

- **User Hold Audio Source**—Choose the audio source that is played when the user puts a call on hold.
- **User Locale**—Choose the country and language set for with this profile.
- **Phone Button Template**—Choose a phone button template for this profile.



Note You can view a list of phone buttons for a template at any time by choosing the View button list link next to the phone button template field. A separate dialog box pops up and displays the phone buttons for that particular phone template.

- **Softkey Template**—Choose the appropriate softkey template for this profile.
- **MLPP Indication**—To specify whether the device can play precedence tones when placing an MLPP precedence call, choose one of the following:
 - Default—To inherit the MLPP indication from the device pool.
 - Off—Does not send MLPP indication tones.
 - On—Sends indication of an MLPP precedence call.
- **MLPP Preemption**—To specify whether the device can preempt calls in progress when placing an MLPP precedence call, choose one of the following:
 - Default—To inherit the MLPP preemption setting from the device pool.
 - Disabled—Does not preempt calls when it places an MLPP precedence call.
 - Forceful—preempts calls in progress when it places an MLPP precedence call.



Note Do not configure a device with MLPP Indication set to *Off* while MLPP Preemption is set to *Forceful*.

- **MLPP Domain**—Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFFFF.
- **Expansion Module Information**—Choose the type of expansion module if installed in the phone or choose <None> for Module 1 and Module 2.
- **Login User ID**—Enter the login user ID for a default profile. After the user logs out from using the user device profile, the user device profile will automatically log in to this login user ID and use the default profile.

**Tip**

You can obtain help in finding a valid login user ID by choosing the **Select Login User ID** link below the Login User ID field. A separate dialog box pops up. In the Login User ID field, enter the first few characters of the login user ID that you want to use, and all login user IDs that match the pattern that you entered will display in the Selected login user ID field. Choose the desired ID and click OK.

- Step 4** Check the **Ignore Presentation Indicators (Internal Calls Only)** check box, as needed.
- Step 5** Click **Insert**. The template displays in the User Device Profile Templates list in the left pane.
- Step 6** A popup box displays that asks you to scroll down to insert lines. Click **OK** and scroll down.
- Step 7** Depending on the phone button template that you chose, links display to add lines. Click **Add Line 1** or **Add Line 2**, as appropriate. The Line Details window displays.
- Step 8** Enter or choose the appropriate values for the line settings that are described in [“Field Descriptions for Adding a Line to a BAT Template” section on page 3-25](#).
- Step 9** Click **Insert**.
- For some Cisco IP Phone models, you can add Cisco IP Phone services and Speed Dials to the template. See these topics for the procedures:
- [Adding or Updating IP Services in a BAT Template, page 3-5](#)
 - [Adding or Updating Speed Dials in a BAT Template, page 3-6](#)

Modifying a Template

You can modify the properties of a template when you want to change only a few fields for the same device.

To modify and update details in an existing BAT template, use the following procedure.

Procedure

- Step 1** In Template Configuration window, choose the template that you want to change from the Templates column. The chosen template details display in the Template Configuration window.
 - Step 2** Verify that this is the template that you want to modify.
 - Step 3** Modify the details in the template fields as needed.
 - Step 4** Click **Update** to save the changes to the existing template.
-

Additional Information

See the [“Related Topics” section on page 6-32](#).

Copying a Template

You can copy the properties of a template into a new template when you want to change only a few fields.



Note

The new template that you create must be the same device type as the original template, such as Cisco IP User Device Profile model 7960.

Use the following procedure to copy an existing BAT template.

Procedure

- Step 1** In Template Configuration window, choose the template that you want to copy from the Templates column. The chosen template details display in the Template Configuration window.
- Step 2** Verify that this is the template that you want to copy and click **Copy**. The template reproduces and creates a copy. The copy duplicates all the values that were specified in the original template.
- Step 3** In the Template Name field, enter a new template name, up to 50 alphanumeric characters.
- Step 4** Update the fields as needed for the new template.

- Step 5** Click **Insert**. The template that is added to BAT displays in the Templates column on the left.
-

Additional Information

See the [“Related Topics”](#) section on page 6-32.

Deleting Templates

You can delete BAT templates when you no longer require them. Use this procedure to delete a template.

Procedure

- Step 1** In the Template Configuration window, locate the name of the template that you want to delete in the list of templates in the left pane.
- Step 2** Click the template that you want to delete. The chosen template details display in the Template Configuration window.
- Step 3** Verify that this is the template that you want to delete and click **Delete**. A message displays that asks you to confirm the delete operation.
- Step 4** Click **OK** to delete the template. The template name disappears from the list of templates in the left pane.
-

Additional Information

See the [“Related Topics”](#) section on page 6-32.

Using the BAT Spreadsheet to Create User Device Profile CSV Data Files

When you are adding new user device profiles, you can use the BAT spreadsheet. You can define the file format within the spreadsheet, and the spreadsheet uses the data file formats to display the fields for the CSV data file.

For information about locating and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-11.

To create the CSV data file by using the BAT spreadsheet for adding new user device profiles, use the following procedure.

Procedure

- Step 1** Locate and double-click the **BAT.xls** file to open the BAT spreadsheet.
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** To display the User Device Profiles options, click the **User Device Profile** tab at the bottom of the spreadsheet.
- Step 4** To choose the device and line fields that you can define for each user device profile, click **Create File Format**. The Field Selection popup window displays.
- Step 5** To choose the device fields, click a device field name in the Device Field box, and then click the arrow to move the field to the Selected Device Fields box.

A CSV data file must include Number of Lines as the first field, Device Profile Name, and Description; therefore, these fields always remain selected.



Tip You can select a range of items in the list by holding down the Shift key. To select random field names, hold down the Ctrl key and click field names.

- Step 6** Click a line field name in the Line Field box and click the arrow to move the field to the Selected Line Fields box.



Tip You can change the order of the items in the Selected Line and Device boxes. Choose an item and use the up arrow to move the field closer to the beginning of the list or chose the down arrow to move the item to the end of the list.

- Step 7** To modify the CSV data file format, click **Create**. A message asks whether you want to overwrite the existing CSV format.
- Step 8** Click **OK**. New columns for the selected fields display in the BAT spreadsheet in the order that you specified.

- Step 9** To locate the Number of Phone Lines box, scroll to the right. The number of lines that you specify here must not exceed the number of lines that are configured in the BAT template or an error will result when you insert the CSV data file and UDP template.
- Step 10** You must enter the number of speed-dial buttons in the Number of Speed Dials box. After you enter the number, columns display for each speed-dial number.



Note Do not exceed the number of speed dials that are configured in the User Device Profile template, or an error will result when you insert the CSV data file and UDP template.

- Step 11** Enter data for an individual user device profile on each line in the spreadsheet. Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional. See [Table 6-1](#) for descriptions of the fields in the BAT spreadsheet.
- Step 12** To transfer the data from the BAT Excel spreadsheet into a CSV formatted data file, click **Export to BAT Format**.

The system saves the file to C:\XLSDataFiles\ or to your choice of another existing folder on your local workstation. The filename is

<tabname>#<timestamp>.txt

where <tabname> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.

You must copy the CSV data file to the Cisco CallManager publisher database server so BAT can access the CSV data file. Using a floppy disk or a mapped network drive, copy the CSV data file from C:\XLSDataFiles\ (or the folder in which you chose to store the file) to the following folder in the publisher database server:

C:\BATFiles\User Device Profiles\



Note For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert User Device Profiles window in BAT.

Additional Information

See the [“Related Topics”](#) section on page 6-32.

Field Descriptions for User Device Profile Fields in the BAT Spreadsheet

Table 6-1 describes all the user device profile fields in the BAT spreadsheet.

Table 6-1 *Field Descriptions for User Device Profile in the BAT Spreadsheet*

Field	Description
Device Fields (Mandatory Fields)	
Number of Lines	Enter the number of lines for this phone. The number can be fewer than the number of lines in the BAT template, but it cannot exceed the specified number of lines.
Device Profile Name	Enter a unique identifier for the device profile name.
Description	Enter a description such as “Conference Room A” or “John Smith” to help identify the phone or device.
Device Fields (Optional Fields)	
User Locale	Enter the country and language set that you want to associate with this group of IP phones. This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco CallManager user windows and phones.
Softkey Template	Enter the softkey template to be used for all phones in this group.
User ID	Enter the user ID for the phone user.
Login User ID	Enter the login user ID for a default profile. If the user device profile is used as a logout profile, specify the login user ID that will be associated with the phone. After the user logs out from this user device profile, the phone will automatically log in to this login user ID.

Table 6-1 Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
User Hold Audio Source	<p>Enter the user hold audio source that this group of IP phones or CTI ports should use.</p> <p>The user hold audio source identifies the audio source from which music is played when a user places a call on hold.</p>
Ignore Presentation Indicators (Internal Calls Only)	Check this check box to ignore presentation indicators in an internal call.
Line Fields (Optional Fields)	
Directory Number	Enter the directory number for the phone.
Partition	<p>Choose a route partition to which the directory number belongs.</p> <p>Note The directory number can appear in more than one partition.</p>
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice-messaging server configured for this phone.
Line Calling Search Space	<p>Choose partitions that are searched for numbers that are called from this directory number.</p> <p>Note Changes cause an update of the call pickup names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.</p>
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.</p> <p>Set AAR Group to <None> to prevent rerouting blocked calls.</p>

Table 6-1 Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Line User Hold Audio Source	Choose the music on hold audio source to be played when the user presses Hold and places a call on hold.
Line Network Hold Audio Source	Choose the music on hold audio source to be played when the system places a call on hold while the user transfers a call or initiates a conference or call park.
Auto Answer	<p>Choose one of the following options to activate the Auto Answer feature for this directory number:</p> <ul style="list-style-type: none"> • Auto Answer Off <Default> • Auto Answer with Headset • Auto Answer with Speakerphone (Intercom) <p>Note Make sure that the headset or speakerphone is not disabled when you choose Auto Answer with Headset or Auto Answer with Speakerphone.</p>
Forward All	Enter the directory number to which all calls should be forwarded. To use the BAT phone template entry, leave this field blank.
Forward Busy Internal	Enter the directory number to which internal calls should be forwarded when the phone is busy. To use the BAT phone template entry, leave this field blank.
Forward Busy External	Enter the directory number to which external calls should be forwarded when the phone is busy. To use the BAT phone template entry, leave this field blank.
Forward No Answer Internal	Enter the directory number to which internal calls should be forwarded when the phone is not answered. To use the BAT phone template entry, leave this field blank.
Forward No Answer External	Enter the directory number to which external calls should be forwarded when the phone is not answered. To use the BAT phone template entry, leave this field blank.

Table 6-1 Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Forward No Coverage Internal	Enter the directory number to which internal calls should be forwarded when the phone does not have coverage. To use the BAT phone template entry, leave this field blank.
Forward No Coverage External	Enter the directory number to which external calls should be forwarded when the phone does not have coverage. To use the BAT phone template entry, leave this field blank.
Forward Unregistered Internal Voice Mail	<p>The settings in this row specify the forwarding treatment for internal calls that are routed to a directory number with no registered devices.</p> <p>Check the Voice Mail check box to use settings in the Voice Mail Profile Configuration window.</p> <p>Note When this check box is checked, Cisco CallManager ignores the settings in the Coverage/Destination box and Calling Search Space. When this check box is checked for internal calls, the system automatically checks the Voice Mail check box for external calls. If you do not want external calls to forward to the voice-messaging system, you must uncheck the Voice Mail check box for external calls.</p>
Forward Unregistered Internal Coverage/Destination	<p>Enter any dialable phone number, including an outside destination.</p> <p>Note When you enter a coverage/destination value for internal calls, the system automatically copies this value to the Coverage/Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Coverage/Destination field for external calls.</p>

Table 6-1 Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Forward Unregistered Calling Search Space	<p>Choose calling search space from the drop-down list menu. This setting applies to all devices that are using the directory number chosen above.</p> <p>Note When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>
Forward Unregistered External Voice Mail	<p>The settings in this row specify the forwarding treatment for external calls that are routed to a directory number with no registered devices. Specify the following values:</p> <p>Check the Voice Mail check box to use settings in the Voice Mail Profile Configuration window.</p> <p>Note When this check box is checked, Cisco CallManager ignores the settings in the Coverage/Destination box and Calling Search Space. When this check box is checked for internal calls, the system automatically checks the Voice Mail check box for external calls. If you do not want external calls to forward to the voice-messaging system, you must uncheck the Voice Mail check box for external calls.</p>

Table 6-1 Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Forward Unregistered External Coverage/Destination	<p>Enter any dialable phone number, including an outside destination.</p> <p>Note When you enter a coverage/destination value for internal calls, the system automatically copies this value to the Coverage/Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Coverage/Destination field for external calls.</p>
Forward Unregistered External Calling Search Space	<p>Choose calling search space from the drop-down list box. This setting applies to all devices that are using the directory number chosen above.</p> <p>Note When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>
No Answer Ring Duration (CFNA)	<p>Enter the number of seconds to allow the call to ring before forwarding the call to the Forward No Answer Destination.</p>
Call Pickup Group	<p>Enter the Pickup Group Name to specify the call pickup group, which can answer incoming calls to this line by dialling the appropriate pickup group number.</p> <p>Note To use the BAT phone template entry, leave this field blank.</p>

Table 6-1 Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Target Destination (MLPP)	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound (#), and asterisk (*).</p>
Calling Search Space (MLPP)	<p>From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.</p>
No Answer Ring Duration (MLPP)	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to this directory number's alternate party if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco CallManager enterprise parameter, Precedence Alternate Party Timeout.</p>
Line Text Label	<p>Enter text that identifies this directory number for a line/phone combination.</p> <p>Note The default text specifies English</p>
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 30 numbers and "X" characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>

Table 6-1 *Field Descriptions for User Device Profile in the BAT Spreadsheet*

Field	Description
Maximum Number of Calls	<p>You can configure up to 200 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls. Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>

Table 6-1 Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Message Waiting Lamp Policy	<p>Use this field to configure the handset lamp illumination policy. Choose one of the following options:</p> <ul style="list-style-type: none"> • Use System Policy (The directory number refers to the service parameter “Message Waiting Lamp Policy” setting.) • Light and Prompt • Prompt Only • Light Only • None <p>Setting applies only to the current device unless you check the check box at right (called Update Shared Device Settings) and click the Propagate selected button. (The check box at right displays only if other devices share this directory number.)</p>
Ring Setting (Phone Idle)	<p>Choose the ring setting for the line appearance when an incoming call is received and no other active calls exist on that device. Choose one of the following options:</p> <ul style="list-style-type: none"> • Use system default • Disable • Flash only • Ring once • Ring

Table 6-1 Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Ring Setting (Phone Active)	Choose the ring setting that is used when this phone has another active call on a different line. Choose one of the following options: <ul style="list-style-type: none"> • Use system default • Disable • Flash only • Ring once • Ring • Beep only
Caller Name	Check this check box to include the caller's name in the display when a forwarded call is received. Default leaves this check box checked.
Caller Number	Check this check box to include the caller's number in the display when receiving a forwarded call.
Redirected Number	Check this check box to include the redirected number in the display when receiving a forwarded call.
Dialed Number	Check this check box to include the dialed number in the display when a forwarded call is received. The default setting leaves this check box checked.
Call Pickup Group Audio Alert Setting (Phone Idle)	From the drop-down list box, choose the type of audio notification for call pickup that is provided when the phone is idle. Select one of the following options: <ul style="list-style-type: none"> • Use System Default • Disable • Ring Once

Table 6-1 Field Descriptions for User Device Profile in the BAT Spreadsheet

Field	Description
Call Pickup Group Audio Alert Setting (Phone Active)	<p>From the drop-down list box, choose the type of audio notification for call pickup that is provided when the phone is in use. Select one of the following options:</p> <ul style="list-style-type: none"> • Use System Default • Disable • Beep Only
AAR Settings	
AAR Voice Mail	<p>The settings in this row of fields specify treatment of calls for which there is insufficient bandwidth to reach the destination. These calls are handled by automated alternate routing (AAR) and are routed to the AAR Destination Mask or Voice Mail.</p> <p>Check this check box to use settings in the Voice Mail Profile Configuration window.</p> <p>Note When this check box is checked, Cisco CallManager ignores the settings in the Coverage/Destination box and Calling Search Space.</p>
AAR Destination Mask	Use this setting instead of the external phone number mask to determine the AAR Destination to be dialed.
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.</p> <p>Set AAR Group to <None> to prevent rerouting blocked calls.</p>

Additional Information

See the “[Related Topics](#)” section on page 6-32.

Additional Information

See the [“Related Topics”](#) section on page 6-32.

Using a Text Editor to Create the User Device Profile CSV File

When you use a text editor to create your CSV data file, you must use a file format to identify the device and line fields within the CSV data file. You have these options for the file format:

- **Default User Device Profile**—Contains a predetermined set of user device profile device and line fields.
- **Simple User Device Profile**—Contains basic device and line fields for user device profiles.
- **Customized**—Contains device and line fields that you choose and order yourself.

Before creating the CSV file in the text editor, you need to choose an existing file format or create a new file format. You can then enter the values as specified in the file format in the text-based CSV data file.

The following topics provide information about configuring file formats for CSV data files that are created by using a text editor.

- [Creating a File Format, page 6-21](#)
- [Copying a File Format, page 6-23](#)
- [Modifying a File Format, page 6-24](#)
- [Deleting a File Format, page 6-24](#)

Creating a File Format

To create your file format for the text-based CSV data file, use the following procedure.

Procedure

-
- Step 1** From the Create CSV data file window, choose **Add, view, or modify file formats** and click **Next**. The File Format Configuration window displays.

- Step 2** Click **Add a new File Format**. The File Format Information fields display.
- Step 3** In the File Format Name field, enter a name for this customized format.
- Step 4** Under Device Fields, choose the device field names that you want to define for each user device profile. Click a device field name in the Device Field box and click the arrow to move the field to the Selected Device Fields box.

A CSV data file must include Number of Lines, Device Profile Name, and Description; therefore, these fields always remain selected.



Tip You can select several random field names in the list by holding down the Ctrl key, then clicking the arrow to select them together. You can select a range of items by using the Shift key.

- Step 5** Click line field names in the Line Field box and click the arrow to move the fields to the Selected Line Fields box.



Tip You can change the order of the items in the Selected Line Fields and Selected Device Fields boxes. Select an item and then use the up arrow to move the field closer to the beginning of the list or use the down arrow to move it to the end of the list.

- Step 6** If you want to include the fields for the speed dial details, check the **Include Speed Dials in the CSV Format** check box.
- Step 7** To save your customized file format, click **Insert**. The name of the file format displays in the File Format Names list on the left.

Additional Information

See the [“Related Topics”](#) section on page 6-32.

Copying a File Format

To copy an existing format for the CSV data file, use the following procedure.

Procedure

- Step 1** From the Create CSV data file window, choose **Add, view, or modify file formats** and click **Next**. The File Format Configuration window displays.
- Step 2** In the File Format Name list, choose a file format that you want to copy. The file format details display in the fields.
- Step 3** To make a copy of the chosen file format, click **Copy**.
- Step 4** In the File Format Name field, enter a new name for the copied format.
- Step 5** Modify the copied format by using one of these methods:
- Add new fields by choosing them from the Device Fields or Line Fields box, and then clicking the arrow to move the chosen fields into the Selected Device Field or Selected Line Fields box.
 - Remove chosen fields by choosing them from the Selected Device Fields or Selected Line Fields box, and then clicking the arrow to move the chosen fields into the Device Field or Line Fields box.
 - Change the order of the fields by choosing a field name in the Selected Device Field or Selected Line Fields box and using the up or down arrow to change its location.
- Step 6** After making your changes, click **Insert** to save the copied file format with changes in the list.
-

Additional Information

See the [“Related Topics”](#) section on page 6-32.

Modifying a File Format

To modify an existing format for the CSV data file, use the following procedure.

Procedure

- Step 1** From the Create CSV data file window, choose **Add, view, or modify file formats** and click **Next**. The File Format Configuration window displays.
- Step 2** In the File Format Name list, choose a file format that you want to modify. The file format details display in the fields.
- Step 3** Modify the copied format by using one of these methods:
- Add new fields by choosing them from the Device Fields or Line Fields box, and then clicking the arrow to move the chosen fields into the Selected Device Field or Selected Line Fields box.
 - Remove the chosen fields by choosing them from the Selected Device Fields or Selected Line Fields box, and then clicking the arrow to move the chosen fields into the Device Field or Line Fields box.
 - Change the order of the fields by choosing a field name in the Selected Device Field or Selected Line Fields box and using the up or down arrow to change its location.
- Step 4** After making your changes, click **Update** to save the changes to the file format.
-

Additional Information

See the [“Related Topics” section on page 6-32](#).

Deleting a File Format

To delete an existing file format for the CSV data file, use the following procedure.

Procedure

- Step 1** From the Create CSV data file window, choose **Add, view, or modify file formats** and click **Next**. The File Format Configuration window displays.

- Step 2** In the File Format Name list, choose a file format that you want to delete. The file format details display in the fields. Verify that you want to delete this file.
- Step 3** To remove the file format from the File Format Name list, click **Delete**. A message asks you to confirm that you want to delete the file format. Click **OK** to continue. The file format name is removed from the list.
-

Additional Information

See the [“Related Topics”](#) section on page 6-32.

Associating the File Format with the CSV Data File

After you have entered all the values into the text-based CSV data file in the order that the file format specified, you need to copy the text-based CSV data file to the folder for user device profiles on the Cisco CallManager publisher at this location: C:\BATFiles\User Device Profiles\. You must then associate the file format with the text-based CSV data file.

To associate the file format with the text-based CSV data file, use the following procedure.

Procedure

- Step 1** From the Create CSV data file window, choose **Associate file format with the CSV data file** and click **Next**. The Add File Format window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this bulk transaction.
- Step 3** In the File Format Name field, choose the file format that you created for this type of bulk transaction.
- Step 4** To associate the matching file format with the CSV data file, click **Add**.
- Step 5** To view the CSV data file with the file format as the first record, click the **View File** link. Check that the entered values correspond to the field names in your CSV data file.

- Step 6** To return to the Steps to Insert User Device Profiles window, click **Back** two times.
-

Additional Information

See the [“Related Topics” section on page 6-32](#).

Validating User Device Profiles

When you choose Validate User Device Profiles, the system runs a validation routine to check that the CSV data file has all required fields, such as device profile name and directory number, populated and checks for discrepancies with the publisher database.

Before You Begin

- You must have a user device profile template for the devices that you are adding. You can use a user device profile template with multiple lines to add user device profiles that have a single line. See the [“Creating a BAT Template for User Device Profiles” section on page 6-3](#).
- You must have a CSV data file that contains the unique details for the user device profiles. See these options:
 - [“Using the BAT Spreadsheet to Create User Device Profile CSV Data Files” section on page 6-7](#).
 - [“Using a Text Editor to Create the User Device Profile CSV File” section on page 6-21](#).

To validate your CSV data file user device profile records, use the following procedure.

Procedure

- Step 1** From the Steps to Insert User Device Profiles window, choose **Validate user device profiles records** and click **Next**. The Validate User Device Profiles window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this specific bulk transaction.

- Step 3** Choose the Insert option that corresponds to your CSV data file:
- **Specific Details**—If you are validating User Device Profile records that use a file format.
 - **All Details**—If you are validating user device profile records from an export file that was generated by using the All Details option. Skip to [Step 5](#).
- Step 4** In the User Device Profile Template Name field, choose the BAT User Device Profile template that you created for this type of bulk transaction.
- Step 5** For the All Details option, you must choose the Model of IP telephony device. BAT displays only the models that are currently in the Cisco CallManager database.
- Step 6** To verify the selected CSV data file with the publisher database, click **Validate**. The validation routine records errors in a log file.
- Step 7** When validation completes, Click **View Latest Log File** to see a log file that lists the records with discrepancies and the error code. For more information on log files, see the “[BAT Log Files](#)” section on page 13-1.
-

Additional Information

See the “[Related Topics](#)” section on page 6-32.

Inserting User Device Profiles

Use the following procedure to insert new user device profile records in bulk. These User Device Profiles are not associated with a user. You must update users to associate these new profiles with the user. See the “[Updating Users in Cisco CallManager](#)” section on page 4-13 for this procedure.

Before You Begin

- You must have a BAT User Device Profile template for the devices.
- You must have a CSV data file that contains the unique details for the User Device Profiles.
- Before you insert the user device profiles, validate the records.

Procedure

- Step 1** From the Steps to Insert User Device Profiles window, choose **Insert User Device Profiles** and click **Next**. The Insert User Device Profiles window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this specific bulk transaction.
- Step 3** Choose the Insert option that corresponds to your requirements:
- **Specific Details**—If you are inserting user device profile records that use a file format and template. A Specific Details CSV file format does not contain user information. You must associate the user device profiles to the users in another BAT transaction.
 - **All Details**—If you are inserting user device profile records from a file that was generated with the export utility by using the All Details option. The file that is generated with the export All Details option includes information that BAT will use to associate a user with a user device profile during the insert operation. Skip to [Step 5](#).
 - **Based on devices controlled by users**—If you want BAT to generate and insert a user device profile record that is based on the user’s current IP user device profile. This transaction requires no template or CSV data file. See the [“Generating User Device Profiles for User Devices”](#) section on page 6-29 for this procedure.
- Step 4** In the User Device Profile Template Name field, choose the user device profile template that you created for this bulk transaction.
- Step 5** In the Model list box, choose the type of device or specific model when you have selected the All Details option.
- Step 6** If you chose the “Based on devices controlled by users” option, you can check the **Set User Device Profile as Log Out Profile for the device** check box to use the generated user device profile as the logout profile.
- Step 7** Click **Insert**.
- A message displays that tells you the approximate time required to insert the records into the Cisco CallManager database. You can cancel if the transaction might cause performance degradation.
- Step 8** To insert the phones, click **OK** or to cancel the transaction, click **Cancel**.
- If you clicked **OK**, a Transaction Status window displays. To see the transaction in progress, click the **Show Latest Status** button.



Note If any detail for a record fails, BAT does not insert that user device profile record.

Step 9 When the transaction completes, click **View Latest Log File** to see a log file that shows the number of records that were added and the number of records that failed, including an error code and description of the error. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).

Additional Information

See the [“Related Topics” section on page 6-32](#).

Generating User Device Profiles for User Devices

You can use BAT to set up extension mobility quickly by generating and inserting profiles for all IP phone users. BAT generates user device profiles for all phones, regardless of the number of devices that the user controls. For example, if a user controls two devices, BAT generates two separate user device profiles, one for each device and associates them to the same user. BAT sets one of the generated user device profiles as the default user device profile for the user. BAT generates user device profiles for all IP phones based on the phone button template for each phone model.



Note You do not use a user device profile template or a CSV data file to perform this action. When BAT generates these user device profiles, they are associated with the user.

To generate user device profiles for all users, use the following procedure.

Procedure

Step 1 Choose **Configure > User Device Profiles**. The User Device Profile Options window displays.

- Step 2** Choose **Generate User Device Profiles** and click **Next**. The Insert User Device Profiles window displays.
- Step 3** If you want BAT to generate and insert user device profile records for all phones based on the user's current IP Phone, choose **Based on devices controlled by users** radio button.
- Step 4** If you want the device to use the generated user device profile as the logout profile, check the **Set User Device Profile as Log Out Profile for the device** check box.
- Step 5** Click **Insert**.
- A message displays that tells you the approximate time that is required to insert the records into the Cisco CallManager database. You can cancel if the transaction might cause performance degradation.
- Step 6** To insert the phones, click **OK** or to cancel the transaction, click **Cancel**.
- If you clicked **OK**, a Transaction Status window displays. To see the transaction in progress, click the **Show Latest Status** button.



Note If any information for a record fails, BAT does not insert that user device profile record.

- Step 7** When the transaction completes, click **View Latest Log File** to see a log file that shows 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 the [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the [“Related Topics” section on page 6-32](#).

Updating Lines to User Device Profiles

You can update line attributes for user device profiles and phones at the same time with your query results.

To update lines, use the following procedure.

Procedure

- Step 1** Choose **Configure > User Device Profiles**. The User Device Profile Options window displays.
- Step 2** Choose **Update Lines** and click **Next**. The Update Lines (Step 1 of 2) window displays. To locate the records that you want to update, you must define a query filter.
- Follow the steps in the [“Updating Lines” section on page 3-69](#).
-

Additional Information

See the [“Related Topics” section on page 6-32](#).

Deleting User Device Profiles

To locate the records that you want to delete, you must define a query filter. To delete user device profiles from Cisco CallManager, use the following procedure.

Procedure

- Step 1** Choose **Configure > User Device Profiles**. The User Device Profile Options window displays.
- Step 2** Choose **Delete User Device Profiles** and click **Next**. The Delete User Device Profiles window displays.
- The Delete User Device Profiles window displays. To locate the user device profiles that you want to delete, define the filter.



Caution If you do not define a filter, BAT deletes all user device profiles.

- Step 3** In the first drop-down list box, choose a field to query such as Model, Device Name, or Description.
- Step 4** In the second drop-down list box, choose one of these limiters: contains, is exactly, not equal to, begins with, ends with, is empty, or is not empty.

- Step 5** In the third box, which is the search field/list box, either choose or enter the value that you want to locate, such as the name of a specific user.
- Step 6** You can click **AND** or **OR** to add multiple filters and repeat [Step 3](#) through [Step 6](#) to further define your query.
- 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 3](#) and start over.
- Step 8** To display the records that are going to be affected, click **View Query Result**.

**Caution**

If no information is entered into the query text box, the system deletes all user device profile records.

- Step 9** To delete autogenerated device profiles that satisfy the query criteria, check the **Include Auto Generated Device Profiles** check box.
- Step 10** To delete the records, click **Delete**.
- Step 11** 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 or click **OK** to continue.
- Step 12** You can click the **View Latest Log File** link to display the log file that BAT generated. The log file displays the number of phones that were deleted and the number of records that failed, including an error code. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the [“Related Topics” section on page 6-32](#).

Related Topics

- [Adding User Device Profiles, page 6-1](#)
- [Generating User Device Profiles for User Devices, page 6-29](#)
- [Updating Lines to User Device Profiles, page 6-30](#)

- [Deleting User Device Profiles, page 6-31](#)
- [Adding Lines to Existing Phones and UDPs, page 3-78](#)
- [Exporting User Device Profile Records, page 10-17](#)
- [BAT Log Files, page 13-1](#)

■ Related Topics



Working with Gateways and Ports

You can use BAT to configure some Cisco gateways and ports in the Cisco CallManager database in batches, rather than to add each gateway and port individually. Use BAT to work with the following types of gateways:

- To add, update, or delete Cisco VG200 Voice Gateways with trunks and ports, see the [“Working with Cisco VG200 Gateways and Ports”](#) section on [page 7-2](#).
- To add, update, and delete FXS ports on Cisco Catalyst 6000 24 Port FXS Analog Interface Modules, see the [“Adding Cisco Catalyst 6000 FXS Analog Interface Module Ports”](#) section on [page 7-18](#).

Gateway Directory Numbers for FXS Ports

A Gateway Directory Number template allows you to specify directory number configuration for POTS port types on Cisco VG200 gateways or Cisco Catalyst 6000 FXS analog interface modules.

The following topics provide information and procedures for these tasks:

- [Working with Cisco VG200 Gateways and Ports, page 7-2](#)
- [Working with Cisco Catalyst 6000 FXS Analog Interface Modules, page 7-17](#)
- [Creating a Gateway Directory Number Template for FXS Ports, page 7-3](#)

Working with Cisco VG200 Gateways and Ports

You can use BAT to add the Cisco VG200 gateways to the Cisco CallManager database. Before adding the VG200 gateways, you must first configure the gateway by using the Cisco IOS software command line interface (CLI). For gateway configuration procedures and commands, refer to the configuration documentation that is supplied with the gateway.

When using BAT to add the Cisco VG200 gateways to the Cisco CallManager database, you can configure the following types of trunks or ports:

- Foreign Exchange Station (FXS) ports for analog devices
- Foreign Exchange Office (FXO) for loopstart or groundstart trunks
- T1 Primary Rate Interface (PRI) trunks for ISDN services in North America
- E1 Primary Rate Interface (PRI) trunks for ISDN services in Europe
- T1 Channel Associated Signaling (CAS) protocol trunks

The following topics provide information and procedures for these tasks:

- [Adding Cisco VG200 Gateways, page 7-2](#)
- [Deleting Cisco VG200 Gateways, page 7-16](#)
- [Generating Reports for Cisco VG200 Gateways, page 11-11](#)

Adding Cisco VG200 Gateways

To add Cisco VG200 gateways to Cisco CallManager, you must access the Steps to Insert VG200 Gateways window by choosing **Configure > Gateways > VG200**. In the VG200 Gateway Options window, choose **Insert VG200 Gateways** and perform the following tasks:

1. When you are adding FXS ports, create a Gateway Directory Number template. See the “[Creating a Gateway Directory Number Template for FXS Ports](#)” section on page 7-3.
2. Create a Cisco VG200 gateway template to define common values for a set of gateways and ports. See the “[Creating a Cisco VG200 Gateway Template](#)” section on page 7-4.

3. Create a CSV data file to define individual values for each gateway and port that you want to add. See the [“Creating CSV Data Files for Cisco VG200 Gateways”](#) section on page 7-10.
4. Insert gateways and ports in the Cisco CallManager database. See the [“Inserting Cisco VG200 Gateways to Cisco CallManager”](#) section on page 7-15.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Creating a Gateway Directory Number Template for FXS Ports

You use the Gateway Directory Number template when you add directory numbers to FXS ports on Cisco VG200 gateways or Cisco Catalyst 6000 (FXS) analog interface modules.

You can create a BAT template that has common directory number details such as partition, calling search space, and so on, for POTS port types.



Note

If you are adding ports other than FXS to the Cisco VG200 gateway (such as FXO ports), go to the [“Creating a Cisco VG200 Gateway Template”](#) section on page 7-4.

Use this procedure to create a Gateway Directory Number template. Treat all fields as optional unless otherwise noted.

Procedure

- Step 1** Choose **Add, view, or modify Gateway Directory Number template for FXS ports** and click **Next**. The Gateway Directory Number Template Configuration window displays.
- Step 2** In the Gateway Directory Number Template Name field, enter a unique name, up to 50 alphanumeric characters, for this template.
- Step 3** Enter settings for the fields. See the [“Field Descriptions for Gateway Directory Number Template”](#) section on page 7-25, for more information.

- Step 4** To add the new template, click **Insert**. The template appears in the list of templates.
- Step 5** To return to the Steps to Insert Gateways window, click **Back**.
-

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Creating a Cisco VG200 Gateway Template

You must create a Cisco VG200 template and then add endpoint identifiers for the network modules. If you already created the gateway template but did not add endpoint identifiers, skip to the [“Updating the Endpoint Identifiers for Cisco VG200 Gateway Template”](#) section on page 7-9.

You must use a BAT template to configure the following endpoint identifiers:

- Foreign Exchange Station (FXS) ports
- Foreign Exchange Office (FXO) trunks
- T1 PRI trunks
- E1 PRI trunks
- T1 CAS trunks

Before You Begin

Use the following procedure to add a VG200 Gateway template.

Procedure

- Step 1** In the Steps to Insert VG200 Gateways window, choose **Insert Gateways** and click **Next**.
- Step 2** Choose **Add, view, or modify VG200 template** and click **Next**. The VG200 Gateway Template Configuration window displays.
- Step 3** Enter values for the following fields:
- **VG200 Gateway Template Name**—Enter a unique name, up to 50 alphanumeric characters for this BAT template.

- **Cisco CallManager Group**—Choose the Cisco CallManager Group for this gateway.
- Step 4** In the Module in Slot 1 field in the Installed Voice Interface Cards area, choose the type of network module that is installed in slot 1:
- **NM-1V**—Network Module-1Voice has one voice interface card (VIC) in Sub-Unit 0 for FXS or FXO.
 - **NM-2V**—Network Module-2Voice has two VICs, one in Sub-Unit 0 and one in Sub-Unit 1 for either FXS or FXO.
 - **NM-HDV**—Network Module-High Density Voice has one VIC in Sub-Unit 0 either for T1 CAS or T1 PRI, or for E1 PRI.
 - **None**—No network modules are installed.
- Step 5** In the Product Specific Configuration area, enter values for the following fields:
- **Switchback Timing**—Choose the timing mechanism that is used to switch back to a primary Cisco CallManager.
 - **Switchback Uptime-Delay**—Choose the delay, in minutes, that applies when delayed switchback is used. You must make an entry in this field if you chose “Delayed” in the Switchback Timing field.
 - **Switchback Schedule**—Designate the schedule, in hours and minutes, that applies when scheduled switchback is used. You must make an entry in this field if you chose “Scheduled” in the Switchback Timing field.
 - **Type of DTMF Relay**—Choose the type of DTMF (Dual-tone multifrequency) that you want to use from the following options.
 - Out of Band
 - Cisco
 - NSE
 - NTE-CA
 - NTE-GW
 - Current GW Config
- Step 6** Click **Insert**. When the Status indicates that the insert completed, a new field displays on the pane.
- Step 7** In the Sub-Unit field(s), choose the appropriate type for each sub-unit field:
- **VIC-2FXS**—Foreign Exchange Station (FXS) voice interface card

- VIC-2FXO—Foreign Exchange Office (FXO) voice interface card
- VWIC-1MFT-T1—Voice WAN interface card with one endpoint for T1 CAS or T1 PRI
- VWIC-2MFT-T1—Voice WAN interface card with two endpoints for T1 CAS or T1 PRI
- VWIC-1MFT-E1—Voice WAN interface card with one endpoint for E1 PRI
- VWIC-2MFT-E1—Voice WAN interface card with two endpoints for E1 PRI

Step 8 Click **Update**. When the Status indicates that the update completed, the endpoint identifiers display as links to the right of the subunit drop-down list boxes.



Note Continue to the [“Adding Endpoint Identifiers in a Cisco VG200 Gateway Template”](#) section on page 7-6 to complete the VG200 gateway template.

Adding Endpoint Identifiers in a Cisco VG200 Gateway Template

Use the following procedure to add endpoints for FXS ports, FXO trunks, and T1 PRI or E1 PRI trunk interfaces to the template. If you are configuring T1 CAS endpoints, you must also configure ports by using the Port Configuration window.

You must use a BAT template to configure all ports that you want to add. For example, if you want to add ports 1, 2, and 3 on endpoint identifier (1/0), you must first configure ports 1, 2, and 3 in the BAT template before attempting to add these ports by using the CSV data file.

Procedure

Step 1 In the VG200 Gateway Template Configuration window, click the link for the endpoint identifier that has a small question mark above the endpoint icon. The question mark indicates that the endpoint is not configured.

The Cisco VG200 Gateway Template Endpoint Configuration window displays with settings for the endpoints.

Step 2 Complete one of the following options for the trunk or port type that you are configuring for this endpoint:

- If you are configuring FXS ports for POTS devices, enter the appropriate settings. See the [“Field Descriptions for FXS Ports on Cisco VG200 Gateways”](#) section on page 7-35 for more information. You must specify the Gateway Directory Number template that you are using with these ports.
 - If you are configuring FXO trunks, enter the appropriate trunk settings. See the [“Field Descriptions for FXO Trunks on a Cisco VG200 Gateway”](#) section on page 7-37 for more information.
 - If you are configuring T1 trunks, choose either **T1 CAS** or **T1 PRI** signaling protocol:
 - T1 PRI trunk interface protocol—Enter the appropriate settings. See the [“Field Descriptions for T1 PRI or E1 PRI Trunks on a Cisco VG200 Gateway”](#) section on page 7-45 for more information.
 - T1 CAS trunk interface protocol—Go to the [“Adding T1 CAS Endpoints and Ports to the Cisco VG200 Gateway Template”](#) section on page 7-7
 - If you are configuring E1 trunks, enter the appropriate settings. See the [“Field Descriptions for T1 PRI or E1 PRI Trunks on a Cisco VG200 Gateway”](#) section on page 7-45 for more information.
- Step 3** After entering the endpoint settings, click **Update**. When the Status indicates that the update completed, the endpoint identifier icon shows the interface type instead of a question mark.
- Step 4** To configure additional endpoints, repeat [Step 1](#) through [Step 3](#) until all endpoints are configured.
- Step 5** Click **Back to VG200 Template Configuration** and then click **Back** to return to the Steps to Insert VG200 Gateways window.
-

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Adding T1 CAS Endpoints and Ports to the Cisco VG200 Gateway Template

Use the following procedure to add T1 CAS endpoints to the VG200 Gateway template. You must also configure the E&M ports for T1 CAS by using the Port Configuration window. You can configure any number of ports between 1 through 24 for each T1 CAS trunk interface endpoint.

You must use a BAT template to configure all ports that you want to add. For example, if you want to add ports 1, 2, and 3 on endpoint identifier (1/0), you must first configure ports 1, 2, and 3 in the BAT template before attempting to add these ports by using the CSV data file.

**Note**

The three-digit port identifier represents the combination of endpoint identifier number and port number, where the first digit specifies the endpoint, and the last two digits indicate the port number. For example, for endpoint 0 and port number 7, the port identifier specifies 007.

Procedure

- Step 1** In the VG200 Endpoint Configuration window for T1 CAS trunks, enter the appropriate settings. See the [“Field Descriptions for T1 CAS Trunks on a Cisco VG200 Gateway”](#) section on page 7-39 for more information.
- Step 2** After entering the endpoint settings, click **Update**. When the Status indicates that the update completed, the endpoint identifier icon shows the interface type instead of a question mark.
- Step 3** To configure the E&M ports for T1 CAS, click **Add a New Port** in the left pane. The Port Configuration popup window displays.
- Step 4** Choose values for the following fields:
 - Beginning Port Number—Choose All Ports or individual ports numbered 1 through 24.
 - End Port Number—Choose All Ports or individual ports numbered 1 through 24.
 - Enter the port settings. See the [“Field Descriptions for E & M Ports for T1 CAS”](#) section on page 7-42, for more information.
- Step 5** If you have more ports to configure, click **Insert** and repeat [Step 3](#) through [Step 5](#). If you have configured all the E&M ports for the T1 CAS endpoints, choose **Insert and Close**. The popup window closes, and the ports display in the left column on the VG200 Gateway Template window as Port: <number>.
 - You can modify port attributes in a template by clicking a port identifier in the left pane to open the Port Configuration window. Make changes to the details and then click **Update** or **Update and Close**.

- You can delete ports in a template by clicking a port identifier in the left pane to open the Port Configuration window. Click **Delete** to remove the port.

Step 6 Click **Back to VG200 Template Configuration**.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Updating the Endpoint Identifiers for Cisco VG200 Gateway Template

If you already created the Cisco VG200 gateway template, but did not add the endpoint identifiers, you can use the following steps to complete the template. To access the endpoint identifier option, choose **Configure > Gateways > VG200**.

Procedure

- Step 1** In the VG200 Options window, choose **Insert Gateways** and click **Next**. The Steps to Insert VG200 Gateways window displays.
- Step 2** Choose **Add, view, or modify VG200 template** and click **Next**. The VG200 Gateway Template Configuration window displays.
- Step 3** In the list of VG200 Gateway Templates, choose the BAT template to which you want to add endpoint identifier attributes.
- Step 4** In the Installed Voice Interface Cards area, choose the appropriate voice interface card for the Sub-Unit(s).
- Step 5** Click **Update**. When the Status indicates that the update completed, the endpoint identifiers display on the left pane.
- Step 6** Choose the endpoint identifier that you want to configure. You can tell which endpoint identifiers need to be configured because the endpoint icon displays with a question mark to indicate that it is not configured.
- The Cisco VG200 Endpoint Configuration window displays with settings for the endpoints. See the [“Adding Endpoint Identifiers in a Cisco VG200 Gateway Template”](#) section on page 7-6 for complete instructions.
- Step 7** Repeat [Step 4](#) through [Step 6](#) until all endpoint identifiers are configured.

- Step 8** Click **Back to VG200 Template Configuration** and then click **Back** to return to the Steps to Insert VG200 Gateways window.
-

Additional Information

See the [“Related Topics” section on page 7-62](#).

Creating CSV Data Files for Cisco VG200 Gateways

When you use BAT to insert VG200 gateways and ports to the Cisco CallManager database, you can add new ports or update existing ports.

You can use the BAT spreadsheet to create a CSV data file for VG200 gateways and ports. See the following sections:

- [Using the BAT Spreadsheet for CSV Data Files for Cisco VG200 FXS or FXO Gateways, page 7-10](#)
- [Using the BAT Spreadsheet for CSV Data Files for Cisco VG200 T1 CAS, T1 PRI, or E1 PRI Gateways and Ports, page 7-12](#)

You can use a text editor to create a text file in CSV format for VG200 gateways and ports. See the following sections:

- [Creating a Text-Based CSV File for Cisco VG200 Gateways, page A-22](#)

Using the BAT Spreadsheet for CSV Data Files for Cisco VG200 FXS or FXO Gateways


Use the BAT spreadsheet to create the CSV data file that contains the details for each individual FXS or FXO port, such as directory number, description of port, and partition.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data” section on page 1-11](#).

To create a text-based CSV data file for VG200 gateways, see the [“FXO or FXS Trunks CSV File Format” section on page A-23](#) for information and examples.

Procedure

- Step 1** To open the BAT spreadsheet, locate and double-click **BAT.xlt** file.
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** To add gateway attributes, click the **VG200 FXS FXO** tab at the bottom of the spreadsheet.
- Step 4** In each row, provide the information for the following fields:
- **MGCP Domain Name**—Enter a name, from 1 to 64 characters, that identifies the gateway. Use the Domain Name System (DNS) host name if it is configured to resolve correctly; otherwise, use the host name as defined on the Cisco MGCP gateway.

The host name must match exactly the host name that is configured on the Cisco IOS gateway. For example, if the host name is configured on the gateway to resolve to vg200-1 and the IP domain name is not configured, enter the host name in this field (in this case, vg200-1). If the host name is configured on the gateway as vg200-1 and the IP domain name is configured on the gateway as cisco.com, enter vg200-1.cisco.com in this field.
 - **Description**—Enter a description, up to 100 characters for the gateway. Use a specific description that helps you locate the gateway.
 - **Port 1 Description**—Enter a description for port 1, up to 50 characters. Use a description to help identify the port in a list of ports. This applies to the description field for port 2 through port 4.
 - **Port 1 Directory Number**—Enter the directory number, up to 24 numerals and special characters, for this port. This applies to the directory number field for port 2 through port 4.
-  **Note** Port 1 Directory Number and Partition fields are required for FXS ports only. For FXO ports, leave these fields blank.
- **Port 1 Partition**— Enter the name of the route partition, up to 50 characters, to which you want this port to belong. Make sure that the route partition is already configured in Cisco CallManager Administration. This applies to the partition field for port 2 through port 4.
- Step 5** To transfer the data from the BAT Excel spreadsheet into a CSV file, click **Export to BAT Format**.

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

VG200Gateways#timestamp.txt

where “timestamp” represents the precise date and time that the file was created.

**Tip**

If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.

If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. Data that is entered after a blank line does not get converted to the BAT format.

You must copy the CSV data file to the Cisco CallManager publisher database server, so BAT can access the data input file. Using a floppy disk or a mapped network drive, copy the CSV file from C:\XLSDataFiles to the C:\BATFiles\VG200Gateways folder on the server that is running the publisher database for Cisco CallManager.

**Note**

For information on how to read the exported CSV file, click the link to **View Sample File** in the Insert Gateways window in BAT.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Using the BAT Spreadsheet for CSV Data Files for Cisco VG200 T1 CAS, T1 PRI, or E1 PRI Gateways and Ports

Use the BAT spreadsheet to create the CSV data file that contains the details, such as domain name, MGCP description, and port identifier, for individual T1 CAS, T1 PRI, or E1 PRI ports.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-11.

To create a text-based CSV data file for VG200 gateways, see the [“T1 CAS, T1 PRI, or E1 PRI Trunks File Format”](#) section on page A-24 for information and examples.

Procedure

- Step 1** To open the BAT spreadsheet, locate and double-click **BAT.xls** file
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** Click the **VG200 T1-Pri T1-Cas E1-Pri** tab.
- Step 4** For T1 CAS endpoints only, scroll to the right until you see the Number of Port Identifiers field. Enter the number of port identifiers that you want to add for each Cisco VG200 gateway. If you want only one port identifier, skip this step.
- Step 5** In each row, provide the information for the following fields:
- **MGCP Domain Name**—Enter a name, from 1 to 64 characters that identifies the gateway. Use the Domain Name System (DNS) host name if it is configured to resolve correctly; otherwise, use the host name as defined on the Cisco MGCP gateway.

The host name must match exactly the host name that is configured on the Cisco IOS gateway. For example, if the host name is configured on the gateway to resolve to vg200-1 and the IP domain name is not configured, enter the host name in this field (in this case, vg200-1). If the host name is configured on the gateway as vg200-1 and the IP domain name is configured on the gateway as cisco.com, enter vg200-1.cisco.com in this field.
 - **MGCP Description**—Enter a description, up to 100 characters for the gateway. Use a specific description that helps you locate the gateway.
 - **Port Identifier 1**—Enter the numerical representation, up to three numerals, for the port identifier. Make the first digit either 0 or 1 (signifying either endpoint identifier 0 or endpoint identifier 1) followed by the port number, 01 to 24. Acceptable values range from 001 through 024 or 101 through 124.

**Note**

For T1 CAS only, the ports that you specify here must be the same ports that you specified in the VG200 template. In the CSV data file, you can specify none, some, or all ports that were configured in the template. Do not configure any ports in the CSV data file that were not also configured in the template, or an error will result when you attempt to insert the BAT VG200 template and the CSV file.

For example, if you configured ports 1,2,3, and 4 in the template, you could configure none of the ports, or ports 1, 2, 3, and 4, or only ports 1 and 2 in the CSV file, and the insertion would be accepted. But if you configured ports 5 and 6 in the CSV file when they are not configured in the template, you will receive an insertion error in BAT.

Step 6 To transfer the data from the BAT Excel spreadsheet into a CSV file, click **Export to BAT Format**.

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

VG200Gateways#timestamp.txt

where “timestamp” represents the precise date and time that the file was created.

**Tip**

If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.

If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. Data that is entered after a blank line does not get converted to the BAT format.

You must copy the CSV data file to the Cisco CallManager publisher database server, so BAT can access the data input file. Using a floppy disk or a mapped network drive, copy the CSV file from C:\XLSDataFiles to the C:\BATFiles\VG200Gateways folder on the server that is running the publisher database for Cisco CallManager.



Note For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert Gateways window in BAT.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Inserting Cisco VG200 Gateways to Cisco CallManager

To add Cisco VG200 gateways and ports to Cisco CallManager, use this procedure.

Before You Begin

- You must have a Cisco VG200 gateway template for the trunks or ports. See the [“Creating a Cisco VG200 Gateway Template”](#) section on page 7-4.
- If you want to insert directory number details for FXS ports, you must have a Gateway Directory Number template. See the [“Creating a Gateway Directory Number Template for FXS Ports”](#) section on page 7-3.
- You must have a CSV data file for the VG200 gateway ports. See the [Creating CSV Data Files for Cisco VG200 Gateways](#), page 7-10:

Procedure

- Step 1** In the Steps to Insert VG200 Gateways window, choose **Insert Gateways** and click **Next**. The Insert Gateways window displays.
- Step 2** In the File Name field, choose the name of the CSV data file that contains the Cisco VG200 gateway information to be added.
- Step 3** In the VG200 Gateway Template Name field, choose the name of the VG200 gateway template that you created for this type of bulk transaction.
- Step 4** Click **Insert**.

A message displays that advises you of approximately how long it will take to insert the records to the Cisco CallManager directory. You can cancel the transaction if it might cause performance degradation.

- Step 5** To insert VG200 gateways, click **OK** or click **Cancel** to cancel the transaction. If you clicked OK, a Transaction Status window displays. To see the transaction in progress, you can click **Show Latest Status**.
- When the transaction completes, check the Status message. BAT displays a status completed or failed message.
- Step 6** 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 the [“BAT Log Files” section on page 13-1](#).
-

Additional Information

See the [“Related Topics” section on page 7-62](#).

Deleting Cisco VG200 Gateways

You can delete some or all Cisco VG200 gateway records from the Cisco CallManager database. To access VG200 Options, choose **Configure > Gateways > VG200**. To delete Cisco VG200 gateways, use this procedure.

Procedure

- Step 1** In the VG200 Options window, choose **Delete VG200 Gateways** and click **Next**. The Delete Gateways window displays
- Step 2** In the Select VG200 gateways where area, choose the field that you want to search, such as MGCP Domain Name or Description, from the drop-down list.
- Step 3** From the drop-down list box, choose the search criteria, such as begins with, contains, or is empty.
- Step 4** In the search field, enter the value that you want to locate, such as the name for MGCP domain or the description of the gateway.

- Step 5** To add the defined filter to the query, click **Add to Query**.
- Step 6** To add multiple filters to the query, click **AND** or **OR**.
- Step 7** To verify the records that are going to be deleted, click **View Query Results**.

**Caution**

If you have not specified a query (as described in [Step 2](#) through [Step 5](#)), clicking **Delete** removes all Cisco VG200 gateways.

- Step 8** To delete the records, click **Delete**.
- After the Cisco VG200 gateways are deleted from Cisco CallManager, BAT generates a log file that indicates the number of records that were deleted and the number of records that failed, including an error code. For more information on log files, see the “[BAT Log Files](#)” section on page 13-1.

Additional Information

See the “[Related Topics](#)” section on page 7-62.

Working with Cisco Catalyst 6000 FXS Analog Interface Modules

Before using BAT to add the FXS ports for the analog interface modules, you must install the Cisco Catalyst 6000 gateway by performing these tasks:

1. Configure the gateway by using Cisco IOS software command line interface. See the documentation that was supplied with your gateway for configuration instructions.
2. Use Cisco CallManager Administration to add the Cisco Catalyst 6000 gateway in the Cisco CallManager database. In Cisco CallManager Administration, choose **Device > Add a New Device > Gateway > Next**. Choose the Cisco Catalyst 6000 24 Port FXS Gateway and device protocol and then click the **Next**.

You can use BAT to add FXS ports on the Cisco Catalyst 6000 (FXS) analog interface modules for analog devices. You must configure a Gateway Directory Number template to associate with these FXS ports and a Catalyst 6000 (FXS) ports template before adding these ports to the Cisco CallManager database.

The following topics provide information and procedures for these tasks:

- [Adding Cisco Catalyst 6000 FXS Analog Interface Module Ports, page 7-18](#)
- [Updating Cisco Catalyst 6000 FXS Ports in Cisco CallManager, page 7-23](#)
- [Deleting Ports for Cisco Catalyst 6000 FXS Gateway, page 7-24](#)

Adding Cisco Catalyst 6000 FXS Analog Interface Module Ports

To insert Cisco Catalyst 6000 (FXS) ports to Cisco CallManager, you must access the Catalyst 6000 (FXS) Options window by choosing **Configure > Gateways > Catalyst 6000 (FXS)**. In the Catalyst 6000 Options window, choose **Insert Catalyst 6000 (FXS) ports**, and perform the following tasks:

1. Create a Gateway Directory Number template for adding FXS ports that require directory number details. See the [“Creating a Gateway Directory Number Template for FXS Ports”](#) section on page 7-3.
2. To define common values for a set of FXS ports, create a Cisco Catalyst 6000 (FXS) ports template. See the [“Creating a Cisco Catalyst 6000 \(FXS\) Ports Template”](#) section on page 7-19.
3. To define individual values for the FXS ports that you want to add, create a CSV data file. See the [Creating the CSV Data File for Cisco Catalyst 6000 \(FXS\) Ports, page 7-19](#).
4. To insert the FXS ports in the Cisco CallManager database, see the [“Inserting Cisco Catalyst 6000 \(FXS\) Ports to Cisco CallManager”](#) section on page 7-21.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Creating a Cisco Catalyst 6000 (FXS) Ports Template

The port template and comma separated values (CSV) files work together in bulk transactions. You can create a template that has the common analog details for all the ports in the batch, such as the port direction, and port level.

To create a Cisco Catalyst 6000 FXS ports template, use this procedure. You must complete all fields unless otherwise noted.

Procedure

-
- Step 1** In the Steps to Insert Catalyst 6000 (FXS) Gateways window, choose **Add, view, or modify Catalyst 6000 (FXS) Ports template** and click **Next**. The Catalyst 6000 (FXS) Ports Template Configuration window displays.
 - Step 2** In the Catalyst 6000 (FXS) Ports Template Name field, enter a unique name for this template.
 - Step 3** Enter the settings for the fields. See the [“Field Descriptions for FXS Ports on Cisco Catalyst 6000 Gateway”](#) section on page 7-61 for more information.
 - Step 4** Click **Insert**. When the Status indicates that the update completed, the template displays on the left pane.
 - Step 5** To return to the The Steps to Insert Catalyst 6000 (FXS) Gateways window, click **Back**.
-

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Creating the CSV Data File for Cisco Catalyst 6000 (FXS) Ports

To create the CSV data file that contains the details for each individual Cisco Catalyst 6000 (FXS) port, such as directory number, description of port, and partition, use the BAT spreadsheet.

For information about installing and using the BAT spreadsheet, see the [“Using the BAT Spreadsheet for Gathering Data”](#) section on page 1-11.

To create a text-based CSV data file for Catalyst 6000 (FXS) ports, see the [“Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports”](#) section on page A-25 for information and examples.

Procedure

- Step 1** To open the BAT Spreadsheet, locate and double-click **BAT.xls** file.
- Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
- Step 3** Click the **Catalyst 6000 (FXS) Ports** tab.
- Step 4** Enter information for each port record in a row. Complete all mandatory fields and any relevant, optional fields. Each column heading specifies the length of the field.
- **MAC Address**—Enter the 12-character MAC address for the gateway.
 - **Port Number**—Enter the numeric port number (1 through 24) that you want to add to the gateway.
 - **Directory Number**—Enter a directory number, up to 24 numerals and special characters, for this port. You must enter a directory number if you have specified a partition.(Optional)
 - **Partition**—Enter the route partition, up to 50 characters, to which you want this port to belong. Do not specify a partition unless you also have specified a directory number. (Optional)



Caution

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

- Step 5** To transfer the data from the BAT Excel spreadsheet into a CSV file, click **Export to BAT Format**.

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

Catalyst6000_24PortsFXSGateway#timestamp.txt

where “timestamp” represents the precise date and time that the file was created.

You must copy the CSV data file to the Cisco CallManager publisher database server, so BAT can access the data input file. Using a floppy disk or a mapped network drive, copy the CSV file from C:\XLSDataFiles to the C:\BATFiles\Catalyst6000_24PortsFXSGateway folder on the server that is running the publisher database for Cisco CallManager.



Note For information on how to read the exported CSV data file, click the link to **View Sample File** in the Insert Gateways window in BAT.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Inserting Cisco Catalyst 6000 (FXS) Ports to Cisco CallManager

To insert ports on Cisco Catalyst 6000 FXS analog interface modules to Cisco CallManager, use this procedure.

Before You Begin

- You must have a Cisco Catalyst 6000 Ports template for this bulk transaction. See the [“Creating a Cisco Catalyst 6000 \(FXS\) Ports Template”](#) section on page 7-19.
- You must have a CSV data file that contains port details for this bulk transaction. See the [“Creating the CSV Data File for Cisco Catalyst 6000 \(FXS\) Ports”](#) section on page 7-19.
- If you want to add or update Directory Number details, you need a Gateway Directory Number template. See the [“Creating a Gateway Directory Number Template for FXS Ports”](#) section on page 7-3.

Procedure

-
- Step 1** In the Steps to Insert Catalyst 6000 (FXS) Gateways window, choose **Insert FXS Ports**. The Insert Ports window displays.

- Step 2** In the File Name field, choose the CSV data file for Cisco Catalyst 6000 ports that you created for this bulk transaction.
- Step 3** In the Catalyst 6000 (FXS) Ports Template field, choose the BAT template that you created for adding Cisco Catalyst 6000 FXS ports.
- Step 4** In the Gateway Directory Number Template Name, choose the BAT template that you created for adding directory numbers to Cisco Catalyst 6000 FXS ports.(Optional)



Note If you have not specified directory number details on the CSV data file, BAT inserts only analog details for that port. The port will have no directory number.

- Step 5** Click **Insert**.
- A message displays that advises you of approximately how long it will take to insert the records to the Cisco CallManager directory. You can cancel the transaction if it might cause performance degradation.
- Step 6** To insert Cisco Catalyst 6000 FXS ports, click **OK** or click **Cancel** to cancel the transaction.
- If you clicked OK, a Transaction Status window displays. To see the transaction in progress, you can click **Show Latest Status**.
- When the transaction completes, check the Status message. BAT displays a status completed or failed message.
- Step 7** 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, you can click **View Latest Log File**. For more information on log files, see the [“BAT Log Files”](#) section on page 13-1.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Updating Cisco Catalyst 6000 FXS Ports in Cisco CallManager

To update existing ports for Cisco Catalyst 6000 FXS analog interface modules to Cisco CallManager, use this procedure. To access the update ports option, choose **Configure > Gateways > Catalyst 6000 FXS**.

Before You Begin

- You must have a Cisco Catalyst 6000 Ports template for this bulk transaction. See the [“Creating a Cisco Catalyst 6000 \(FXS\) Ports Template”](#) section on page 7-19.
- You must have a CSV data file that contains modified port details for this bulk transaction. See the [“Creating the CSV Data File for Cisco Catalyst 6000 \(FXS\) Ports”](#) section on page 7-19.
- If you want to update Directory Number details, you need a Gateway Directory Number template. See the [“Creating a Gateway Directory Number Template for FXS Ports”](#) section on page 7-3.

Procedure

-
- Step 1** In the Catalyst 6000 (FXS) Options window, choose **Update Catalyst 6000 FXS ports** and click **Next**. The Steps to Update Catalyst 6000 (FXS) Gateways window displays.
 - Step 2** Choose **Update FXS Ports**. The Update Ports window displays.
 - Step 3** In the File Name field, choose the CSV data file for the Catalyst 6000 ports for this bulk transaction.
 - Step 4** In the Catalyst 6000 (FXS) Ports Template field, choose the BAT template for updating FXS ports.
 - Step 5** (Optional) In the Gateway Directory Number Template Name, choose the BAT template that you created for updating directory numbers to Cisco Catalyst 6000 FXS ports.



Note

If you have not specified directory number details on the CSV data file, you do not need a Gateway Directory Number Template.

Step 6 Click **Update**.

A message displays that advises you of approximately how long it will take to update the records in the Cisco CallManager database. You can cancel the transaction if it might cause performance degradation.

Step 7 To update Cisco Catalyst 6000 FXS ports, click **OK** or click **Cancel** to cancel the transaction.

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

When the transaction completes, check the Status message. BAT displays a status completed or failed message.

Step 8 To see a log file that indicates the number of records that are updated and the number of records that failed, including an error code, you can click **View Latest Log File**. For more information on log files, see the [“BAT Log Files” section on page 13-1](#).

Additional Information

See the [“Related Topics” section on page 7-62](#).

Deleting Ports for Cisco Catalyst 6000 FXS Gateway

To delete all ports from a Cisco Catalyst 6000 24 Port FXS gateway, use this procedure. To access the delete ports option, choose **Configure > Gateways > Catalyst 6000 FXS**.

Procedure

Step 1 In the Catalyst 6000 (FXS) Options window, choose **Delete Catalyst 6000 FXS ports** and click **Next**. The Delete Ports window displays.**Step 2** Choose the name of the Cisco Catalyst 6000 Gateway(s) for which you want to delete all ports and click the arrow buttons to move the gateways between the **Available Gateways** and **Selected Gateways** lists.

BAT deletes all the ports for only the gateways shown in the Selected Gateways list box.

Step 3 Click **Delete All Ports**.

A message displays that indicates the time that it will take to perform the transaction.

BAT generates a log file that indicates the number of gateways for which the Delete All operation was successful and the number of gateways for which it failed, including an error code.

Step 4 You can click **View Latest Log File** link to open the log file for this transaction. See the “[BAT Log Files](#)” section on page 13-1 for more information about errors.**Additional Information**

See the “[Related Topics](#)” section on page 7-62.

Field Descriptions for Gateway Templates

This section provides descriptions of the fields that are used in the following gateway templates.

- [Field Descriptions for Gateway Directory Number Template, page 7-25](#)
- [Field Descriptions for FXS Ports Template on a Cisco VG200 Gateway, page 7-35](#)
- [Field Descriptions for FXO Trunks on a Cisco VG200 Gateway, page 7-37](#)
- [Field Descriptions for T1 CAS Trunks on a Cisco VG200 Gateway, page 7-39](#)
- [Field Descriptions for E & M Ports for T1 CAS, page 7-42](#)
- [Field Descriptions for T1 PRI or E1 PRI Trunks on a Cisco VG200 Gateway, page 7-45](#)
- [Field Descriptions for FXS Ports on Cisco Catalyst 6000 Gateway, page 7-61](#)

Field Descriptions for Gateway Directory Number Template

Use the following field descriptions when you are adding or updating values for a Gateway Directory Number template.

Field Descriptions for Gateway Templates

Some fields display the values that were configured in Cisco CallManager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Consider an entry in fields without an asterisk as optional.

Table 7-1 Field Descriptions for Gateway Directory Number Template

Field	Description
Line Details	
Partition	Choose the partition to which the directory number will be added.
Directory Number Settings	
Voice Mail Profile	Check this check box to default the voice message box field for a directory number to the same value as the directory number. This means that the call will only ring the directory number and not roll to voice messaging.
Calling Search Space	Choose the calling search space to which this group of directory numbers should belong. A calling search space specifies the collection of route partitions that are searched to determine how a dialed number should be routed.
AAR Settings	
AAR Voice Mail	The settings in this row of fields specify treatment of calls for which there is insufficient bandwidth to reach the destination. These calls are handled by automated alternate routing (AAR) and are routed to the AAR Destination Mask or Voice Mail. Check this check box to use settings in the Voice Mail Profile Configuration window. Note When this check box is checked, Cisco CallManager ignores the settings in the Coverage/Destination box and Calling Search Space.
AAR Destination Mask	Use this setting instead of the external phone number mask to determine the AAR Destination to be dialed.

Table 7-1 Field Descriptions for Gateway Directory Number Template (continued)

Field	Description
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth.</p> <p>Set AAR Group to <None> to prevent rerouting blocked calls.</p>
AAR Keep Call History	<p>This field determines if the AAR part of the call will be present in the Call Forwarding History.</p> <ul style="list-style-type: none"> - If you choose “Remove this destination from the call forwarding history,” then the AAR leg of the call is not present in the call history. - If you choose “Retain this destination in the call forwarding history,” then the AAR leg of the call will be present in the Call History.
Network Hold Audio Source	<p>Choose the music on hold audio source that plays when the system places a call on hold (such as when user transfers a call or initiates a conference or call park).</p>
Call Forward and Pickup Settings	
Forward All Voice Mail	<p>Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.</p> <p>If you check this box, the Forward All Destination field and Forward All Calling Search Space box have no relevance.</p>
Forward All Destination	<p>Enter the directory number to which all calls are forwarded.</p> <p>Note The setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward All Calling Search Space	<p>Choose the calling search space to use when calls are forwarded to the specified destination.</p> <p>Note This setting applies to all devices that are using this directory number.</p>

Table 7-1 Field Descriptions for Gateway Directory Number Template (continued)

Field	Description
Forward Busy Internal Voice Mail	<p>Check this check box to forward calls from an internal number to the number that you chose in the voice-mail profile.</p> <p>Checking this check box signifies that the values in the Forward Busy Internal Destination field and Calling Search Space check box are not relevant.</p>
Forward Busy Internal Destination	<p>Enter the directory number to which an internal call is forwarded when the line is in use.</p> <p>Note This setting applies to any internal dialable phone number and to all devices that are using this directory number.</p>
Forward Busy Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarded to the specified destination.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward Busy External Voice Mail	<p>Check this check box to forward calls from an external number to the number that you chose in the voice-mail profile.</p> <p>Checking this check box signifies that the values in the Forward Busy External Destination field and Calling Search Space check box are not relevant.</p>
Forward Busy External Destination	<p>Enter the directory number to which an external call is forwarded when the line is in use.</p> <p>Note This setting applies to any dialable, external phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward Busy External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarded to the specified destination.</p> <p>Note This setting applies to all devices that are using this directory number.</p>

Table 7-1 Field Descriptions for Gateway Directory Number Template (continued)

Field	Description
Forward No Answer Internal Voice Mail	<p>Check this check box to forward calls from an internal number to the number that you chose in the voice-mail profile.</p> <p>Checking this check box signifies that the values in the Forward No Answer Internal Destination field and Calling Search Space check box are not relevant.</p>
Forward No Answer Internal Destination	<p>Enter an internal directory number to which a call is forwarded when the phone is not answered.</p> <p>Note This setting applies to any internal dialable phone number and to all devices that are using this directory number.</p>
Forward No Answer Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward No Answer External Voice Mail	<p>Check this check box to forward external calls to the number that you chose in the voice-mail profile.</p> <p>Checking this check box signifies that the values in the Forward No Answer External Destination field and Calling Search Space check box are not relevant.</p>
Forward No Answer External Destination	<p>Enter an directory number to which an external call is forwarded when the phone is not answered.</p> <p>Note This setting applies to any external, dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Answer External Calling Search Space	<p>Choose the calling search space to use when eternal calls are forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>

Table 7-1 Field Descriptions for Gateway Directory Number Template (continued)

Field	Description
Forward No Coverage Internal Voice Mail	<p>Check this check box to forward calls from an internal number to the number that you chose in the voice-mail profile.</p> <p>Checking this check box signifies that the values in the Forward No Coverage Internal Destination field and Calling Search Space check box are not relevant.</p>
Forward No Coverage Internal Destination	<p>Enter an directory number to which an internal call is forwarded when the phone has no coverage.</p> <p>Note This setting applies to any internal, dialable phone number and to all devices that are using this directory number.</p>
Forward No Coverage Internal Calling Search Space	<p>Choose the calling search space to use when internal calls are forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>
Forward No Coverage External Voice Mail	<p>Check this check box to forward external calls to the number that you chose in the voice-mail profile.</p> <p>Checking this check box signifies that the values in the Forward No Coverage External Destination field and Calling Search Space check box are not relevant.</p>
Forward No Coverage External Destination	<p>Enter a directory number to which an external call is forwarded when the phone has no coverage.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.</p>
Forward No Coverage External Calling Search Space	<p>Choose the calling search space to use when external calls are forwarded to the specified destination. The setting displays only if it is configured in the system.</p> <p>Note This setting applies to all devices that are using this directory number.</p>

Table 7-1 Field Descriptions for Gateway Directory Number Template (continued)

Field	Description
Forward Unregistered Internal Voice Mail	<p>The settings in this row specify the forwarding treatment for internal calls that are routed to a directory number with no registered devices.</p> <p>Check the Voice Mail check box to use settings in the Voice Mail Profile Configuration window.</p> <p>Note When this check box is checked, Cisco CallManager ignores the settings in the Coverage/Destination box and Calling Search Space. When this check box is checked for internal calls, the system automatically checks the Voice Mail check box for external calls. If you do not want external calls to forward to the voice-messaging system, you must uncheck the Voice Mail check box for external calls.</p>
Forward Unregistered Internal Coverage/Destination	<p>Enter any dialable phone number, including an outside destination.</p> <p>Note When you enter a coverage/destination value for internal calls, the system automatically copies this value to the Coverage/Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Coverage/Destination field for external calls.</p>
Forward Unregistered Calling Search Space	<p>Choose calling search space from the drop-down list menu. This setting applies to all devices that are using the directory number chosen above.</p> <p>Note When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>

Table 7-1 Field Descriptions for Gateway Directory Number Template (continued)

Field	Description
Forward Unregistered External Voice Mail	<p>The settings in this row specify the forwarding treatment for external calls that are routed to a directory number with no registered devices. Specify the following values:</p> <p>Check the Voice Mail check box to use settings in the Voice Mail Profile Configuration window.</p> <p>Note When this check box is checked, Cisco CallManager ignores the settings in the Coverage/Destination box and Calling Search Space. When this check box is checked for internal calls, the system automatically checks the Voice Mail check box for external calls. If you do not want external calls to forward to the voice-messaging system, you must uncheck the Voice Mail check box for external calls.</p>
Forward Unregistered External Coverage/Destination	<p>Enter any dialable phone number, including an outside destination.</p> <p>Note When you enter a coverage/destination value for internal calls, the system automatically copies this value to the Coverage/Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Coverage/Destination field for external calls.</p>
Forward Unregistered External Calling Search Space	<p>Choose calling search space from the drop-down list box. This setting applies to all devices that are using the directory number chosen above.</p> <p>Note When you choose a Calling Search Space for internal calls, the system automatically copies this setting to the Calling Search Space setting for external calls. If you want external calls to forward to a different calling search space, choose a different setting in the Calling Search Space for external calls.</p>
No Answer Ring Duration	<p>Enter the number of seconds to allow the call to ring before forwarding the call to the Forward No Answer Destination.</p>

Table 7-1 Field Descriptions for Gateway Directory Number Template (continued)

Field	Description
Call Pickup Group	Choose a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group number.
Multilevel Precedence and Preemption Alternate Party Settings	
Target (Destination)	Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call. Values can include numeric characters, pound (#), and asterisk (*).
Calling Search Space	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.
No Answer Ring Duration	Enter the number of seconds (between 1 and 300) to allow the call to ring before forwarding the call to the Forward No Answer Destination. Leave this setting blank to use the value that is set in the Cisco CallManager enterprise parameter, Precedence Alternate Party Timeout.
Line Settings for This Device	
Display (Internal Caller ID)	Use this field only if you do not want the directory number to show on the line appearance. Enter text that identifies this directory number for a line/phone combination. Suggested entries include boss's name, department's name, or other appropriate information to identify multiple directory numbers to secretary/assistant who monitors multiple directory numbers.
External Phone Number Mask	Enter the phone number (mask), up to 24 digits, that is used to send Caller ID information when a call is placed from this directory number.
Alerting Name	Enter the name that must display during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name entered in the Display field.

Table 7-1 Field Descriptions for Gateway Directory Number Template (continued)

Field	Description
Maximum Number of Calls	<p>You can configure up to 200 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls. Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>
Forwarded Call Information Display for this Device	
Caller Name	Check this check box to include the caller's name in the display when a forwarded call is received. Default leaves this field enabled (checked).
Redirected Number	Check this check box to include the redirected number in the display when a forwarded call is received.
Caller Number	Check this check box to include the caller's number in the display when a forwarded call is received.
Dialed Number	Check this check box to include the dialed number in the display when a forwarded call is received. Default leaves this field enabled (checked).

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Field Descriptions for FXS Ports Template on a Cisco VG200 Gateway

Use the following field descriptions when you are adding or updating values for FXS ports on a Cisco VG200 gateway template.

Some fields display the values that were configured in Cisco CallManager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Consider an entry in fields without an asterisk as optional.

Table 7-2 Field Descriptions for FXS Ports on Cisco VG200 Gateways

Field	Description
Device Information	
Device Pool	Choose the device pool for this group of gateways/ports. A device pool defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration.
Common Profile	Choose the Common Profile from the drop-down list box. For more configuration information, refer to <i>Cisco CallManager Administration Guide</i> .
Calling Search Space	Choose the calling search space for this group of gateways/ports. A calling search space specifies the collection of route partitions that are searched to determine how a dialed number should be routed.
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.

Table 7-2 Field Descriptions for FXS Ports on Cisco VG200 Gateways (continued)

Field	Description
Media Resource Group List	<p>Choose the media resource group list (MRGL) for this group of gateways/ports.</p> <p>An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources from among the available ones according to the priority order that is defined in the MRGL.</p>
Network Hold Audio Source	Choose the music on hold audio source that plays when the system places a call on hold (such as when user transfers a call or initiates a conference or call park).
Location	<p>Choose the location for this group of gateways/ports.</p> <p>A location indicates the remote location that is accessed by using restricted bandwidth connections.</p>
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.
Network Locale	<p>Choose the network locale that you want to associate with this gateway.</p> <p>The Network Locale provides a set of tones and cadences that Cisco gateways and phones use when communicating with the PSTN and other networks in a specific geographical area.</p>
Gateway Directory Number Template Name	<p>When you are adding a POTS port type and want to assign a directory number to that port, you must have configured a Gateway Directory Number template.</p> <p>Choose the Gateway Directory Number template to be used for these ports.</p>
Multilevel Precedence and Preemption (MLPP) Information	
MLPP Domain (e.g., "0000FF")	Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFFFF.
MLPP Indication	Not available on this device.
MLPP Preemption	Not available on this device.

Table 7-2 Field Descriptions for FXS Ports on Cisco VG200 Gateways (continued)

Field	Description
Port Information	
Prefix DN	For this optional field, specify the prefix digits that are appended to the digits that are received on incoming calls.
Num Digits	Specify the number of digits, from 0 to 32, to collect. Cisco CallManager counts significant digits from the right (last digit) of the number called.
Expected Digits	Specify the number of digits that are expected on the inbound side of the trunk. Use the default value (zero) if you are unsure.
SMDI Port Number (0-4096)	Use this field for analog access ports that connect to a voice-mail system. Set the SMDI Port Number equal to the actual port number on the voice-mail system to which the analog access port connects. Note Voice-mail logical ports typically must match physical ports for the voice-mail system to operate correctly.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Field Descriptions for FXO Trunks on a Cisco VG200 Gateway

Use the following field descriptions when you are adding or updating values in the template for FXO trunks on a Cisco VG200 gateway.

Some fields display the values that were configured in Cisco CallManager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Consider an entry in fields without an asterisk as optional.

Table 7-3 Field Descriptions for FXO Trunks on Cisco VG200 Gateways

Field	Description
Device Information	

Table 7-3 Field Descriptions for FXO Trunks on Cisco VG200 Gateways (continued)

Field	Description
Port Type	Choose the type of port, either Ground Start or Loop Start.
Device Pool	Choose the device pool for this group of gateways/ports. A device pool defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration.
Common Profile	Choose the Common Profile from the drop-down list box. For more configuration information, refer to <i>Cisco CallManager Administration Guide</i> .
Calling Search Space	Choose the calling search space for this group of gateways/ports. A calling search space specifies the collection of route partitions that are searched to determine how a dialed number should be routed.
AAR Calling Search Space	Choose the appropriate calling search space for the device to use when automated alternate routing (AAR) is performed. The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.
Media Resource Group List	Choose the media resource group list (MRGL) for this group of gateways/ports. An MRGL specifies a list of prioritized media resource groups. An application can select required media resources from among the available ones according to the priority order that is defined in the MRGL.
Location	Choose the location for this group of gateways/ports. A location indicates the remote location that is accessed by using restricted bandwidth connections.
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.

Table 7-3 Field Descriptions for FXO Trunks on Cisco VG200 Gateways (continued)

Field	Description
Network Locale	Choose the network locale that you want to associate with this gateway. The Network Locale provides a set of tones and cadences that Cisco gateways and phones use when communicating with the PSTN and other networks in a specific geographical area.
Multilevel Precedence and Preemption (MLPP) Information	
MLPP Domain (e.g., “0000FF”)	Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFFFF.
Port Information	
Port Direction	Specify the direction of calls that are passing through this port: <ul style="list-style-type: none"> • Inbound—Use for incoming calls only. • Outbound—Use for outgoing calls. • Both Ways—Use for inbound and outbound calls. This choice represents the default value.
Attendant DN	Enter the directory number to which you want incoming calls routed; for example, zero for an attendant.

Product-Specific Configuration for Loop-Start or Ground-Start Trunks

The gateway manufacturer specifies the model-specific fields under product-specific configuration. To view field descriptions and help for product-specific configuration items, click the **i** information icon to the right of the **Product Specific Configuration** heading to display help in a popup window. If you need more information, refer to the documentation for the specific gateway that you are configuring.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Field Descriptions for T1 CAS Trunks on a Cisco VG200 Gateway

Use the following field descriptions when you are adding or updating values for the E&M ports for T1 CAS trunks on a Cisco VG200 gateway.

Some fields display the values that were configured in Cisco CallManager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Consider an entry in fields without an asterisk as optional.

Table 7-4 Field Descriptions for T1 CAS Trunks on Cisco VG200 Gateways

Field	Description
Device Information	
Device Pool	<p>Choose the device pool to which this group of gateways/ports should belong.</p> <p>A device pool defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration.</p>
Common Profile	<p>Choose the Common Profile from the drop-down list box. For more configuration information, refer to <i>Cisco CallManager Administration Guide</i>.</p>
Call Classification	<p>From the drop-down list box, choose an option to configure the device as on net, off net, or system default.</p> <p>If you chose 'Use System Default' at the device level, the system uses the value of the service parameter to determine if the device is internal (on net) or external (off net).</p>
Calling Search Space	<p>Choose the calling search space for this group of gateways/ports.</p> <p>A calling search space specifies the collection of route partitions that are searched to determine how a dialed number should be routed.</p>
AAR Calling Search Space	<p>Choose the appropriate calling search space for the device to use when automated alternate routing (AAR) is performed. The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.</p>
Media Resource Group List	<p>Choose the media resource group list (MRGL) for this group of gateways/ports.</p> <p>An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources from among the available ones according to the priority order that is defined in the MRGL.</p>

Table 7-4 Field Descriptions for T1 CAS Trunks on Cisco VG200 Gateways (continued)

Field	Description
Location	Choose the location for this group of gateways/ports. A location indicates the remote location that is accessed by using restricted bandwidth connections.
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.
MLPP Domain (e.g., “0000FF”)	Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFFFF.
Handle DTMF Precedence Signaling	Check this box to enable this gateway to interpret special DTMF signals as MLPP precedence levels.
Load Information	Enter the appropriate load information for the custom software for gateway. The values that you enter here override the default values for this gateway. To use the default load, leave this field blank.
Port Selection Order	Choose the order in which ports are chosen. If you are not sure which port order to use, choose TOP_DOWN: <ul style="list-style-type: none"> • TOP_DOWN—Chooses ports in descending order, from first port (port 1) to the last port. • BOTTOM_UP—Chooses ports in ascending order, from the last port to the first port (port 1).
Digit Sending	Choose one of the following digit sending types for out-dialing: <ul style="list-style-type: none"> • DTMF—Dual-tone multifrequency as normal touchtone dialing, this choice represents the default value. • MF—Multifrequency
Network Locale	Choose the network locale that you want to associate with this gateway. The Network Locale provides a set of tones and cadences that Cisco gateways and phones use when communicating with the PSTN and other networks in a specific geographical area.

Table 7-4 Field Descriptions for T1 CAS Trunks on Cisco VG200 Gateways (continued)

Field	Description
SMDI Base Port	Enter the first SMDI port number of the T1 span.

Product-Specific Configuration

The gateway manufacturer specifies the model-specific fields under product-specific configuration. To view field descriptions and help for product-specific configuration items, click the **i** information icon to the right of the **Product Specific Configuration** heading to display help in a popup window. If you need more information, refer to the documentation for the specific gateway that you are configuring.

Additional Information

See the [“Related Topics” section on page 7-62](#).

Field Descriptions for E & M Ports for T1 CAS

Use the following field descriptions when you are adding or updating values for E&M ports for the T1 CAS trunks on a Cisco VG200 gateway.

Some fields display the values that were configured in Cisco CallManager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Consider an entry in fields without an asterisk as optional.

Table 7-5 Field Descriptions for E&M Ports for T1 CAS

Field	Description
Port Details	
Port Direction	Choose the direction of calls that are passing through this port: <ul style="list-style-type: none"> • Inbound—Use for incoming calls only. • Outbound—Use for outgoing calls. • Bothways—Use for inbound and outbound calls. This choice represents the default value.
Calling Party Selection	Because any outbound call on a gateway can send directory number information, choose which directory number to send: <ul style="list-style-type: none"> • Originator—Send the directory number of the calling device. This choice represents the default value. • First Redirect Number—Send the directory number of the redirecting device. • Last Redirect Number—Send the directory number of the last device that redirected the call. • First Redirect Number (External)—Send the external directory number of the redirecting device. • Last Redirect Number (External)—Send the external directory number of the last device that redirected the call.
Caller ID Type	Choose the type of caller ID that displays to the called party: <ul style="list-style-type: none"> • ANI—Automatic number identification displays the number of the calling party and provides the default value. • DNIS—Dialed number identification service displays the number that the caller dialed.

Table 7-5 Field Descriptions for E&M Ports for T1 CAS (continued)

Field	Description
Port Details	
Caller ID DN	<p>Enter the pattern, from 0 to 24 digits, that you want to use for caller ID.</p> <p>For example, in North America</p> <ul style="list-style-type: none"> • 555XXXX = Variable caller ID, where X equals an extension number. The CO appends the number with the area code if you do not specify it. • 5555000 = Fixed caller ID, for when you want the Corporate number to be sent instead of the exact extension from which the call is placed. The CO appends the number with the area code if you do not specify it.
Prefix DN	<p>Enter the prefix digits that are appended to the called party number on incoming calls.</p> <p>The Cisco CallManager adds prefix digits after first truncating the number in accordance with the Num Digits setting.</p>
Num Digits	<p>Enter the number of significant digits, from 0 to 32 to collect. Cisco CallManager counts significant digits from the right (last digit) of the number called. The default specifies 4.</p>
Expected Digits	<p>Enter the number of digits expected on the inbound side of the trunk. Use zero if you are unsure. The default specifies 4.</p>
Product Specific Configuration	
Signaling Type	<p>Choose the type of signaling for E and M protocol on the trunk interface: Wink Start or Delay Dial.</p>

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Field Descriptions for T1 PRI or E1 PRI Trunks on a Cisco VG200 Gateway

Use the following field descriptions when you are adding or updating values for T1 PRI or E1 PRI trunks on a Cisco VG200 gateway.

Some fields display the values that were configured in Cisco CallManager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Consider an entry in fields without an asterisk as optional.

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks

Field	Description
Device Information	
Device Pool	Choose the device pool for this group of gateways/ports. A device pool defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration.
Common Profile	Choose the Common Profile from the drop-down list box. For more configuration information, refer to <i>Cisco CallManager Administration Guide</i> .
Call Classification	From the drop-down list box, choose an option to configure the device as on net, off net, or system default. If you chose 'Use System Default' at the device level, the system uses the value of the service parameter to determine whether the device is internal(on net) or external (off net).

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Network Locale	<p>Choose the network locale that you want to associate with this gateway.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when communicating with the PSTN and other networks in a specific geographical area.</p>
Media Resource Group List	<p>Choose the media resource group list (MRGL) for this group of gateways/ports.</p> <p>An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources from among the available ones according to the priority order that is defined in the MRGL.</p>
Location	<p>Choose the location for this group of gateways/ports.</p> <p>A location indicates the remote location that is accessed by using restricted bandwidth connections.</p>
AAR Group	<p>Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.</p>
Load Information	<p>Enter the appropriate load information for the custom software for gateway. The values that you enter here override the default values for this gateway.</p> <p>To use the default load, leave this field blank.</p>

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Interface Information	
PRI Protocol Type	<p>Choose the communications protocol for the span:</p> <p>For E1 PRI spans, you have these options:</p> <ul style="list-style-type: none"> • PRI AUSTRALIAN—Australian ISDN • PRI EURO—European ISDN • PRI ISO QSIG E1—European inter-PBX signaling protocol <p>For T1 PRI spans you have several options, depending on the carrier or switch:</p> <ul style="list-style-type: none"> • PRI 4ESS —AT&T interexchange carrier, Lucent Definity switch • PRI 5E8 Custom—Cisco IP Phone, Nortel Meridian switch, Lucent Definity switches • PRI 5E8 Teleos—Madge Teleos box • PRI 5E8 Intecom—Intecom PBX • PRI5E9—AT&T family local exchange switch or carrier • PRI NI2—Sprint local exchange switch or carrier • PRI DMS-100—Sprint local exchange switch or carrier • PRI DMS-250—MCI and Sprint local exchange switch or carrier • PRI ETSI SC—European local exchange carrier on T1; also, Japanese local exchange. • PRI ISO QSIG T1—Inter-PBX signaling protocol

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Protocol Side	<p>Choose the appropriate protocol side. This setting specifies whether the gateway connects to a Central Office/Network device or to a User device.</p> <p>Make sure that the two ends of the PRI connection use opposite settings. For example, if you connect to a PBX and the PBX uses User as its protocol side, choose Network for this device. Typically, use User for Central Office (CO) connections.</p>
Channel Selection Order	<p>Choose the order in which channels or ports are enabled from first (lowest number port) to last (highest number port) or from last to first.</p> <p>Valid entries include TOP_DOWN (last to first) or BOTTOM_UP (first to last). If you are not sure which port order to use, choose TOP_DOWN. The default specifies BOTTOM_UP.</p>
Channel IE Type	<p>Choose one of the following values to specify whether channel selection is presented as a channel map or a slot map:</p> <ul style="list-style-type: none"> • Number—B-channel usage always presents a channel map format. • Slotmap—B-channel usage always presents a slotmap format. • Use Number When 1B—Channel usage presents a channel map for one B-channel but presents a slotmap if more than one B-channel exists. This represents the default value.

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
PCM Type	<p>Specify the digital encoding format. Choose one of the following formats:</p> <ul style="list-style-type: none"> • a-law: Use for Europe and the rest of the world. • mu-law: Use for North America, Hong Kong, Taiwan, and Japan.
Delay for First Restart	<p>For this optional field, enter the rate, in 1/8-second increments, at which the spans are brought in service. The delay occurs when many PRI spans are enabled on a system and the Inhibit Restarts at PRI Initialization check box is unchecked. The default value specifies 32.</p> <p>For example, set the first five cards to 0 and set the next five cards to 16. (Wait 2 seconds before bringing them in service.)</p>
Delay Between Restarts	<p>Enter the time, in 1/8-second increments, between restarts. The delay occurs when a PRI RESTART is sent if the Inhibit Restarts check box is unchecked. The default value specifies 4.</p>
Inhibit Restarts at PRI Initialization	<p>A restart message confirms the status of the ports on a PRI span. If RESTARTS are not sent, Cisco CallManager assumes that the ports are in service. By default, the box gets checked.</p> <p>When the D-channel successfully connects with another PRI trunk D-channel, it sends restarts when this box is unchecked.</p>

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Enable Status Poll	<p>Check the check box to enable the Cisco CallManager advanced service parameter, "Change B-Channel Maintenance Status." This service parameter allows you to take individual B-channels out of service while the B-channels are active.</p> <p>Uncheck this check box to disable the service parameter "Change B-Channel Maintenance Status."</p> <p>Default leaves this field unchecked.</p>
Multilevel Precedence and Preemption (MLPP) Information	
MLPP Domain (e.g., "0000FF")	<p>Enter a hexadecimal value for the MLPP domain that is associated with this device. Ensure that the value is blank or a value between 0 and FFFFFFFF.</p>
Call Routing Information - Inbound Calls	
Significant Digits	<p>This field represents the number of final digits that a PRI span should retain on inbound calls. A trunk with significant digits enabled truncates all but the final few digits of the address that is provided on an inbound call.</p> <p>Enable or disable this check box depending on whether you want to collect significant digits:</p> <ul style="list-style-type: none"> • If you do not check the check box, Cisco CallManager does not truncate the inbound number. • If you check the check box, you also need to choose the number of significant digits to collect. By default, the box remains checked.

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Calling Search Space	<p>Choose the calling search space for this group of phones/ports.</p> <p>A calling search space specifies the collection of Route Partitions that are searched to determine how a dialed number should be routed.</p>
AAR Calling Search Space	<p>Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.</p>
Prefix DN	<p>For this optional field, enter the prefix digits that are appended to the digits that this trunk receives on incoming calls.</p> <p>Cisco CallManager adds prefix digits after first truncating the number in accordance with the Num Digits setting.</p>
Call Routing Information - Outbound Calls	
Calling Line ID Presentation	<p>Choose whether you want the Cisco CallManager to transmit or block the caller's phone number.</p> <p>Choose <i>Default</i> if you do not want to change calling line ID presentation. Choose <i>Allowed</i> if you want Cisco CallManager to send "Calling Line ID Allowed." Choose <i>Restricted</i> if you want Cisco CallManager to send "Calling Line ID Restricted."</p>

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Calling Party Selection	<p>Any outbound call on a gateway can send directory number information. Choose which directory number is sent:</p> <ul style="list-style-type: none">• Originator—Send the directory number of the calling device. This number serves as the default value.• First Redirect Number—Send the directory number of the redirecting device.• Last Redirect Number—Send the directory number of the last device that redirected the call.

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Calling Party Number Type IE Unknown	<p>Choose the format for the type of number in calling party directory numbers.</p> <p>Cisco CallManager sets the calling directory number (DN) type. Cisco recommends that you do not change the default value unless you have advanced experience with dialing plans, such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco CallManager does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs that are using routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> • CallManager—The Cisco CallManager sets the directory number type. This option represents the default value. • International—Use when you are dialing outside the dialing plan for your country. • National—Use when you are dialing within the dialing plan for your country. • Unknown—This option specifies that the dialing plan is unknown.

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Called Party IE Number Type Unknown	<p>Choose the format for the type of number in called party directory numbers.</p> <p>Cisco CallManager sets the called directory number (DN) type. Cisco recommends that you do not change the default value unless you have extensive experience with dialing plans, such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco CallManager does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs that use routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> • CallManager—For the default setting, the Cisco CallManager sets the directory number type. • International—Use when you are dialing outside the dialing plan for your country. • National—Use when you are dialing within the dialing plan for your country. • Unknown—This option specifies that the dialing plan is unknown.

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Called Numbering Plan	<p>Choose the format for the numbering plan in called party directory numbers.</p> <p>Cisco CallManager sets the called DN numbering plan. Cisco recommends that you do not change the default value unless you have extensive experience with dialing plans, such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco CallManager does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs that are using routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> • CallManager—For the default setting, the Cisco CallManager sets the Numbering Plan in the directory number. • ISDN—Use when you are dialing outside the dialing plan for your country. • National Standard—Use when you are dialing within the dialing plan for your country. • Private—Use when you are dialing within a private network. • Unknown—This option specifies that the dialing plan is unknown.

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Calling Numbering Plan	<p>Choose the format for the numbering plan in calling party directory numbers.</p> <p>Cisco CallManager sets the calling DN numbering plan. Cisco recommends that you do not change the default value unless you have extensive experience with dialing plans, such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco CallManager does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs that are using routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> • CallManager—For the default setting, the Cisco CallManager sets the Numbering Plan in the directory number. • ISDN—Use when you are dialing outside the dialing plan for your country. • National Standard—Use when you are dialing within the dialing plan for your country. • Private—Use when you are dialing within a private network. • Unknown—This option specifies that the dialing plan is unknown.
Number of Digits to Strip	<p>Choose the number of digits, from 0 to 32, to strip on outbound calls. The default value specifies 0.</p> <p>For example, 8889725551234 is dialed; the number of digits to strip is 3. In this example, Cisco CallManager strips 888 from the outbound number.</p>

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Caller ID DN	<p>Enter the pattern, from 0 to 24 digits, that you want to use for caller ID.</p> <p>For example, in North America</p> <ul style="list-style-type: none"> • 555XXXX = Variable caller ID, where X equals an extension number. The CO appends the number with the area code if you do not specify it. • 5555000 = Fixed caller ID, for when you want the Corporate number to be sent instead of the exact extension from which the call is placed. The CO appends the number with the area code if you do not specify it.
SMDI Base Port	Enter the first SMDI port number of the T1 span.
PRI Protocol Type Specific Information	
Display IE Delivery	For this optional field, check the check box to enable delivery of the display information element (IE) in SETUP and CONNECT messages for the calling and called party name delivery service. By default, the box remains unchecked.
Redirecting Number IE Delivery—Outbound	<p>For this optional field, check the check box to include the Redirecting Number IE in the SETUP message to indicate the first redirecting number and the redirecting reason of the call when a call is forwarded. By default, the box remains unchecked.</p> <p>This setting applies to the SETUP message only on all protocols for digital access gateways.</p>

Table 7-6 *Field Descriptions for T1 PRI or E1 PRI Trunks (continued)*

Field	Description
Redirecting Number IE Delivery—Inbound	<p>For this optional field, check the check box to include the Redirecting Number IE in the SETUP message to indicate the first redirecting number and the redirecting reason of the call when a call is forwarded. By default, the box remains unchecked.</p> <p>This setting applies to the SETUP message only on all protocols for digital access gateways.</p>
Send Extra Leading Character in DisplayIE	<p>Check this check box to include a special leading character byte (non ASCII, nondisplayable) in the DisplayIE field.</p> <p>Uncheck this check box to exclude this character byte from the DisplayIE field.</p> <p>This check box only applies to the DMS-100 protocol and the DMS-250 protocol.</p> <p>Default leaves this setting disabled (unchecked).</p>

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Setup of Non-ISDN Progress Indicator IE Enable	<p>For this optional field, you may need to specify a value in this field to force ringback on some PBXs.</p> <p>The default specifies unchecked. Check this check box only if users are not receiving ringback tones on outbound calls.</p> <p>When this setting is enabled, Cisco CallManager sends Q.931 setup messages out digital (that is, non-H.323) gateways with the Progress Indicator field set to non-ISDN.</p> <p>This message notifies the destination device that the Cisco CallManager gateway is non-ISDN and that the destination device should play inband ringback.</p> <p>This problem usually associates with Cisco CallManagers that connect to PBXs through digital gateways.</p>
MCDN Channel Number Extension Bit Set to Zero	This field applies to DMS-100 protocol only. Check the check box to indicate that an Interface Identifier is present. By default, the box remains unchecked.
Send Calling Name in Facility IE	This field applies to DMS-100 protocol only. Enter the value that you obtained from the PBX provider. Valid values range from 0 to 255.
Interface Identifier Present	This field applies to DMS-100 protocol only. Check the check box to indicate that an Interface Identifier is present. By default, the box remains unchecked.
Interface Identifier Value	This field applies to DMS-100 protocol only. Enter the value that you obtained from the PBX provider. Valid values range from 0 to 255.

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Connected Line ID Presentation	<p>Choose whether you want the Cisco CallManager to allow or block the connected party's phone number.</p> <p>Choose <i>Default</i> if you do not want to change the connected line ID presentation. Choose <i>Allowed</i> if you want Cisco CallManager to send "Connected Line ID Allowed." Choose <i>Restricted</i> if you want Cisco CallManager to send "Connected Line ID Restricted."</p>
Connected PBX Model	<p>Choose the type and model of the private branch exchange (PBX) or VoIP switch with which this gateway communicates.</p> <p>This field applies only to gateways that are using QSIG protocol.</p> <p>Options include:</p> <ul style="list-style-type: none"> • Siemens Hicom • Ericsson MD-110 • Alcatel PBX • Meridian Option 11C • Lucent Definity G3 • IPC MX • Cisco CallManager (CCM)
UUIE Configuration	
Passing Precedence Level Through UUIE	<p>Check this check box to enable passing MLPP information through the PRI 4ESS UUIE field. This box is used for working along with DRSN switch.</p> <p>The system makes this check box available only if the PRI Protocol Type value of PRI 4ESS is specified for this gateway.</p> <p>The default value specifies unchecked.</p>

Table 7-6 Field Descriptions for T1 PRI or E1 PRI Trunks (continued)

Field	Description
Security Access Level	Enter the value for the security access level. Valid values include 00 through 99. The system makes this field available only if the Passing Precedence Level Through UUIE check box is checked. The default value specifies 2.

Product-Specific Configuration

The gateway manufacturer specifies the model-specific fields under product-specific configuration. To view field descriptions and help for product-specific configuration items, click the **i** information icon to the right of the **Product Specific Configuration** heading to display help in a popup window. If you need more information, refer to the documentation for the specific gateway that you are configuring.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Field Descriptions for FXS Ports on Cisco Catalyst 6000 Gateway

Use the following field descriptions when you are adding or updating values for FXS ports on a Cisco Catalyst 6000 gateway analog interface module.

Some fields display the values that were configured in Cisco CallManager Administration.

In the BAT user interface, field names that have an asterisk require an entry. Consider an entry in fields without an asterisk as optional.

Table 7-7 Field Descriptions for FXS Ports on Cisco Catalyst 6000 Modules

Field	Description
Catalyst 6000 (FXS) Ports Template Name	Enter a name, up to 50 alphanumeric characters, for the template.
Port Direction	Choose the direction of calls that pass through this port: <ul style="list-style-type: none"> • Inbound—Use for incoming calls only. • Outbound—Use for outgoing calls. • Both Ways—Use for inbound and outbound calls. This choice represents the default value.
Prefix DN	Enter the prefix digits to be appended to the digits that are received on incoming calls.
Num Digits	Enter the number of digits, from 0 to 32, to collect. Cisco CallManager counts significant digits from the right (last digit) of the number called.
Expected Digits	Enter the number of digits that are expected on the inbound side of the trunk. Use zero if you are unsure.
SMDI Port Number	Enter the SMDI port number. Use the same number as the actual port number on the voice-messaging system to which the analog access port connects.

Product Specific Configuration

The gateway manufacturer specifies the model-specific fields under product-specific configuration. To view field descriptions and help for product-specific configuration items, click the **i** information icon to the right of the **Product Specific Configuration** heading to display help in a popup window. If you need more information, refer to the documentation for the specific gateway that you are configuring.

Additional Information

See the [“Related Topics”](#) section on page 7-62.

Related Topics

- [Working with Cisco VG200 Gateways and Ports, page 7-2](#)

- [Adding Cisco VG200 Gateways, page 7-2](#)
- [Deleting Cisco VG200 Gateways, page 7-16](#)
- [Working with Cisco Catalyst 6000 FXS Analog Interface Modules, page 7-17](#)
- [Adding Cisco Catalyst 6000 FXS Analog Interface Module Ports, page 7-18](#)
- [Updating Cisco Catalyst 6000 FXS Ports in Cisco CallManager, page 7-23](#)
- [Deleting Ports for Cisco Catalyst 6000 FXS Gateway, page 7-24](#)
- [Field Descriptions for Gateway Templates, page 7-25](#)
- [Generating Reports for Cisco VG200 Gateways, page 11-11](#)



Working with Client Matter Codes and Forced Authorization Codes

Forced Authorization Codes (FAC) and Client Matter Codes (CMC) allow you to manage call access and accounting. CMC assists with call accounting and billing for billable clients, while Forced Authorization Codes regulate the types of calls that certain users can place.

Client Matter Codes force the user to enter a code to specify that the call relates to a specific client matter. You can assign client matter codes to customers, students, or other populations for call accounting and billing purposes. The Forced Authorization Codes feature forces the user to enter a valid authorization code before the call completes.

The CMC and FAC features require that you make changes to route patterns and update your dial plan documents to reflect that you enabled or disabled FAC and/or CMC for each route pattern.

This chapter contains information on the following topics:

- [CMC and FAC Configuration Checklist, page 8-2](#)
- [Important BAT Considerations, page 8-3](#)
- [Creating a CSV File by Using BAT.xlt, page 8-4](#)
- [Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes, page 8-5](#)
- [Editing an Existing CMC or FAC CSV File, page 8-6](#)
- [Deleting Code Settings, page 8-7](#)
- [CMC and FAC CSV File Settings, page 8-10](#)

- [Using BAT to Update the Cisco CallManager Database](#), page 8-12

CMC and FAC Configuration Checklist

[Table 8-1](#) provides steps in the order in which you should use BAT to implement CMC and FAC.

Table 8-1 Cisco CMC and FAC Configuration Checklist

Configuration Steps		Related Procedures and Topics
Step 1	Review important BAT information and general information about the CMC and FAC features.	<ul style="list-style-type: none"> • Important BAT Considerations, page 8-3 • <i>Cisco CallManager Features and Services Guide</i>
Step 2	Create a CSV file for CMC or FAC and enter the CMC and FAC configuration information.	<ul style="list-style-type: none"> • Creating a CSV File by Using BAT.xlt, page 8-4 • Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes, page 8-5 • CMC and FAC CSV File Settings, page 8-10
Step 3	To update the Cisco CallManager database, insert the CSV file in BAT.	<ul style="list-style-type: none"> • Using BAT to Update the Cisco CallManager Database, page 8-12 • BAT Settings for Updating the Cisco CallManager Database, page 8-14
Step 4	Enable FAC or CMC by adding or updating route patterns in Cisco CallManager Administration.	<ul style="list-style-type: none"> • <i>Cisco CallManager Administration Guide</i> • <i>Cisco CallManager Features and Services Guide</i>

Table 8-1 Cisco CMC and FAC Configuration Checklist (continued)

Configuration Steps		Related Procedures and Topics
Step 5	Update your dial plan documents or keep a printout of the BAT CSV file with your dial plan documents.	Refer to your dial plan documents.
Step 6	Provide all necessary information, for example, codes, to users and explain how the features work.	<i>Cisco CallManager Features and Services Guide</i>

Important BAT Considerations

Before you use BAT to configure CMC or FAC, review the following information:

- Create separate CSV files for CMC and FAC. Do not mix the two features in a single CSV file.
- When you add CMC or FAC settings for the first time, you can create a CSV file through BAT.xlt or create a custom text-based CSV file.
- To update, delete, or add more CMC or FAC settings (not first time), you can edit an existing CSV file or create a custom text-based CSV file.
- In the file/spreadsheet, do not enter two or more codes (and corresponding settings) on a single line. Designate a single line for each code (and corresponding setting). For example, use the following format when you enter codes for Forced Authorization Codes:

(Authorization Code, Authorization Code Name, Authorization Level)

1234,John Smith,20

1235,Lisa Mendez,10

5551,Debbie Dunn,30

- To add new codes at the same time that you update codes in an existing CSV file, you must enter all required information. When you add new codes, you must complete all required fields; for example, forced authorization code, authorization code name, authorization level, or client matter code. If the procedure specifies an entry as mandatory, you must provide the information in file.

- Deleting information from a file and leaving the information blank does not remove the information from the Cisco CallManager database; in other words, a blank value does not overwrite an existing value in the database. Updating the values overwrites the existing value in the database.
- On the publisher database server, BAT provides separate directories for CMC and FAC; for example, C:\BATFiles\CMC\Insert or C:\BATFiles\FAC\Insert. Make sure that you copy the appropriate CSV files to the correct directory.
- You must save CSV files to the directory that BAT designates for the specific operation; for example, if you want to delete authorization code settings, you must copy the CSV file to C:\BATFiles\FAC\Delete on the publisher database server.
- Any time that you create or change a CSV file, you must insert the CSV file in BAT, as described in [“Using BAT to Update the Cisco CallManager Database”](#) section on page 8-12.

Additional Information

See the [“Related Topics”](#) section on page 8-15.

Creating a CSV File by Using BAT.xlt

To create a CSV file for CMC or FAC by using BAT.xlt, perform the following procedure:

Procedure

-
- Step 1** The BAT.xlt file exists on the publisher database server; however, you normally do 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.
 - Step 2** Browse to **C:\CiscoWebs\BAT\ExcelTemplate** on the publisher database server.
 - Step 3** Copy **BAT.xlt** to a local machine where Microsoft Excel is installed.
 - Step 4** In Microsoft Excel, open **BAT.xlt**.

**Tip**

Remember that you must create two separate CSV files, one for CMC and one for FAC.

- Step 5** Click one of the following tabs:
- **Insert CMC**—If you are creating a CMC CSV file
 - **Insert FAC**—If you are creating a FAC CSV file
- Step 6** Use [Table 8-2](#) to enter CMC or FAC settings in the columns.
- Step 7** Repeat [Step 6](#) until you enter all codes.
- Step 8** To transfer the Excel spreadsheet format to a CSV file, click **Export to BAT Format**.
- The system automatically saves CSV files to C:\XIsDatafiles on the local machine. Click **Browse** to choose a different location.
- Step 9** Copy the CSV file to the following directory on the publisher database server.
- For CMC—C:\BATFiles\CMC\Insert\
 - For FAC—C:\BATFiles\FAC\Insert\
- Step 10** You must add the CSV file to BAT. To insert the CSV file in BAT, see the [“Using BAT to Update the Cisco CallManager Database”](#) section on page 8-12.

Additional Information

See the [“Related Topics”](#) section on page 8-15.

Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes

You can create the CSV data file by using lines of ASCII text with values separated by commas. The comma separated values (CSV) file provides textual information in tabular form. For more information about text-based CSV files for

client matter codes and forced authorization codes, see the “[Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes](#)” section on page A-28.

Additional Information

See the “[Related Topics](#)” section on page 8-15.

Editing an Existing CMC or FAC CSV File

You update existing codes by manually updating an existing CSV file in Notepad or by creating a new file in Notepad.

Perform the following procedure:

Procedure

- Step 1** To edit an existing CSV file where you previously inserted codes, browse to the following directory on the publisher database server:
- For CMC—**C:\BATFiles\CMC\Insert**
 - For FAC—**C:\BATFiles\FAC\Insert**
- Step 2** In Notepad, open and edit the existing CSV file; delete existing settings, add new codes, or update existing settings by using the text-based representation in [Table 8-2](#).

If you are updating a CMC CSV file, for example, you may enter 5555,Acme Toys, where 5555 equals the mandatory client matter code, and Acme Toys equals the description.

If you are updating a FAC CSV file, for example, you may enter 1234,John Smith,20, where 1234 equals the forced authorization code, John Smith equals the authorization code name, and 20 equals the authorization level.



Caution

If you add new codes at the same time that you update them, make sure that you enter all required information. You can change any part of an existing record, but you must include the code; for example, the forced authorization code or client matter code. Deleting information and leaving it blank does not remove the

information from the database; a blank value does not overwrite an existing value in the database, but, updating the value, for example, to Acme Toys, Inc. or John L. Smith from the preceding examples, overwrites the existing value in the database.

- Step 3** Copy the CSV file to the following directory on the publisher database server:
- For CMC additions/updates—**C:\BATFiles\CMC\Insert**
 - For CMC deletions—**C:\BATFiles\CMC>Delete**
 - For FAC additions/updates—**C:\BATFiles\FAC\Insert**
 - For FAC deletions—**C:\BATFiles\FAC>Delete**
- Step 4** You must add the CSV file to BAT. To insert the CSV file in BAT, see the [“Using BAT to Update the Cisco CallManager Database”](#) section on page 8-12.
-

Additional Information

See the [“Related Topics”](#) section on page 8-15.

Deleting Code Settings

You can delete codes from the system by using a custom file that contains the codes that you want to delete. You can edit a custom file where you previously inserted or updated authorization codes, or you can create a new CSV file where you manually enter the codes that you want to delete.

If you plan to edit an existing CSV file, you must update the file, so only the lines that contain the codes that you want to delete remain in the file.

Example for CMC (Existing CSV File)

You obtain a file that contains the following information, and you decide to delete the client matter codes, 5550, 5551, and 5555:

- 5550,Phil Jones DDS
- 5551,Southwest Shades
- 5552,Happy Pharmaceuticals
- 5553,Weddings by Joyce

- 5554,Peterson Plumbing
- 5555,Acme Toys
- 5556,Chicago Paralegals

Before you delete the entries, the file must contain only the following entries:

- 5550,Phil Jones DDS
- 5551,Southwest Shades
- 5555,Acme Toys

Example for CMC (New CSV File)

If you create a new file to delete the codes, list only the codes, separated by lines, as shown in the following example:

5550

5551

5555

Example for FAC (Existing CSV File)

You obtain a file that contains the following information, and you decide to delete the authorization codes that are assigned to John, Dave, and Bill:

- 1233,Sandy Brown,30
- 1234,John Smith,20
- 1235,Dave Green,30
- 1236,John David,20
- 1237,Alex Anderson,30
- 1238,Bill Jones,20
- 1239,Jennifer Summers,20

Before you can delete the entries for John, Dave, and Bill, the file must contain only the following entries:

- 1234,John Smith,20
- 1235,Dave Green,30
- 1238,Bill Jones,20

Example for FAC (New File)

If you create a new file to delete the codes, list only the codes, separated by lines, as shown in the following example:

1234

1235

1238

To delete batches of codes, perform the following procedure:

Procedure

-
- Step 1** Perform one of the following tasks:
- Create a new file for codes that you want to delete, as described in the “[Example for CMC \(New CSV File\)](#)” section on page 8-8 and “[Example for FAC \(Existing CSV File\)](#)” section on page 8-8; after you insert the CSV file into BAT, see [Step 4](#) through [Step 11](#).
 - To delete existing codes from existing CSV file, see [Step 2](#) through [Step 11](#).
- Step 2** On the publisher database server, browse to the following directory:
- For CMC—**C:\BATFiles\CMC\Insert**
 - For FAC—**C:\BATFiles\FAC\Insert**
- Step 3** In Notepad, open and edit the existing CSV file to delete the entries.
- Step 4** Save the CSV file and copy it to the following directory on the publisher database server:
- For CMC—**C:\BATFiles\CMC\Delete**
 - For FAC—**C:\BATFiles\FAC\Delete**
- Step 5** In BAT, choose one of the following options, depending on whether you plan to delete client matter codes or forced authorization codes:
- For CMC—**Configure > Client Matter Codes**
 - For FAC—**Configure > Forced Authorization Codes**
- Step 6** Choose one of the following options depending on whether you plan to delete client matter codes or forced authorization codes:
- For CMC—**Delete Client Matter Codes**
 - For FAC—**Delete Forced Authorization Codes**

- Step 7** Choose a custom file from the drop-down list box and click **Add to Query**.
- Step 8** To view which records the system will delete, click **View Query Result**. If the file does not contain the expected records, click **Clear Query** and return to [Step 1](#).
- Step 9** If the file contains the records that you want to delete, click **Delete**.
- Step 10** A confirmation dialog box indicates the time that it takes to complete the operation. Click **OK**.



Tip To see the progression of the operation, click the **Show Latest Status** button.

- Step 11** After the transaction completes, click **View Latest Log File** to view a log file that indicates whether the system added all files successfully.
-

Additional Information

See the [“Related Topics”](#) section on page 8-15.

CMC and FAC CSV File Settings

Use [Table 8-2](#) in conjunction with the following sections:

- [Creating a CSV File by Using BAT.xlt](#), page 8-4
- [Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes](#), page 8-5
- [Editing an Existing CMC or FAC CSV File](#), page 8-6
- [Deleting Code Settings](#), page 8-7

Table 8-2 Configuration Settings for CMC and FAC

Setting/Column	Description
For CMC CSV file	
Client Matter Code	Enter a unique code of no more than 16 digits that the user will enter when placing a call. The client matter code displays in the CDRs for calls that use this code.
Description	Enter a name of no more than 50 characters. You can also use the & (ampersand) character in this field. This optional field helps you associate a client code with a client.
For FAC CSV File	
Authorization Code	Enter a unique authorization code that is no more than 16 digits. The user enters this code when the user places a call through a FAC-enabled route pattern.

Table 8-2 Configuration Settings for CMC and FAC

Setting/Column	Description
Authorization Code Name	<p>Enter a unique name that is no more than 50 characters. The authorization code name ties the authorization code to a specific user or group of users; this name displays in the CDRs for calls that use this code.</p> <p>Tip If you plan to assign an authorization code to every user in the system, make sure that the code name includes an identifier for the user, such as the user name or another unique, non-sensitive identifier; for example, an email alias or employee/student number. Do not use identifiers such as a social security number because the authorization code name writes to CDRs, which are not secure.</p>
Authorization Level	<p>Enter a three-digit authorization level that exists within the range of 0 to 255; the default equals 0. The level that you assign to the authorization code determines whether the user can route calls through FAC-enabled route patterns. To successfully route a call, the user authorization level must equal or be greater than the authorization level that is specified for the route pattern for the call.</p>

Additional Information

See the [“Related Topics”](#) section on page 8-15.

Using BAT to Update the Cisco CallManager Database

To update the Cisco CallManager database, you must insert the CMC or FAC CSV file in BAT. To update the database, perform the following procedure:

Before You Begin

Before you can update Cisco CallManager, you must create or edit a CMC or FAC CSV file.

Procedure

- Step 1** In BAT, choose one of the following options, depending on whether you used a CMC or FAC CSV file:
- For CMC—**Configure > Client Matter Codes**
 - For FAC—**Configure > Forced Authorization Codes**
- Step 2** Choose one of the following options, depending on whether you used a CMC or FAC CSV file:
- For CMC—**Insert Client Matter Codes**
 - For FAC—**Insert Forced Authorization Codes**
- Step 3** In the **File Name** drop-down list box, choose the CSV file that contains the updated codes.



Tip To view the contents of the file that you want to insert, click **View File**.

- Step 4** If you updated an existing list of codes, check the **Override the existing configuration** check box, as described in [Table 8-3](#).
- Step 5** Click **Insert**.
- Step 6** A confirmation dialog box indicates the that time it takes to complete the operation. Click **OK**.



Tip To see the progression of the operation, click the **Show Latest Status** button.

- Step 7** After the transaction completes, click **View Latest Log File** to view a log file that indicates whether the system added all files successfully.
-

Additional Information

See the [“Related Topics”](#) section on page 8-15.

BAT Settings for Updating the Cisco CallManager Database

Use [Table 8-3](#) in conjunction with the [“Using BAT to Update the Cisco CallManager Database”](#) section on page 8-12.

Table 8-3 Settings in BAT for Inserting CSV Files

Setting in BAT	Description
Field Name	From the drop-down list box, choose the CMC or FAC file that you want to insert.
Override the existing configuration	<p>This check box applies if you are updating code for existing settings.</p> <p>Checking this check box overwrites the existing authorization code name (FAC), authorization level (FAC), or description (CMC) with the information that is contained in the file that you want to insert (existing authorization and client matter codes do not change). If you do not check the check box, an error, which writes to the log file, indicates that the authorization or client matter code already exists; therefore, no updates occur.</p> <p>Note The system inserts new codes that are included in the updated file, even if you check the Override the existing configuration check box.</p>

Additional Information

See the [“Related Topics”](#) section on page 8-15.

Related Topics

- [CMC and FAC Configuration Checklist, page 8-2](#)
- [Important BAT Considerations, page 8-3](#)
- [Creating a CSV File by Using BAT.xlt, page 8-4](#)
- [Using a Text Editor to Create the CSV Data File for Client Matter Codes and Forced Authorization Codes, page 8-5](#)
- [Editing an Existing CMC or FAC CSV File, page 8-6](#)
- [Deleting Code Settings, page 8-7](#)
- [CMC and FAC CSV File Settings, page 8-10](#)
- *Cisco CallManager Administration Guide*
- *Cisco CallManager Features and Services Guide*

■ Related Topics



Working with Call Pickup Groups

Call pickup groups allow you to pick up incoming calls within your own groups or in other groups when you dial the appropriate pickup group number.

This chapter contains information on the following topics:

- [Important BAT Considerations, page 9-1](#)
- [Creating a CSV File by Using BAT.xlt, page 9-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 9-3](#)
- [Editing an Existing Call Pickup Group CSV File, page 9-4](#)
- [Using Query to Delete Call Pickup Groups, page 9-5](#)
- [Call Pickup Group CSV File Settings, page 9-6](#)
- [Using BAT to Update the Cisco CallManager Database, page 9-7](#)
- [BAT Settings for Updating the Cisco CallManager Database, page 9-9](#)

Important BAT Considerations

Before you use BAT to configure call pickup groups, review the following information:

- When you add call pickup group settings for the first time, you can create a CSV file through BAT.xlt or create a custom, text-based CSV file.
- To update call pickup group settings, you can edit an existing CSV file or create a custom, text-based CSV file.

- In the file/spreadsheet, do not enter two or more pickup group names (and corresponding settings) on a single line. Designate a single line for each pickup group name (and corresponding setting). For example, use the following format when you enter information for pickup groups:
 - (Pickup Group Name, Pickup Group Number, Partition, Other Pickup Group Name-Member1... Other Pickup Group Name-Member10)
 - Marketing,7815,Part1,Marketing,Managers,Training
- When you add new pickup groups, you must complete all required fields like the pickup group name, pickup group number, and partition. If the procedure specifies an entry as mandatory, you must provide the information in the file.
- Deleting information from a file and leaving the information blank does not remove the information from the Cisco CallManager database; in other words, a blank value does not overwrite an existing value in the database. Updating the values overwrites the existing value in the database.
- On the publisher database server, BAT provides directory for call pickup groups, C:\BatFiles\CPG\Insert\. Make sure that you copy the appropriate CSV files to the correct directory.
- Any time that you create or change a CSV file, you must insert the CSV file in BAT, as described in [“Using BAT to Update the Cisco CallManager Database” section on page 9-7](#).

Additional Information

See the [“Related Topics” section on page 9-10](#).

Creating a CSV File by Using BAT.xlt

To create a CSV file for call pickup groups by using BAT.xlt, perform the following procedure:

Procedure

-
- Step 1** The BAT.xlt file exists on the publisher database server; however, you normally do 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.

- Step 2** Browse to **C:\CiscoWebs\BAT\ExcelTemplate** on the publisher database server.
- Step 3** Copy **BAT.xlt** to a local machine where Microsoft Excel is installed.
- Step 4** In Microsoft Excel, open **BAT.xlt**.
- Step 5** Click the Call Pickup Group tab.
- Step 6** Use [Table 9-1](#) to enter call pickup group settings in the columns.
- Step 7** Repeat [Step 6](#) until you enter all pickup groups.
- Step 8** To transfer the Excel spreadsheet format to a CSV file, click **Export to BAT Format**.
- The system automatically saves CSV files to C:\XlsDatafiles on the local machine. To choose a different location to save the CSV file, click **Browse** and select the desired location.
- Step 9** Copy the CSV file to the C:\BatFiles\CPG\Insert\ directory on the publisher database server.
- Step 10** You must add the CSV file to BAT. To insert the CSV file in BAT, see the [“Using BAT to Update the Cisco CallManager Database”](#) section on page 9-7.
-

Additional Information

See the [“Related Topics”](#) section on page 9-10.

Using a Text Editor to Create the CSV Data File for Call Pickup Groups

You can create the CSV data file by using lines of ASCII text with values separated by commas. The comma separated values (CSV) file provides textual information in tabular form. For more information about text-based CSV files for call pickup groups, see the [“Creating a Text-Based CSV File for Call Pickup Groups”](#) section on page A-31.

Additional Information

See the [“Related Topics”](#) section on page 9-10.

Editing an Existing Call Pickup Group CSV File

You update existing codes by manually updating an existing CSV file in Notepad or by creating a new file in Notepad.

Perform the following procedure:

Procedure

- Step 1** To edit an existing CSV file where you previously inserted call pickup groups information, browse to the C:\BatFiles\CPG\Insert\ directory on the publisher database server:
- Step 2** In Notepad, open and edit the existing CSV file; delete existing settings, add new call pickup groups, or update existing settings by using the text-based representation in [Table 9-1](#).

To update a call pickup group CSV file, for example, you may enter Marketing,7815,Part1,Marketing,Managers,Training, where Marketing is the mandatory pickup group name, 7815 is the mandatory pickup group number. Part1 is the partition, Marketing, Managers, and Training are the other pickup group names associated to the pickup group Marketing.



Caution

If you add new call pickup groups at the same time that you update them, make sure that you enter all required information. You can change any part of an existing record, but you must include the pickup group name and the pickup group number. Deleting information and leaving it blank does not remove the information from the database; a blank value does not overwrite an existing value in the database, but, updating the value, for example, to Sales from Marketing, from the preceding examples, overwrites the existing value in the database.

- Step 3** Copy the CSV file to the C:\BatFiles\CPG\Insert\ directory on the publisher database server:
- Step 4** You must add the CSV file to BAT. To insert the CSV file in BAT, see the [“Using BAT to Update the Cisco CallManager Database”](#) section on page 9-7.
-

Additional Information

See the “[Related Topics](#)” section on page 9-10.

Using Query to Delete Call Pickup Groups

You can delete Call pickup groups by creating a query to locate the pickup group records you want to delete.

Use the following procedure to delete call pickup groups.

Procedure

- Step 1** In BAT, choose **Configure > Pickup Group**
- Step 2** In the Pickup Group Options window, choose **Delete Pickup Groups** and click **Next**. The Delete Pickup Groups window displays.
- Step 3** In first Select Pickup Groups Where drop-down list box, choose the field to query such as Pickup Group Number, Pickup Group Name, or Partition.
- Step 4** In the second drop-down list box, choose the search criteria such as begins with, contains, ends with, is exactly, not equal to, is not empty, or is empty.
- Step 5** In the search field text box, choose or enter the value that you want to locate, such as the call pickup group name from the list.
- Step 6** To add the defined filter to the query, click **Add To Query**.
- Step 7** To add multiple filters, you can click **AND** or **OR**, and to further define your query, repeat [Step 3](#) through [Step 6](#).
- Step 8** To check that the query gives the results that you need, click **View Query Results**.



Note Ensure that you have located the correct call pickup groups to delete. Because the delete action is final, you cannot retrieve deleted records.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 3](#) and restart.

**Caution**

If you do not enter any information in the query text box, the system deletes all pickup group records. Because the delete action is final, you cannot retrieve deleted records.

Step 9 To delete the records, click **Delete**.

Step 10 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 or click **OK** to continue.

Step 11 To display the log file that BAT generated, you can click the **View Latest Log File** link. The log file displays the number of phones that were deleted and the number of records that failed, including an error code. For more information on log files, see the “[BAT Log Files](#)” section on page 13-1.

Additional Information

See the “[Related Topics](#)” section on page 9-10.

Call Pickup Group CSV File Settings

Use [Table 9-1](#) in conjunction with the following sections:

- [Creating a CSV File by Using BAT.xlt](#), page 9-2
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups](#), page 9-3
- [Editing an Existing Call Pickup Group CSV File](#), page 9-4
- [Using Query to Delete Call Pickup Groups](#), page 9-5

Table 9-1 Configuration Settings for Call Pickup Group

Setting/Column	Description
For CPG CSV file	
Pickup Group Name	For this mandatory field, enter a unique call pickup group name of no more than 50 alphanumeric characters.

Table 9-1 Configuration Settings for Call Pickup Group

Setting/Column	Description
Pickup Group Number	For this mandatory field, enter a pickup group number of no more than 24 digits that the user will enter to pick up incoming calls.
Partition	<p>Choose a route partition to which the directory number belongs.</p> <p>Note The directory number can appear in more than one partition.</p> <p>Note The combination of Pickup Group Number and Partition should be unique.</p> <p>This field is optional.</p>
Other Pickup Group Name-Member(x)	<p>Enter the name of the other pickup group to be associated with the new pickup group. This optional field allows each pickup group to be associated with ten other pickup groups.</p> <p>Note While associating this pickup group with other pickup groups, make sure that this pickup group is specified in the other Pickup groups list</p>

Additional Information

See the [“Related Topics”](#) section on page 9-10.



Using BAT to Update the Cisco CallManager Database

To update the Cisco CallManager database, you must insert the call pickup group CSV file in BAT. To update the database, perform the following procedure:

Before You Begin

Before you can update Cisco CallManager, you must create or edit a call pickup group CSV file and save to the following location on the publisher database server: C:\BATFiles\CPG\Insert\

Procedure

- Step 1** In BAT, choose **Configure > Pickup Group**
- Step 2** In the Pickup Group Options window, choose **Insert Pickup Groups** and click **Next**. The Insert Pickup Groups window displays.
- Step 3** In the **File Name** drop-down list box, choose the CSV file that contains the updated pickup groups.
-  **Tip** To view the contents of the file that you want to insert, click **View File**.
-
- Step 4** If you updated an existing list of pickup groups, check the **Override the existing configuration** check box, as described in [Table 9-2](#).
- Step 5** Click **Insert**.
- Step 6** A confirmation dialog box indicates that the time it takes to complete the operation. Click **OK**.
-  **Tip** To see the progression of the operation, click the **Show Latest Status** button.
-
- Step 7** After the transaction completes, click **View Latest Log File** to view a log file that indicates whether the system added all files successfully.
-

Additional Information

See the “[Related Topics](#)” section on page 9-10.

BAT Settings for Updating the Cisco CallManager Database

Use [Table 9-2](#) in conjunction with the “Using BAT to Update the Cisco CallManager Database” section on page 9-7.

Table 9-2 Settings in BAT for Inserting CSV Files

Setting in BAT	Description
Field Name	From the drop-down list box, choose the call pickup file that you want to insert.
Override the existing configuration	<p>This check box applies if you are updating code for existing settings.</p> <p>Checking this check box overwrites the other pickup group name- members with the information that is contained in the file that you want to insert. If you do not check the check box, an error, which writes to the log file, indicates that the other pickup group name already exists; therefore, no updates occur.</p> <p>Note For each pickup group, ensure the combination of Pickup Group Number and Partition is unique.</p> <p>Note While updating pickup groups, Pickup Group Number and Partition values will be ignored and existing Other Pickup Groups will be disassociated.</p>
Call Pickup Group Notification Settings	
Call Pickup Group Notification Policy	<p>From the drop-down list box, choose one of the following notification types:</p> <ul style="list-style-type: none"> • No Alert • Audio Alert • Visual Alert • Audio and Visual Alert

Table 9-2 Settings in BAT for Inserting CSV Files (continued)

Call Pickup Group Notification Timer	Enter the seconds of delay (integer in the range of 1 to 300) between the time that the call first comes into the original called party and the time that the notification to the rest of the call pickup group is to occur.
--------------------------------------	--

Additional Information

See the [“Related Topics”](#) section on page 9-10.

Related Topics

- [Creating a CSV File by Using BAT.xlt, page 9-2](#)
- [Using a Text Editor to Create the CSV Data File for Call Pickup Groups, page 9-3](#)
- [Editing an Existing Call Pickup Group CSV File, page 9-4](#)
- [Call Pickup Group CSV File Settings, page 9-6](#)
- [Using Query to Delete Call Pickup Groups, page 9-5](#)
- [BAT Settings for Updating the Cisco CallManager Database, page 9-9](#)



Working with the Export Utility

System administrators need the ability to move large numbers of phone records to another Cisco CallManager database due to department moves, reorganizations, or equipment upgrades. The export utility in BAT gives you the ability to export large numbers of phone, user, and user device profile records from a Cisco CallManager database to a data file in CSV format. Then you can import the records into a different Cisco CallManager database. You can edit the CSV data file with a text editor, but you must use care because the file is very complex.

When BAT exports phones from the Cisco CallManager database, the phone model and number of lines on the models are the basis for organizing the data. Keep in mind that a BAT data file must contain records for one phone model only. When you are using the Export Specific Details option, BAT generates separate data files for a phone model with one line and another data input file for the same model phone with two lines.

To assist the administrator with the export function, a Device Summary Report provides a snapshot view of all phone models and configured lines in the Cisco CallManager database.

Additional Information

See the [“Related Topics”](#) section on page 10-19.

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 10-11](#)
2. [Exporting Phone Records, page 10-7](#)
3. [Exporting User Device Profile Records, page 10-17](#)
4. (Optional) Edit the CSV file with a text editor. The record format must follow the format that is specified for that file format. For example, records for phones need to follow the phone file format.

**Caution**

Use extreme care when editing the CSV file. Phones might not work if you insert records that are in the wrong format.

5. Copy the CSV file to the appropriate folder on the publisher database server:
 - Phone files to the C:\BATFiles\Phones\Insert\ folder.
 - User files to the C:\BATFiles\Users\Insert Users\ folder
 - User device profile files to the C:\BATFiles\User Device Profiles\ folder.

**Caution**

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

6. Insert User Records. Configure attributes that were not exported.
 - Enable authentication proxy rights
 - Enable CTI Application usage
 - Call Park Retrieval allowed
 - Enable Calling Party Number modification
7. Insert Phone Records.

8. Insert User Device Profile Records.
9. Check the log files for errors. See the [“Viewing Export Log Files”](#) section on page 10-18.

Additional Information

See the [“Related Topics”](#) section on page 10-19.

Using Phone Export

You can choose between two file format options when you are exporting phone records:

Default Phone—For phones that have similar configurations.

All Phone Details—For phones that have different line configurations, such as multiple partitions or calling search spaces.

Default Phone File Format

Choosing Default phone file format 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.

[Table 10-1](#) lists the fields that are exported when you choose the Default Phone file format.

Table 10-1 Exported Fields in the Default Phone File Format

Field Types	Exported Fields
Device Fields	MAC Address, Description, Location
Line Fields	Directory Number, Display, Line Text Label, Forward Busy External, Forward Busy Internal, Forward No Answer Internal, Forward No Answer External, Forward No Coverage Internal, Forward No Coverage External, Call Pickup Group

Table 10-1 Exported Fields in the Default Phone File Format (continued)

Field Types	Exported Fields
User Fields	User ID
Speed Dials	Speed Dials

All Phone Details File Format

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 10-2 lists the fields that are exported when you choose the All Phone Details file format.



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

Table 10-2 Exported Fields in the All Phone Details File Format

Field Types	Exported Fields
Device Fields	Device Name, Description, Owner User ID, Device Pool, CSS, AAR CSS, Media Resource Group List, User Hold Audio Source, Network Hold Audio Source, Location, User Locale, Network Locale, Phone Button Template, Expansion Module type I, Expansion Module type II, Softkey Template, Phone Load Name, Module 1 Load Name, Module 2 Load Name, Login user ID, Built in Bridge, MLPP Indication, MLPP Preemption, MLPP Domain, Retry Video call as Audio, Privacy, Security Mode, Ignore Presentation Indicators, Single Packet Capture mode, Packet Capture Duration, Certificate Operation, Authentication Mode, Authentication String, Key Size (bits), Operation Completes By, CommonProfile, DeviceMobilityMode, AAR Neighborhood, Logged to Hunt Group.

Table 10-2 *Exported Fields in the All Phone Details File Format (continued)*

Field Types	Exported Fields
Model Specific Device Fields	Information, Directory, Messages, Services, Authentication Server, Proxy Server, Idle, Idle Timer, Enable Extension Mobility, Logout Profile, Login User ID, Login Time, Logout Time, Product Specific XML

Table 10-2 Exported Fields in the All Phone Details File Format (continued)

Field Types	Exported Fields
Line Fields	Directory Number, Partition, Voice Mail Profile, Line CSS, AAR Group, Line User Hold Audio Source, Line Network Hold Audio Source, Auto Answer, Forward All to Voice Mail, Forward All Destination, Forward All CSS, Forward Busy External to Voice Mail, Forward Busy External Destination, Forward Busy External CSS, Forward No Answer External to Voice Mail, Forward No Answer External Destination, Forward No Answer External CSS, Forward On Failure to Voice Mail, Forward On Failure Destination, Forward on Failure CSS, Call pickup group, Forward Busy Internal to Voice Mail, Forward Busy Internal Destination, Forward Busy Internal CSS, Forward No Answer Internal to Voice Mail, Forward No Answer Internal Destination, Forward No Answer Internal CSS, Forward No Call Coverage External to Voice Mail, Forward No Call Coverage External Destination, Forward No Call Coverage External CSS, Forward No Call Coverage Internal to Voice Mail, Forward No Call Coverage Internal Destination, Forward No Call Coverage Internal CSS, Display, External Phone Number Mask, Message Waiting Lamp Policy, Ring Setting When Idle, Line Text Label, Ring Setting When Active, No Answer Ring Duration, MLPP Target Destination, MLPP Calling Search Space, MLPP No Answer Ring Duration, Max Num Calls, Busy Trigger, Call Info Display Mask, Alerting Name, AARVoiceMailEnabled, AARDestinationMask, AARKeepCallHistory, Call forward Unregistered Internal Voice Mail Enabled, Call forward Unregistered Internal Destination, Call forward Unregistered Internal CallingSearchSpace, Call forward Unregistered External VoiceMailEnabled, Call forward Unregistered External Destination, Call forward Unregistered External CallingSearchSpace, Call Pickup Group Audio Alert Setting(Phone Idle), Call Pickup Group Audio Alert Setting(Phone Active).

Table 10-2 Exported Fields in the All Phone Details File Format (continued)

Field Types	Exported Fields
User Fields	User ID
Speed Dials	Speed Dial Number, Speed Dial Label
Services	Service Name, Subscribed Service Name, Parameter Name, Parameter Value

Additional Information

See the “[Related Topics](#)” section on page 10-19.

Exporting Phone Records

To export phone records from Cisco CallManager, use this procedure.

Procedure

-
- Step 1** Choose **Configure > Phones**. The Phones Options window displays.
- Step 2** Click the **Export Phones** radio button and click **Next**. The Export Phones window displays.
- Step 3** In the Export file name field, enter your file name.
- Step 4** In the File Format Name field, choose either the Default Phone or All Phone Details file format. Your choice determines the export option and sets the appropriate export option radio button.
- For **All Phone Details** file format, choose the type of device or specific model in the Model list box under the **All Details** radio button. See [Table 10-1](#) for the list of exported fields in this format. Skip to [Step 6](#).
 - For **Default Phone** file format, choose the type of device or specific model in the Model list box under the **Specific Details** radio button. See [Table 10-2](#) for the list of exported fields in the default phone format.
- Step 5** You can customize the export file by choosing which set of phones to export, but the phone details are not configurable. Choose from the following fields:
- a. Enter the number of lines for this phone model.

- b. In the first drop-down list box, choose the field to query such as Device Name or Location.
- c. In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
- d. In the search field/list box, either choose or enter the value that you want to locate, such as a device name.
- e. To add the defined filter to the query, click **Add To Query**. You can click **AND** or **OR** to add multiple filters and repeat Substep b. through Substep d. to further define your query.
- f. If you make a mistake, click the **Clear Query** button to remove the query; then, return to Substep b. and restart.
- g. To verify that the exported records are correct, click **View Query Result**.

Step 6 To export the records, click **Export**, at the top left of the page.

Step 7 A message 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.

Step 8 To display the log file that was generated by BAT, click on the **View Latest Log File** link. 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.

Additional Information

See the [“Related Topics”](#) section on page 10-19.

Locating the Exported Phone Records

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

Use the file name to guide you in reconfiguring the lines when you are inserting phones. 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 number of lines that are configured on a phone. For example, if you entered the export file name as “sales,” and you have two-line phones with lines 1 and 3 configured, the name of the file will be *sales_1_3.txt*.

When you export phones with dummy MAC addresses, the export utility appends “bat” and a numerical suffix `_n` to the export file name. For example, if you entered “newsales” as the export file name for phones with dummy MAC addresses, the name of the file will be *newsales_bat_1.txt*.

Additional Information

See the [“Related Topics”](#) section on page 10-19.

Exporting and Importing Phones with More Than One User

When you export phone records that have multiple users who control a phone, the export utility generates a unique phone record for each user. The phone information remains the same, but each record has a different user ID.

When you import the exported file that has phones with multiple users, the first phone record inserts with the associated user. Be aware that subsequent phone records fail to insert, but BAT attempts to insert all records and does accept the user association to the phone.

The log file for the import transaction will show that the phone insertions failed for all users except the first user that is associated with the phone.

Additional Information

See the [“Related Topics”](#) section on page 10-19.

Using User Export

When you use BAT to export user records, the export utility sorts users according to the organizational hierarchy in the directory. The export utility examines the value that was entered in the manager user ID field and puts users that are on the same reporting level into the same file. The Export utility modifies the file name by appending the suffix “_user” or “_MgrLevel#,” where # represents a number 1 through 20.

The user ID for a manager must exist in the directory prior to its use 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.

For Active Directory users, passwords do not get exported. PINs get exported in cleartext. You must use Active Directory to set passwords for users after importing the records.

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.

Export puts the following settings in the same file:

- CTI application use
- Call park retrieval allowed
- Enable authentication proxy rights
- Calling party number modification

The export utility appends the suffix _t (enabled) or _f (disabled) for each different setting to the file name. The order of the suffix flags in the file name specifies authentication proxy rights, CTI application use, call park retrieval, and Calling party number modification.

For example, you create an export file Test.txt by using the export utility. Cisco CallManager database has user TomT with manager MarieA, and MarieA has manager JamesM. If TomT has Proxy Authentication rights enabled, CTI application use and Call Park Retrieval disabled, and MarieA and JamesM have Proxy Authentication rights and CTI application usage enabled call park retrieval disabled, and calling party number modification enabled, the Export utility saves the user information in three different files. You will find TomT in the CSV

fileTest_user_t_f_f_t.txt, MarieA in the CSV file test_MgrLevel1_t_t_f_t, and JamesM in the CSV file Test_MgrLevel2_t_t_f_t. [Table 10-3](#) illustrates this example.

Table 10-3 Example

Initial File Name						Test
User ID	Manager	Proxy Authentication Rights	CTI Application	Call Park Retrieval	Calling Party Number Modification	Resulting File Name
TomT	MariaA	Enable	Disable	Disable	Enable	Test_user_t_f_f_t.txt
MariaA	JamesM	Enable	Enable	Disable	Enable	Test_MgrLevel1_t_t_f_t.txt
JamesM		Enable	Enable	Disable	Enable	Test_MgrLevel2_t_t_f_t.txt

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

Additional Information

See the [“Related Topics”](#) section on page 10-19.

Exporting User Records

When you export user records, some users might have a blank PIN because these user records were created prior to Cisco CallManager 3.1. If this is the case, you must specify a default PIN before reinserting the user records in the BAT user interface.

Use this procedure to export User records from Cisco CallManager.

Procedure

-
- Step 1** Choose **Configure > Users**. The User Options windows displays.
 - Step 2** Click the **Export Users** radio button and click **Next**.
The Export Users window displays.

- Step 3** In the Export file name field, enter your file name for the export file.
- Step 4** In the File Format Name field, choose the file format. The current default specifies Default Users.
- Step 5** In the first drop-down list box, choose a field to query such as User ID, Department, First Name, or Last Name.
- Step 6** In the second drop-down list box, choose contains or is exactly.
- Step 7** In the third box, which is the search field/list box, enter the value that you want to locate, such as a specific name or User ID.



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.

- Step 8** 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 5](#) and start over.
- Step 9** To display the records that are going to be exported, click **View Query Result**.
- Step 10** To export the chosen user records, click **Export**.
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.
- Step 11** To display the log file that was generated by BAT, click on the **View Latest Log File** link. 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.
- Step 12** 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.

Additional Information

See the [“Related Topics” section on page 10-19](#).

Using User Device Profile Export

You can choose between two file format names when you are exporting user device profile records:

- All User Device Profile Details
- Default User Device Profile Details

All User Device Profile Details Format

For phones that have different line configurations, such as multiple partitions or calling search spaces, use the All User Device Profile Details format.

[Table 10-4](#) lists the fields that are exported when you choose the All User Device Profile Details file format.

Table 10-4 Exported Fields in the All User Device Profile Details File Format

Field Types	Exported Fields
Device Fields	User Device Profile Name, Description, Device Pool, Calling Search Space, AAR Calling Search Space, Media Resource Group List, User Hold Audio Service, Network Hold Audio Source, Login User ID, User Locale, Network Locale, Phone Button Template, Expansion Module Type I, Expansion Module Type II, Softkey Template, Phone Load Name, Module 1 Load Name, Module 2 Load Name, MLPP Indication, MLPP Preemption, MLPP Domain
Model Specific Device Fields	Information, Directory, Messages, Services, Authentication Server, Proxy Server, Idle, Idle Timer, Enable Extension Mobility, Logout Profile, Login User ID, Login Time, Logout Time

Table 10-4 Exported Fields in the All User Device Profile Details File Format

Field Types	Exported Fields
Line Fields	Directory Number, Partition, Voice Mail Profile, Line CSS, AAR Group, Line User Hold Audio Source, Line Network Hold Audio Source, Auto Answer, Forward All to Voice Mail, Forward All Destination, Forward All CSS, Forward Busy External to Voice Mail, Forward Busy External Destination, Forward Busy External CSS, Forward No Answer External to Voice Mail, Forward No Answer External Destination, Forward No Answer External CSS, Forward On Failure to Voice Mail, Forward On Failure Destination, Forward on Failure CSS, Call pickup group, Forward Busy Internal to Voice Mail, Forward Busy Internal Destination, Forward Busy Internal CSS, Forward No Answer Internal to Voice Mail, Forward No Answer Internal Destination, Forward No Answer Internal CSS, Forward No Call Coverage External to Voice Mail, Forward No Call Coverage External Destination, Forward No Call Coverage External CSS, Forward No Call Coverage Internal to Voice Mail, Forward No Call Coverage Internal Destination, Forward No Call Coverage Internal CSS, Display, External Phone Number Mask, Message Waiting Lamp Policy, Ring Setting When Idle, Line Text Label, Ring Setting When Active, No Answer Ring Duration, MLPP Target Destination, MLPP Calling Search Space, MLPP No Answer Ring Duration, Max Num Calls, Busy Trigger, Call Info Display Mask, Alerting Name, AARVoiceMailEnabled, AARDestinationMask, AARKeepCallHistory, Call forward Unregistered Internal Voice Mail Enabled, Call forward Unregistered Internal Destination, Call forward Unregistered Internal CallingSearchSpace, Call forward Unregistered External VoiceMailEnabled, Call forward Unregistered External Destination, Call forward Unregistered External CallingSearchSpace, Call Pickup Group Audio Alert Setting(Phone Idle), Call Pickup Group Audio Alert Setting(Phone Active).

Table 10-4 Exported Fields in the All User Device Profile Details File Format

Field Types	Exported Fields
User Fields	User ID
Speed Dials	Speed Dial Number, Speed Dial Label
Services	Service Name, Subscribed Service Name, Parameter Name, Parameter Value

Default User Device Profile Format

To export a limited set of details that are associated with the user device profile, use the Default User Device Profile format. You can choose specific query options to customize the export file.

[Table 10-5](#) lists the fields that can be exported when you choose the Default User Device Profile format.

Table 10-5 Exported Fields in the Default User Device Profile File Format

Field Types	Exported Fields
Device Fields	MAC Address, Description, Login User ID
Line Fields	Directory Number, Display, Line Text Label, Forward Busy External, Forward Busy Internal, Forward No Answer External, Forward No Answer Internal, Forward No Coverage External, Forward No Coverage Internal, Call pickup group
Speed Dials	Speed Dials

Additional Information

See the [“Related Topics”](#) section on page 10-19.

Exporting User Device Profile Records

To export user device profiles from Cisco CallManager, use this procedure.

Procedure

- Step 1** From BAT, choose **Configure > User Device Profiles**. The User Device Profile Options window displays.
- Step 2** Choose **Export User Device Profiles**. The Export User Device Profiles window displays.
- Step 3** In the Export File Name field, enter the file name that you want to use.
- Step 4** In the File Format Name field, choose one of these options. Your file format selection sets the appropriate export option radio button.

All User Device Profiles Details—To export all the line attributes, services and User IDs that are associated with the user device profile, you must complete the following fields:

- Choose the type of device or specific model in the Model list box under the **All Details** radio button.
- Specify the number of lines and click **Add to Query**.
- Skip to [Step 5](#).

Default User Device Profile Details—To export a limited set of details that are associated with the user device profile, use this option.

To customize the export file, you can set any of the following detail options or choose None.

- In the first drop-down list box, choose one of the query options: Device Name, Description, or Directory Number.
- In the second drop-down list box, choose one of the query conditions: contains, is exactly, not equal to, begins with, ends with, is empty, or is not empty.
- In the third box, which is the search field/list box, enter the value that you want to locate, such as a specific directory number.
- To add the defined filter to the query, click **Add To Query**.

- To display the records that are going to be exported, click **View Query Result**.
- If you make a mistake, click the **Clear Query** button to remove the query and start over.

Step 5 After making choices for the Export Options, click **Export**, at the top of the window, to export the chosen user device profile records.

A message advises you of approximately how long it will take to export the records in the Cisco CallManager database.

Step 6 You can cancel the transaction or click **OK** to continue.

BAT displays either an Export Completed or Export Failed in the Status area above the Export button.

Step 7 To display the 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 the **View Latest Log File** link.

Step 8 View or download the exported file by choosing the **View/Download Exported File** link.

BAT saves the exported file at C:\BatFiles\Export\User Device Profiles\ on the publisher server.

Additional Information

See the [“Related Topics” section on page 10-19](#).

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:\Program Files\Cisco\Trace\BAT\Export directory.

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:\Program Files\Cisco\Trace\BAT\Export 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*.

Additional Information

See the [“Related Topics”](#) section on page 10-19.

Related Topics

- [Moving Records from one Cisco CallManager Server to Another](#), page 10-2
- [Using Phone Export](#), page 10-3
- [Using User Export](#), page 10-10
- [Using User Device Profile Export](#), page 10-13
- [Viewing Export Log Files](#), page 10-18
- [Inserting Phones into Cisco CallManager](#), page 3-56
- [Inserting Users to Cisco CallManager](#), page 4-6
- [Inserting User Device Profiles](#), page 6-27
- [BAT Log Files](#), page 13-1



Generating Reports

BAT provides reports to help you manage records effectively. You can create and save reports that provide information about phones, users, user device profiles, managers and assistants, and gateway records. You can save these reports with a filename and store them in a folder on the publisher server to review and print.

You can customize BAT reports for phones and for user device profiles to meet your particular needs by choosing items from a list of device fields and line fields. You can also choose how to arrange the fields in the report. The system generates the report in the CSV file format. Because reports for users, managers, assistants, and gateways have a fixed format, you cannot customize them.

Example

You need to have a list of all the directory numbers with their forwarding destinations by phone model. You can generate a Phone Report for the Cisco IP Phone model 7960 and choose these query details: Device Name, Directory Number, Forward Busy Destination, Forward No Answer Destination, and Label. You can arrange the report fields, so the Label field follows the Directory Number field and precedes the two forward destination numbers.

Additional Information

See the [“Related Topics”](#) section on page 11-15.

Generating Reports for Phones

To generate reports for phones and other IP telephony devices, use this procedure.

Procedure

- Step 1** From the Phone Options window, choose **Generate Phones Reports** and click **Next**. The Phones Reports (Step 1 of 2) window displays.
- Step 2** You can generate a report for all phones by not specifying a query, or you can generate a report for a specific phone model or phone attribute by using following steps:
- a. In Select Phones to Query drop-down list box, choose the field to query such as Model or Directory Number.
 - b. In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
 - c. In the search field/list box, either choose or enter the value that you want to locate, such as the model name from the list or directory number range.
 - d. To add the defined filter to the query, click **Add To Query**.
 - e. To add multiple filters, you can click **AND** or **OR** and repeat substep a. through substep d. to further define your query.
 - f. To check that the report includes the information that you need, click **View Query Results**.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to substep a. and restart.
- Step 3** Click **Next** to choose details for your type of report. The Phone Reports Step 2 of 2 window displays and shows the Query that you chose. If you want to change the type of query, click **Back**.
- Step 4** In the Report File Name field, enter your name for this report (required).
- Step 5** In the Available Device Fields drop-down list box, choose a device item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report. For a list of device and live fields, see the [“Reports for Phones and IP Telephony Devices”](#) section on page 11-3.
- Step 6** Arrange the order of the items in the Selected Device Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.

- Step 7** In the Available Line Fields drop-down list box, choose a line item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report.
- Step 8** Arrange the order of the line items in the Selected Line Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.



Note You must specify at least one device or line field to generate a report.

- Step 9** To create the report, click **Generate**.
- Step 10** A message advises you of approximately how long it will take to generate the report from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.
- BAT displays either a Report Completed or Report Failed in the Status area of the first window.
- Step 11** To display the log file for this report, click **View Latest Log File**. The log file indicates the type of query and the resulting number of phone records that passed successfully in the report. It also shows the number of phone records that failed to generate in the report.
- Step 12** To display results for this report, click **View Latest Report File**. The type of query displays at the top and the header displays the field names in the order that you specified for the report. The report shows the query results in CSV format.



Note BAT saves the report file at C:\BatFiles\Reports\Phones\ on the publisher server.

Additional Information

See the [“Related Topics”](#) section on page 11-15.

Reports for Phones and IP Telephony Devices

You can produce phone reports for all phones and IP telephony devices or limit the report to one of these options:

- Phone Model—Choose one from the list of models that are configured in the cluster.
- Device Name—Specify a filter or use exact name.
- Description—Specify a filter or use exact description.
- Phone Load Name—Specify a filter or use exact name.
- Device Pool—Choose one from a list of device pools that are configured in the cluster.
- Calling Search Space—Choose one from a list of CSS that are configured in the cluster.
- Location—Choose one from a list of locations that are configured in the cluster.
- Directory Number—Specify a filter or use exact number.

After choosing the phone report type, you can choose the device and line details to include in the report.

You can choose from these Device fields:

- Model
- Device Name
- Description
- Device Pool
- Calling Search Space
- Location
- Extension Mobility
- User Hold Audio Source
- Network Hold Audio Source
- Media Resource Group List
- User Locale
- Network Locale

You can choose from these Line fields:

- Directory Number
- Partition

- CSS (Line)
- User Hold Audio Source
- Network Hold Audio Source
- CSS (Forward All)
- CSS (Forward Busy External)
- CSS (Forward Busy Internal)
- CSS (Forward No Answer External)
- CSS (Forward No Answer Internal)
- CSS (Forward On Failure)
- CSS (Forward No Coverage External)
- CSS (Forward No Coverage Internal)
- Forward All Destination
- Forward Busy Destination External
- Forward Busy Destination Internal
- Forward No Answer Destination External
- Forward No Answer Destination Internal
- Forward on Failure Destination
- Forward No Coverage Destination External
- Forward No Coverage Destination Internal
- Display
- Label

Additional Information

See the [“Related Topics”](#) section on page 11-15.

Producing a List of Phones with Dummy MAC Addresses

To generate a list of phones that are using dummy MAC addresses, use the following procedure.

Procedure

- Step 1** From the Phone Options window, choose **Generate Phone Reports**. The Phone Reports Step 1 of 2 window displays.
 - Step 2** In the first drop-down list box, choose **Device Name**.
 - Step 3** In the second drop-down list box, choose **begins with**.
 - Step 4** In the field, enter **BAT**. All phones that are added with a dummy MAC address have device names that begin with BAT.
 - Step 5** Click **Add To Query**. The text Device Name begins with 'BAT' and displays in the query text box.
 - Step 6** Click **Next**. The Phone Reports Step 2 of 2 displays.
 - Step 7** Complete the report by going to [Step 4](#) in the procedure for Generating Reports for Phones.
-

Additional Information

See the [“Related Topics”](#) section on page 11-15.

Generating Reports for Users

Reports for users have a fixed format. You can generate a report for all users by not specifying any query options, or you can specify a limited set of query options.

To generate a report for users, use this procedure.

Procedure

- Step 1** From the User Options window, choose **Generate User Reports** and click **Next**. The User Reports window displays.
- Step 2** In the Report File Name field, enter your name for this report (required).
- Step 3** You can generate a report for all users by not specifying a Query, or you can generate a report for specific users by using following steps:
- In Select Users Where scroll box, choose from these query options: User ID, Department, First Name, Last Name.
 - In the second drop-down list box, choose between the search criteria contains or is exactly.
 - In the search field box, enter the value that you want to locate, such as the exact user ID or the last name of a user.

You can add multiple values to the search field box by separating them with a comma as shown in this example: *JohnJ, PaulP, SueS, JoeJ*
 - To add the defined filter to the query, click **Add To Query**.
 - To check that the report includes the information that you need, click **View Query Results**.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to substep **a.** and restart.
- Step 4** To create the report, click **Generate**.
- Step 5** A message advises you of approximately how long it will take to generate the report from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.
- Step 6** BAT displays either Report Completed or Report Failed in the Status area of the first window.
- Step 7** To display the log file for this report, click **View Latest Log File**. The log file indicates the type of query and the resulting number of user records that passed successfully in the report. It also shows the number of user records that failed to generate in the report.

- Step 8** Click **View Latest Report File** to display results for this report. The type of query displays at the top and the header displays the field names. The report shows the query results in CSV format.



Note BAT saves the report file at C:\BatFiles\Reports\Users\ on the publisher server.

Additional Information

See the [“Related Topics” section on page 11-15](#).

Generating Reports for User Device Profiles

To produce reports for user device profiles, follow this procedure.

Procedure

- Step 1** From the User Device Profile Options window, choose **Generate User Device Profiles Report** and click **Next**. The User Device Profiles Report Step 1 of 2 window displays.
- Step 2** You can generate a report for all user device profiles by not specifying a query, or you can generate a report with specific attributes by using following steps:
- a. In Select User Device Profiles where drop-down list box, choose the field to query: Model, Device Name, or Description.
 - b. In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
 - c. In the search field/list box, either choose the model name from the list or enter the value that you want to locate.
 - d. Click **Add To Query** to add the defined filter to the query.
 - e. You can click **AND** or **OR** to add multiple filters and repeat substep a. through substep d. to further define your query.
 - f. Click **View Query Results** to check that the report includes the information that you need.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to substep **a.** and restart.

- Step 3** To add these profiles to the report, click the **Include Autogenerated Device Profiles** check box.
- Step 4** To choose details for your type of report, click **Next**. The User Device Profiles Reports Step 2 of 2 window displays showing the Query that you chose. If you want to change the type of query, click **Back**.
- Step 5** In the Report File Name field, enter your name for this report (required).
- Step 6** In the Available Device Fields drop-down list box, choose a device item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report.
- Step 7** Arrange the order of the items in the Selected Device Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.
- Step 8** In the Available Line Fields drop-down list box, choose a line item and click the arrow to move the item into the Selected Fields for this Report list. You can choose one or more fields to include in your report.
- Step 9** Arrange the order of the line items in the Selected Line Fields for this Report list by choosing an item and clicking the Up arrow or Down arrow to move the item to another position in the list.



Note You must specify at least one device or line field to generate a report.

- Step 10** To create the report, click **Generate**.
- Step 11** A message advises you of approximately how long it will take to generate the report from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.

BAT displays either a Report Completed or Report Failed in the Status area of the first window.
- Step 12** To display the log file for this report, click **View Latest Log File**. The log file shows the type of query for the report and the number of user device profile records that are included in the report. It also shows the number of user device profile records that failed to generate in the report.

- Step 13** To display results for this report, click **View Latest Report File**. The type of query displays at the top and the header displays the field names in the order that you specified for the report. The report shows the query results in CSV format.
-

BAT saves the report file at C:\BatFiles\Reports\UserDeviceProfiles\ on the publisher server.

Additional Information

See the “[Related Topics](#)” section on page 11-15.

Reports for User Device Profiles

You can produce reports for all user device profiles or limit the report to one of these options:

- Model—Choose one from the list of models that are configured in the cluster
- Device Name—Specify a filter or use exact name
- Description—Specify a filter or use exact description

After choosing the report type, you can choose the device and line details to include in the report.

You can choose from these Device fields:

- Model
- Device Profile Name
- Description
- User Hold Audio Source
- User Locale

You can choose from these Line fields:

- Directory Number
- Partition
- CSS (Line)
- User Hold Audio Source

- Network Hold Audio Source
- CSS (Forward All)
- CSS (Forward Busy External)
- CSS (Forward Busy Internal)
- CSS (Forward No Answer External)
- CSS (Forward No Answer Internal)
- CSS (Forward on Failure)
- CSS (Forward No Coverage External)
- CSS (Forward No Coverage Internal)
- Forward All Destination
- Forward Busy Destination External
- Forward Busy Destination Internal
- Forward No Answer Destination External
- Forward No Answer Destination Internal
- Forward on Failure Destination
- Forward No Coverage Destination External
- Forward No Coverage Destination Internal
- Display
- Label

Additional Information

See the “[Related Topics](#)” section on page 11-15.

Generating Reports for Cisco VG200 Gateways

Reports for VG200 Gateways have a fixed format. You can generate a report for all VG200 Gateways or for a limited set of gateways.



Note

The system does not make reports available for the Catalyst 6000 (FXS) gateway.

To generate a report for VG200 Gateways, use this procedure.

Procedure

-
- Step 1** From the VG200 Options window, choose **Generate VG200 Gateway Reports** and click **Next**. The VG200 Gateway Reports window displays.
- Step 2** In the Report File Name field, enter your name for this report (required).
- Step 3** You can generate a report for all VG200 gateways by not specifying a query, or you can generate a report for specific VG200 gateways by using following steps:
- In Select VG200 Gateways where drop-down list box, choose from these query options: MGCP Domain Name or Description.
 - In the second drop-down list box, choose one of the search criteria such as contains, is exactly, or is empty.
 - In the search field box, enter the value that you want to locate, such as the exact MGCP Domain Name or a letter that the name or descriptions contains.
 - To add the defined filter to the query, click **Add To Query**.
 - To add multiple filters, you can click **AND** or **OR** and repeat substep a. through substep d. to further define your query.
 - To check that the report includes the information that you need, click **View Query Results**.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to substep a. and restart.
- Step 4** To create the report, click **Generate**.
- Step 5** A message advises you of approximately how long it will take to generate the report from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.

BAT displays either Report Completed or Report Failed in the Status area of the VG200 Gateway Report window.
- Step 6** To display the log file for this report, click **View Latest Log File**. The log file shows the date and time, the type of query, and the number of records that are included in the report. It also shows the number of records that failed to generate in the report.

- Step 7** To display results for this report, click **View Latest Report File**. The report name, date and time of the report, and the type of query display at the top. The report header displays the field names. The report shows the query results in CSV format.
-

BAT saves the report file at C:\BatFiles\Reports\VG200Gateways\ on the publisher server.

Additional Information

See the “[Related Topics](#)” section on page 11-15.

Generating Reports for IPMA Managers and Assistants

Reports for Cisco IPMA managers and assistants have a fixed format. You can generate a report by specifying a set of query options for either managers or assistants.

To generate reports for managers or assistants, use this procedure.

Procedure

- Step 1** From the Manager/Assistant Options window, choose one of these options:
- **Generate IPMA Manager Reports** and click **Next**. The Manager Reports window displays.
 - **Generate IPMA Assistant Reports** and click **Next**. The Assistant Reports window displays.
- Step 2** In the Report File Name field, enter your name for this report.
- Step 3** You can generate a report for all managers or assistants by not specifying a query, or you can generate a report for specific managers or assistants by using following steps:
- a. In Select managers (or assistants) where scroll box, choose from these query options: User ID, Department, First Name, Last Name.

- b. In the second drop-down list box, choose between the search criteria: contains or is exactly.
- c. In the search field box, enter the value that you want to locate, such as the exact user ID or the last name of a user.
You can add multiple values to the search field box by separating them with a comma as shown in this example: *JohnJ, PaulP, SueS, JoeJ*
- d. To add the defined filter to the query, click **Add To Query**.
- e. To check that the report includes the information that you need, click **View Query Results**.
If you make a mistake, click the **Clear Query** button to remove the query; then, return to substep a. and restart.

Step 4 To create the report, click **Generate**.

Step 5 A message advises you of approximately how long it will take to generate the report from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.

BAT displays either Report Completed or Report Failed in the Status area of the first window.

Step 6 To display the log file for this report, click **View Latest Log File**. The log file indicates the type of query and the resulting number of records that passed successfully in the report. It also shows the number of records that failed to generate in the report.

Step 7 To display results for this report, click **View Latest Report File**. The type of query displays at the top and the header displays the field names. The report shows the query results in CSV format.



Note

BAT saves the report file at C:\BatFiles\Reports\ManagesAssistants\ on the publisher server.

Additional Information

See the “[Related Topics](#)” section on page 11-15.

Viewing Report Log Files

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

C:\Program Files\Cisco\Trace\BAT

Click the **View Latest Log File** link to display the summary view for the report transaction as well as the detail view for the failures.

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

C:\Program Files\Cisco\Trace\BAT

The log file name uses the following format:

Generate<item>#timestamp

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

Additional Information

See the “[Related Topics](#)” section on page 11-15.

Related Topics

- [Generating Reports for Phones, page 11-1](#)
- [Generating Reports for Users, page 11-6](#)
- [Generating Reports for User Device Profiles, page 11-8](#)
- [Generating Reports for Cisco VG200 Gateways, page 11-11](#)
- [Generating Reports for IPMA Managers and Assistants, page 11-13](#)
- [Viewing Report Log Files, page 11-15](#)
- [BAT Log Files, page 13-1](#)



Working with the Tool for Auto-Registered Phones Support

The Tool for Auto-Registered Phone Support (TAPS) application enables phone users to call the TAPS directory number and download the preconfigured phone settings for the user's directory number. TAPS works in conjunction with Cisco CallManager Administration to provide these capabilities:

Configure TAPS—Allows you to enable TAPS usage for all phones that use auto-registration or to limit TAPS to only phones that are added through BAT with dummy MAC addresses. See the [“Configuring Auto-Registration Options for TAPS”](#) section on page 12-12.

Secure TAPS—Allows you to keep some directory numbers from being updated through TAPS. See the [“Setting Secure Directory Numbers”](#) section on page 12-13

User Locales for TAPS—Allows you to choose the languages for TAPS prompts. See the [“Setting User Locales for TAPS”](#) section on page 12-16.

The following topics provide information about using, installing, and configuring TAPS:

- [Introducing TAPS, page 12-2](#)
- [Installing TAPS, page 12-5](#)
- [Configuring TAPS in Cisco CallManager, page 12-7](#)
- [Uninstalling TAPS, page 12-9](#)
- [Starting TAPS, page 12-10](#)
- [Stopping TAPS, page 12-11](#)

- [Setting TAPS Options](#), page 12-11
- [TAPS Information for End Users](#), page 12-18

Introducing TAPS

To work with auto-registration, you must install some TAPS components on the Cisco CallManager publisher server. You must enable auto-registration in Cisco CallManager Administration for TAPS to function.

The TAPS application also gets installed on the Cisco Customer Response Solutions (Cisco CRS) server. TAPS requires the Cisco IP Interactive Voice Response (IP IVR) application that runs on the Cisco CRS server for the user interface and prompts.

Administrators need to provide instructions to tell end users how to use TAPS to configure their new phones. For end user instructions, see the [“TAPS Information for End Users”](#) section on page 12-18



Note

Cisco recommends that you stop the TAPS service when you are not using TAPS to add phones to Cisco CallManager database. See the [“Stopping TAPS”](#) section on page 12-11.

Additional Information

See the [“Related Topics”](#) section on page 12-19.

Auto-registration Options for TAPS

You can set the following options for using TAPS to update auto-registering phones.

- Update MAC addresses and download a predefined configuration for new phones.
- Reload the configuration for replacement phones.

**Note**

Make sure that the range of auto-registered phones on Cisco CallManager is greater than or equal to the number of phones you want to use TAPS for. For more information on configuring auto-registration information, see *Cisco CallManager Administration Guide*.

**Note**

Cisco recommends that you delete unassigned directory numbers that get created after you use TAPS option. This will ensure that you do not need to increase auto-registration range to use TAPS on more phones.

Using TAPS with New Phones

After BAT has added the new phone configurations with dummy MAC addresses in Cisco CallManager Administration, you can plug the phones into the network. You or the phone user can dial a TAPS directory number that causes the phone to download its configuration. At the same time, the phone gets updated in Cisco CallManager Administration with the correct MAC address. You must make sure that Auto-registration is enabled in Cisco CallManager Administration (**System > Cisco CallManager**) for TAPS to function.

**Note**

It takes around 20-25 seconds for downloading phone profile and to make necessary updates in publisher and directory.

Example

You have 100 new-hire employees starting on Monday. You must add these users and their new phones to Cisco CallManager Administration. You can use BAT to create a phone template for these 100 phones and a CSV data file for phones and users. By using the dummy MAC address option in the CSV data file, you do not need to add the individual MAC addresses for the new phones. With auto-registration enabled in Cisco CallManager, you can plug the phones directly into the network. You or the new employee can load the configuration by dialing the TAPS directory number and following the voice-prompt instructions.

Using TAPS for Reloading Configurations

When you must replace an existing phone that is not functioning, you can use TAPS to download the existing phone configuration to the new phone. After the user receives the new phone and plugs the phone into the network, the user dials the TAPS directory number to download configuration for the previous phone. The user makes no configuration changes during this process.



Note It takes around 20-25 seconds for downloading phone profile and to make necessary updates in publisher and directory.

In Cisco CallManager Administration, you must enable auto-registration. You must ensure that you configure TAPS usage for all phones to enable a user to download an existing phone configuration. See the [“Configuring Auto-Registration Options for TAPS”](#) section on page 12-12.

Example

John’s Cisco IP Phone 7940 gets short-circuited during a lightning storm. He receives a new Cisco IP Phone 7940 and plugs it into the network. John can dial the TAPS directory number, and the new phone will download the configuration that was previously used for the damaged phone. TAPS automatically updates device information in Cisco CallManager Administration.

Additional Information

See the [“Related Topics”](#) section on page 12-19.

Secured Directory Numbers

Because TAPS can replace a directory number, you can protect certain directory numbers from being overwritten. To protect important directory numbers, you can use the Secure TAPS option. See the [“Setting Secure Directory Numbers”](#) section on page 12-13 for more information.

Example

The directory number 5000 provides voice-messaging access for your system. You do not want a new user to mistakenly configure 5000 on the new phone. The Secure TAPS option allows you to specify that TAPS cannot access directory number “5000.”

Additional Information

See the [“Related Topics” section on page 12-19](#).

Language Prompts for TAPS Users

You can configure user prompts for TAPS to play in several languages. Administrators can choose the languages to make available to users. See the [“Setting User Locales for TAPS” section on page 12-16](#).

If you need to use language prompts other than English prompts, make sure that you installed the Cisco IP Telephony Locale Installer on every Cisco CallManager and Cisco CRS server in the cluster before you install, upgrade, or configure TAPS. Using the locale installer ensures that you have the latest translated text, translated voice prompts, country-specific phone tones, and country-specific gateways tones available for the phones. For more information on the Cisco IP Telephony Locale Installer, refer to the specific locale installer documentation.

Additional Information

See the [“Related Topics” section on page 12-19](#).

Installing TAPS

This section provides information about installing, reinstalling, and uninstalling TAPS. TAPS interfaces with both Cisco CallManager publisher server and Cisco Customer Response Solution (CRS) 3.5(2) server; therefore, the installation involves both of these servers.

During TAPS 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 restart when the installation is finished.

You cannot use Windows Terminal Services to install TAPS. You must install TAPS directly from the Cisco CallManager publisher server and the Cisco CRS server.

Before You Begin

The following prerequisites apply to the TAPS installation for BAT Release 5.2(1):

- Make sure that the publisher database for Cisco CallManager is configured and running. The publisher database can reside on its own server or on the same server as Cisco CallManager.
- Before installing TAPS, ensure that the latest BAT release is installed on the publisher database server for Cisco CallManager.
- Have the IP address for the Cisco CallManager publisher server and the private phrase for the installation procedure.
- Ensure the Cisco CRS server is configured. The Cisco CRS 3.5(2) application can reside on its own dedicated server or can be co-located on the same server as Cisco CallManager.
- Be sure to use the locale installer to create the country-specific TAPS prompts.
- Ensure that the Windows 2000 Services window is closed.

To install TAPS, use this procedure.

Procedure

-
- Step 1** Log on with administrator privileges to the system that is running the publisher database for Cisco CallManager (where you installed BAT).
 - Step 2** Access Cisco Bulk Administration Tool.
 - Step 3** Choose **Applications > Install Plugins**.
 - Step 4** Find TAPS (Tool for Auto-Registered Phone Support) and double-click the setup icon.

- Step 5** The Welcome window for the installation wizard opens. This installation program installs TAPS on the Cisco CallManager publisher server and the CRS applications server at the same time, if applications are co-located on the same server. Click **Next**.



Note When you are installing TAPS in a network with a dedicated CRS server, you must run the TAPS installation program again on the CRS server. Use CRS online help for assistance with installation and configuration.

- Step 6** Enter the Cisco CallManager publisher server IP address in the IP Address field, and click **Next**.
- Step 7** Enter the Private Phrase for the Cisco CallManager publisher server in the Installing Cisco CallManager Components window and click **Next**.
- Step 8** The Installing TAPSonCCM and TAPSonAppsServer window displays a progress bar that shows the status of the installation. Click **Next** to begin the installation.
- Step 9** The Installation Completed window displays when the installation ends. Click **Finish**.
-

Additional Information

See the [“Related Topics”](#) section on page 12-19.

Configuring TAPS in Cisco CallManager

Like other applications in the Cisco IP telephony system, TAPS has some configuration requirements. You must add a CTI route point, CTI ports, and users in Cisco CallManager Administration. You need only one CTI route point for the TAPS application. You will need at least one CTI port to make TAPS available to users, but you can configure more CTI ports for users if desired.

Use Cisco CallManager Administration for the following tasks:

- Create a CTI route point and assign it a unique directory number.
- Set call forward busy, call forward no answer, and call forward on failure to the operator number on the TAPS CTI route point.

- Create one or more CTI ports with directory numbers. You can create CTI ports in BAT or in Cisco CallManager Administration.
TAPS supports a maximum number of sessions equal to the number of CTI ports that are configured for TAPS. For example, if you have configured five CTI ports, up to five users can dial into TAPS at same the time. The sixth caller cannot connect to TAPS.
- Create a user. The TAPS route point and ports should be in the user's control devices list. Set "Enable CTI applications use" for the user.
- Create an auto-registration partition/calling search space to prevent phones that have auto-registered from dialing any directory number other than the directory number that is assigned to the TAPS CTI route point. Restricting access to this directory number ensures that users download the proper configuration information for their phones.

For information about how to add or assign these values, see the *Cisco CallManager Administration Guide*.

To start Cisco TAPS Service, you must use the Services window in Windows 2000.

Additional Information

See the ["Related Topics" section on page 12-19](#).

Configuring the TAPS Application in CRS Applications Server

You can review the Cisco CRS 3.5(2) Application Server documentation by browsing to Cisco Voice Applications and Tools at <http://www.cisco.com>. Refer to the *Cisco Customer Response Administration Guide* for instructions on how to configure an application.



Note When you are installing TAPS in a network with a dedicated CRS server, you must run the TAPS installation program again on the CRS server. Use CRS online help for assistance with installation and configuration.

Additional Information

See the ["Related Topics" section on page 12-19](#).

Uninstalling TAPS

The uninstall program removes the TAPS applications from the system when both CRS and Cisco CallManager are running on the same server (co-located).

If Cisco CallManager publisher and CRS are installed on different servers, you must remove TAPS from both servers. After completing the following steps on the server that is running the publisher database for Cisco CallManager, you must complete the uninstallation of TAPS on the Cisco CRS server.



Note

If you uninstall BAT, the TAPS components remain installed on the server. You cannot open the TAPS user interface because you must use the BAT Configure menu to access the TAPS user interface. The TAPS directory number remains available to users for updating phones

To uninstall TAPS by using the Add/Remove Programs in the Control Panel, use the following procedure.

Procedure

- Step 1** On the server that is running the publisher database for Cisco CallManager, choose **Start > Settings > Control Panel > Add/Remove programs**.
- Step 2** Choose **TAPS** and click the **Change/Remove** button. A message displays that confirms the uninstall operation.
- Step 3** To uninstall TAPS, click **Yes** or **No** to cancel. The IIS Admin service stops, files are deleted, and the IIS Admin service restarts.

Solution To exit the uninstallation, click **OK**.

For co-located systems, you have removed both the Cisco CallManager and CRS components of TAPS.

If TAPS is also running on a dedicated CRS server, you must also complete the steps in the [“Completing TAPS Uninstallation”](#) section on page 12-10.

Additional Information

See the [“Related Topics”](#) section on page 12-19.

Completing TAPS Uninstallation

To uninstall TAPS from the Cisco CRS server, perform the following steps. This procedure completes the TAPS uninstallation.

Procedure

- Step 1** On the Cisco CRS server, choose **Start > Settings > Control Panel > Add/Remove Programs**.
 - Step 2** Choose **TAPS** and click the **Change/Remove** button. A message displays that confirms the uninstall operation.
 - Step 3** To uninstall TAPS, click **Yes** or **No** to cancel. If you clicked Yes, TAPS uninstalls from the Cisco CRS server.
 - Step 4** To exit the uninstallation, click **OK**.
-

Additional Information

See the [“Related Topics” section on page 12-19](#).

Starting TAPS

You must manually start the TAPS service. Use this procedure to start TAPS.

Procedure

- Step 1** On the server that is running the publisher database for Cisco CallManager, choose **Start > Programs > Administrative Tools > Services**.
The Services window displays.
- Step 2** Double-click or right-click **Cisco TAPS** and click **Start**.
The TAPS service now runs. If the service should fail, you must manually start TAPS again.

**Note**

Cisco recommends that you stop the TAPS service when you are not using TAPS to add phones to Cisco CallManager database. See the [“Stopping TAPS” section on page 12-11](#).

Additional Information

See the [“Related Topics” section on page 12-19](#).

Stopping TAPS

Cisco recommends that you stop the TAPS service when you are not using TAPS to add phones to Cisco CallManager database. Stop the TAPS service from the Services window on the publisher server where BAT is installed.

Procedure

-
- Step 1** On the server that is running the publisher database for Cisco CallManager, choose **Start > Programs > Administrative Tools > Services**. The Services window displays.
- Step 2** In the list of services, double-click or right-click **Cisco TAPS** and click **Stop**.
-

Additional Information

See the [“Related Topics” section on page 12-19](#).

Setting TAPS Options

Administrators can choose how to use TAPS in their Cisco CallManager system. These TAPS feature options provide more flexibility when allowing users to update phones or download phone profiles. The TAPS options include:

- [Configuring Auto-Registration Options for TAPS, page 12-12](#)

- [Setting Secure Directory Numbers, page 12-13](#)
- [Setting User Locales for TAPS, page 12-16](#)

To access TAPS Options, on the machine that is running BAT, choose **Start > Programs > Cisco CallManager 4.2> Bulk Admin Tool**. The BAT main window displays.

Choose **Configure>TAPS** and the TAPS Options window displays.

Configuring Auto-Registration Options for TAPS

The Configure TAPS option provides two ways to use TAPS to update phones that auto-register with the Cisco CallManager database.

- For phones that are added by using BAT and have a dummy MAC address.
- For existing phones in Cisco CallManager Administration

The default setting limits use of TAPS to phones that have a dummy MAC address with a device name that starts with the prefix “BAT.”

You can set the Configure TAPS option to allow any phone to auto-register in the Cisco CallManager system, including phones that have a standard MAC address.

To set the Configure TAPS option, use this procedure.

Procedure

- Step 1** In the TAPS Options window, choose **Configure TAPS** and click **Next**. The Configure TAPS window displays.
- Step 2** Choose one of these two options:
- **Allow Auto-Registered phones to reset with a profile with a dummy MAC address.**
TAPS updates only the phones that have the dummy MAC address option.
 - **Allow Auto-Registered phones to reset with any profile.**
TAPS updates any phone that auto-registers.
- Step 3** Click **Update**. A status message indicates that the update completed.

Step 4 To return to the TAPS Options page, click **Back**.

Additional Information

See the [“Related Topics” section on page 12-19](#).

Setting Secure Directory Numbers

The Secure TAPS options let you specify directory numbers that TAPS cannot access. Use this capability when you want to protect directory numbers from being accidentally assigned to another phone.

To access TAPS Options, on the machine that is running BAT, choose **Start > Programs > Cisco CallManager 4.2 > Bulk Admin Tool**. The BAT main window displays.

Choose **Configure>TAPS** and the TAPS Options window displays.

Additional Information

See the [“Related Topics” section on page 12-19](#).

Restricting Directory Numbers

To block TAPS from using directory numbers that you specify, use this procedure. TAPS cannot use any directory number that you include in the list of secured directory numbers.

Procedure

- Step 1** In the TAPS Options window, choose **Secure TAPS** and click **Next**. The Secure Directory Numbers window appears.
- Step 2** In the Directory Number field, enter the number that you want to protect from TAPS.
- Step 3** Click **Secure**. A prompt tells you that the directory number was added to the list of secured numbers.
- Step 4** Click **OK**.

Step 5 Continue to add directory numbers by repeating [Step 2](#) through [Step 4](#). When you finish adding directory numbers, click **View Secured DN**.

A list box displays the directory numbers that you have protected. TAPS cannot use the directory numbers that are shown in this list. If a user tries to update a device profile by entering one of the directory numbers in this list, TAPS will refuse the request.



Note The View Secure DN list box does not automatically refresh. If you want to see the latest list of secured directory numbers, click **Refresh List** to redisplay an updated list.

Step 6 To return to the TAPS Options page, click **Back**.

Additional Information

See the [“Related Topics”](#) section on page 12-19.

Lifting the Restriction on a Directory Number

To remove a directory number from the list of directory numbers that TAPS cannot access, use this procedure.

Procedure

Step 1 In the TAPS Options window, choose **Secure TAPS** and click **Next**. The Secure Directory Numbers window appears.

Step 2 In the field, enter the directory number that you want to unprotect from TAPS.

Step 3 Click **Remove**. A prompt indicates that the directory number has been removed from the list of secured directory numbers.

Step 4 Click **OK**.

Step 5 Continue to remove directory numbers by repeating [Step 2](#) through [Step 4](#). When you finish removing directory numbers, click **View Secured DN**.

A list box displays the directory numbers that are protected. If a user tries to update a device profile by entering one of the directory numbers in this list, TAPS will refuse the request.



Note The View Secure DN list box does not automatically refresh. If you want to see the latest list of secured directory numbers, click **Refresh List** to display an updated list.

Step 6 To return to the TAPS Options page, click **Back**.



Note If two or more phones lines share an unrestricted directory number, and you are trying to update any of these phones, then you will be prompted to enter the external phone mask of your phone.

Additional Information

See the [“Related Topics”](#) section on page 12-19.

Removing All Directory Numbers

To remove all the secured directory numbers from the list, use this procedure.

Procedure

-
- Step 1** In the TAPS Options window, choose **Secure TAPS** and click **Next**. The Secure Directory Numbers window appears.
- Step 2** Click **Remove All**. A prompt indicates that no directory numbers will be secured from TAPS.
- Step 3** Click **OK** to clear all directory numbers or click **Cancel** to cancel the clear operation. A prompt advises you that the list of directory numbers that are protected from TAPS has been cleared.
- Step 4** Click **OK**.
- Step 5** To return to the TAPS Options page, click **Back**.
-

Additional Information

See the [“Related Topics”](#) section on page 12-19.

Viewing a List of Restricted Directory Numbers

To view a list of directory numbers that TAPS cannot access, use this procedure.

Procedure

-
- Step 1** In the TAPS Options window, choose **Secure TAPS** and click **Next**. The Secure Directory Numbers window appears.
- Step 2** Click **View Secured DN**.
- A list box displays. TAPS cannot use the directory numbers that are shown in this list. If a user tries to update a device profile by entering one of the directory numbers in this list, TAPS will refuse the request.
- Step 3** Close the list box.
- Step 4** To return to the TAPS Options page, click **Back**.
-

Additional Information

See the [“Related Topics”](#) section on page 12-19.

Setting User Locales for TAPS

Administrators can specify the languages for TAPs voice prompts by using the User Locales for TAPS option. You can configure user prompts for TAPS in several languages. Before you install or upgrade TAPS, make sure that you installed the Cisco IP Telephony Locale Installer on every Cisco CallManager and Cisco CRS server in the cluster. Using the locale installer ensures that you have the latest translated text, translated voice prompts, country-specific phone tones, and country-specific gateways tones that are available for the phones. For more information on the Cisco IP Telephony Locale Installer, refer to the specific locale installer documentation.

To access TAPS Options, on the machine that is running BAT, choose **Start > Programs > Cisco CallManager 4.2> Bulk Admin Tool**. The BAT main window displays.

Choose **Configure>TAPS** and the TAPS Options window displays.

Adding Languages for TAPS Prompts

To set the languages for TAPS prompts, use this procedure.

Procedure

- Step 1** In the TAPS Options window, choose **User Locales for TAPS** and click **Next**. The Select User Locales window displays.
 - Step 2** In the User Locales list box, which is the list of languages that are installed on Cisco CallManager, choose the languages that you want to use for user prompts. Click the arrow to move the chosen language to the Selected User Locales list box.
 - Step 3** You can choose as many languages as you need for user prompts and move them to the Selected User Locales list box.
 - Step 4** After you have chosen the languages for user prompts, click **Update**. A status message indicates that the update completed.
 - Step 5** To return to the TAPS Options page, click **Back**.
-

Additional Information

See the [“Related Topics”](#) section on page 12-19.

Removing Languages for TAPS Prompts

To remove the languages for TAPS prompts, use this procedure.

Procedure

- Step 1** In the TAPS Options window, choose **User Locales for TAPS** and click **Next**. The Select User Locales window displays.

- Step 2** In the Selected User Locales list box, which is the list of languages that is chosen for user prompts, choose the language that you want to remove.
- Step 3** Click the arrow to move the chosen language to the User Locales list box.
You can choose one or many languages from user prompts and move them to the User Locales list box.
- Step 4** Click **Update**. A status message indicates that the updated is completed.
- Step 5** To return to the TAPS Options page, click **Back**.
-

Additional Information

See the [“Related Topics” section on page 12-19](#).

TAPS Information for End Users

To configure your new phone, use this procedure.

Procedure

- Step 1** Plug the phone into a port.
The phone automatically registers and displays a number.



Note It takes around 20-25 seconds for downloading phone profile and to make necessary updates in publisher and directory.

- Step 2** Dial the CTI Route Point number provided by your system administrator and follow the prompts.
- Step 3** Dial the TAPS extension that your system administrator provided.
- Step 4** A voice prompts you to choose the language that you want to use. Choose appropriately.
- Step 5** Dial your personal extension number, that your system administrator provided, followed by #.



Note You may be instructed to enter the complete telephone number (including area code).

Step 6 To confirm, enter your personal extension number again, followed by #. You will hear a confirmation prompt.

Step 7 Hang up the phone.

The phone resets and displays your extension number.

If you experience any problems, contact your system administrator.

Additional Information

See the [“Related Topics”](#) section on page 12-19.

Related Topics

- [Introducing TAPS, page 12-2](#)
- [Installing TAPS, page 12-5](#)
- [Configuring TAPS in Cisco CallManager, page 12-7](#)
- [Uninstalling TAPS, page 12-9](#)
- [Starting TAPS, page 12-10](#)
- [Stopping TAPS, page 12-11](#)
- [Setting TAPS Options, page 12-11](#)
- [TAPS Information for End Users, page 12-18](#)

■ Related Topics



Troubleshooting BAT and TAPS

For information about problems and error messages that you might encounter when you are using BAT or TAPS, use the following topics.

- [BAT Log Files, page 13-1](#)
- [Viewing BAT Log Files, page 13-2](#)
- [Troubleshooting BAT, page 13-3](#)
- [Troubleshooting TAPS, page 13-7](#)
- [Viewing TAPS Log Files, page 13-8](#)

BAT Log Files

BAT generates log files for each bulk transaction and stores the files on the publisher database server in the following location:
C:\Program Files\Cisco\Trace\BAT.

The log file also shows the key value of a record, so the administrator may reexamine the record. The MAC address of the phone serves as the key value when you are adding, updating, or modifying phones. When users are added, the User ID serves as the key value.

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

**Caution**

Do not change screens while a transaction is processing. Doing so prevents the log file or status messages from displaying.

Additional Information

See the [“Related Topics”](#) section on page 13-9.

Viewing BAT Log Files

To view the log file for the bulk operation, click **View Latest Log File** link on the BAT interface or go to the following location:

C:\Program Files\Cisco\Trace\BAT directory

You can find the log files for the export utility at

C:\Program Files\Cisco\Trace\BAT\Export directory

For BAT insert transactions, you can view the detailed transaction trace files at C:\Program Files\Cisco\Trace\BAT directory.

The log file names designate the operation that was performed and the time that the operation ended.

- **Log File Names**—File name shows the name of the CSV file that is used for the insert transaction, or the transaction type for other actions.
- **TimeStamp**—The timestamp format that is included in the log file name is *mmddyyyyhhmmss*.
- **Example**—Shows examples of log file names and timestamps.

Table 13-1 Log File Names

Operation	Log File Name	Example
Insert	File name#TimeStamp.log	File1#05022000133431
Update	UpdatePhone#TimeStamp.log	UpdatePhone#05022000133431
Delete	DeletePhone#TimeStamp.log	DeletePhone#05022000133431
Validate	Validate_File name_TimeStamp.txt	Validate_batphones_0502200013343

Additional Information

See the [“Related Topics”](#) section on page 13-9.

Troubleshooting BAT

When you install BAT, you must install the application on the Cisco CallManager server console. If you attempt to use Windows Terminal Services to install BAT, an error message appears and states that BAT installation is not supported over Terminal Services.

The following list describes some scenarios that could occur and provides possible resolutions.

Symptom Export to BAT Format button does not work in BAT.xlt file.

Explanation Clicking the **Export to BAT Format** button in the BAT.xlt file does not appear to do anything.

Recommended Action Click a blank cell. The button can appear to be disabled if the cursor is on the text in a cell or in the text box.

Symptom BAT Excel spreadsheet gives a compilation error while exporting data to the CSV format.

Explanation Check the version of Microsoft Excel that you are using. Customers have reported problems with BAT.xlt when they were using Excel 97.

Recommended Action Use Microsoft Excel 2000 version or higher.

Symptom The page cannot be displayed.

Explanation Message can occur because of an unexpected termination of IIS Administrative service.

Recommended Action This indicates a display problem only. The process continues in the background. You can refer to the log file for transaction details.

Symptom Data files (CSV) format do not match Phone Template/Sample File.

Explanation The number of lines in the data file should be less than or equal to the number of lines that are configured in the BAT phone template, but are not. For example, the phone template has three lines, and, of these, Lines 1, 2, and 3 are configured. You should use a phone data file with up to three configured lines. 1111, 2222, 4444 results in Line1-1111, Line2-2222, Line3-none, Line4-4444.

Recommended Action Check the BAT phone template that you intend to use. The number of lines that are specified on the CSV data file should not exceed the number of lines that are configured in the BAT phone template. Also, the number of speed dials that the CSV data file specifies should not exceed the maximum possible number of speed dials for the BAT phone template that you plan to use.

Symptom Errors occur when the dummy MAC address option is used.

Explanation Errors occur in the records for the dummy MAC addresses.

Recommended Action To map this symptom to the records that actually had the problem, you can see another generated file with the name *<Modified + DataFileName>#<TimeStamp>.dat* that shows the actual record with dummy MAC address. Access this file in the C:\BAT\LogFiles folder.

Symptom When inserting FXS ports for a VG200 gateway, the selected template does not contain DN details for directory number.

Explanation The Cisco VG200 template for FXS ports must specify a Gateway Directory Number template when the CSV file specifies directory numbers.

Recommended Action Identify a Gateway Directory Number template for FXS endpoint identifier(s) as specified in the VG200 Gateway Template configuration, FXS port configuration steps.

Symptom Port identifier contains invalid endpoint prefix.

Explanation The port identifier value contains an invalid endpoint prefix or has not been configured in the BAT template. You must configure port identifier(s) in the BAT template before it can be specified in the CSV file. In the CSV file, the first digit of the endpoint prefix can be either 0 or 1 (signifying either sub-unit 0 or sub-unit 1), followed by the port number, 01 to 24. Acceptable values include 001 through 024 (for sub-unit 0) or 101 through 124 (for sub-unit 1).

Recommended Action Correct the port identifier value in the CSV file or check the BAT template to be sure that ports have been configured.

Symptom Port identifier contains invalid port number.

Explanation The last two digits of the port identifier represent the port number. Port number must be between 01 and 24.

Recommended Action Correct the port number in the CSV file.

Symptom Port number not configured in the template.

Explanation The CSV file specified the port number, but no corresponding ports are configured in the BAT template.

Recommended Action In the BAT template, configure the ports that you have specified in the CSV file.

Symptom MAC address values are not allowed in the file if dummy MAC address values are desired.

Explanation The CSV file contains MAC addresses. You cannot provide dummy MAC addresses when MAC addresses are present in any row in the CSV file.

Recommended Action If you want to use dummy MAC addresses, create a new CSV file that contains only those records for which you have not specified MAC addresses. Alternatively, you can specify MAC addresses in the CSV file and not check the Create Dummy MAC Address check box.

Symptom The BAT.xlt spreadsheet will not work with Microsoft Excel XP (Office XP)

Explanation In Microsoft Excel packaged with Office XP, macro security is set to high by default. Due to this setting, macros in BAT.xlt cannot run rendering BAT.xlt unusable.

Recommended Action To enable macros in BAT.xlt use the following steps:

- a. Open BAT.xlt.
- b. Go to **Menu >Tools >Macro > Security**.
- c. Set the Security Level to Medium.
- d. Close BAT.xlt and open it again. When prompted, choose Enable Macros.

Additional Information

See the [“Related Topics” section on page 13-9](#).

Troubleshooting BAT Performance

Keep in mind that it is best to send bulk transactions during low traffic periods. When you insert BAT files to the publisher database during the time when Cisco CallManager is processing a high volume of calls, the BAT transactions can be slow. In fact, you can adversely affect how Cisco CallManager processes calls.

You can improve BAT performance by stopping the TFTP service before you insert the BAT files to the publisher database. You must restart the TFTP service when the insert transaction is completed.

Use the following procedure to stop the TFTP service on the Cisco CallManager Publisher server.

Procedure

- Step 1** Access the publisher server for Cisco CallManager.
 - Step 2** Click **Start > Programs > Administrative Tools > Services**.
 - Step 3** Locate and right-click **CTFTP Services**.
 - Step 4** Choose **Stop** and click **OK**.
-



Note

You must restart the TFTP service when the insert transaction is complete. Use the same procedure, and choose **Start** to restart the service.

Additional Information

See the [“Related Topics” section on page 13-9](#).

Troubleshooting TAPS

When you install TAPS, you must install the application on the Cisco CallManager server console and CRS server console. If you attempt to use Window Terminal Services to install TAPS, you receive an error message indicating that TAPS installation is not supported over Terminal Services.

As a general rule, Cisco recommends that you stop Cisco TAPS service when TAPS is not in use. You can prevent undesired TAPS usage by stopping the service, and you can save some CPU time.

Additional Information

See the [“Related Topics” section on page 13-9](#).

Viewing TAPS Log Files

For troubleshooting information, you can use the following files:

- TAPS generates log files for transactions and stores them at this location:
C:\Program Files\Cisco\Trace\TAPS\.
- When TAPS service fails to start, collect the following log file:
C:\Program Files\Cisco\Trace\TAPS\
- When you activate trace files for TAPS, they are stored at this location:
C:\Program Files\Cisco\Trace\TAPS\

TAPS Error Messages

You may receive the following messages while running TAPS on the Cisco CRS server.

Symptom When dialing the TAPS route point number, the caller hears a busy tone.

Explanation The busy tone indicates that the maximum number of simultaneous sessions for TAPS has been reached. The maximum number of sessions for TAPS is equal to the number of ports assigned to the TAPS application in CRS configuration.

Recommended Action You must increase the number of ports assigned to TAPS in CRS configuration to prevent this situation.

Symptom When the Cisco CRS server starts, the JTAPI subsystem shows partial service or out of service

Explanation Message occurs because of configuration problems in the Cisco CallManager or the Cisco CRS server.

Recommended Action Perform one or all of the following steps until the problem has been corrected:

- Verify that Cisco CallManager is started.
- Make sure that JTAPI is installed on the Cisco CRS server.

- Make sure that the JTAPI version on the CRS server is the same as the JTAPI version installed on Cisco CallManager. If the version is not the same, install the JTAPI client from the Cisco CallManager plugins page on the CRS server.
- Verify that the CRS engine configuration has a valid application engine host name. You can use the IP address to eliminate name resolution issues.
- Make sure that the Route Points and CTI ports are properly configured on the Cisco CallManager.
- Verify that the Enable CTI Application Use check box is checked for the JTAPI user; you can verify this in the user page in Cisco CallManager Administration.
- Verify that the CTI Manager service is started.
- Verify that the ports and the route point are associated to the user in the Cisco CallManager user configuration.

For further troubleshooting, collect and review MIVR log files for Cisco CRS server. You can find these files on the CRS server in the following folder:
C:\program files\wfavvid\log\.

Additional Information

See the [“Related Topics”](#) section on page 13-9.

Related Topics

- [BAT Log Files, page 13-1](#)
- [Viewing BAT Log Files, page 13-2](#)
- [Troubleshooting BAT, page 13-3](#)
- [Troubleshooting BAT Performance, page 13-6](#)
- [Troubleshooting TAPS, page 13-7](#)
- [Viewing TAPS Log Files, page 13-8](#)

■ **Related Topics**



Text-Based CSV Files

BAT uses data that is entered in a comma separated values (CSV) file format to provide information for insert transactions to the Cisco CallManager database on the publisher server. By using the CSV data format, you can build a textual file that contains data records in a tabular format.

You can create a CSV data file by using a text editor, such as Microsoft Notepad. You must use a separate line to enter data for each record. Separate each data field with a comma and include comma separators for blank fields. Enter data on every line in the data file because an error occurs during the insert transaction if you enter a blank line in a CSV file.

When you insert the data records to the Cisco CallManager database, BAT accesses a set of designated folders that reside on the server that is running the publisher database. For BAT to access the appropriate CSV data file for the transaction, you must save or copy the CSV data file to the folder for the specific data content. For example, you would save a phone CSV data file to the C:\BATFiles\Phones\Insert\ folder on the server that is running the publisher database for Cisco CallManager. BAT cannot access CSV data files that are saved anywhere except in the proper folder.

The following topics provide information and file formats for the following text-based CSV files:

- [Creating a Text-Based CSV File for Phones, page A-2](#)
- [Creating a Text-Based CSV File for Users, page A-11](#)
- [Creating a Text-Based CSV File for User Device Profile, page A-15](#)
- [Creating a Text-Based CSV File for Cisco IPMA Manager-Assistant Associations, page A-20](#)

- [Creating a Text-Based CSV File for Cisco VG200 Gateways, page A-22](#)
- [Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports, page A-25](#)
- [Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes, page A-28](#)
- [Creating a Text-Based CSV File for Call Pickup Groups, page A-31](#)

Creating a Text-Based CSV File for Phones

Instead of using the BAT spreadsheet for data input when you are adding phones, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

Use the following procedure to create a CSV text file for phones, IP telephony devices, and user combinations.

Procedure

- Step 1** Open a text editor (such as Microsoft Notepad) or any application that allows you to export or create a CSV file.
- Step 2** Use a separate line to enter the values for each phone, IP telephony device, or user combination that you want to add to Cisco CallManager. You must create separate CSV files for each type of device. Keep in mind the following rules when you create the CSV data file.
- Specify all checkbox values with the Boolean values of True or False.
 - Always include comma separators, even if a field is blank.
 - If a route partition restricts the access to the call pickup group, you must specify Call Pickup Group as a combination of Directory Number/Route Partition Name, for example `9725557121/TollByPass`. If the call pickup group has no associated partition, then specify only the directory number.
 - Specify the user ID if the phone is to be associated to a user.
 - Directory Number fields are optional only when you are creating the CSV file for use with a BAT template that has no lines. If lines are configured on the BAT phone template, you must supply directory numbers in the CSV file for each device.

- An error occurs when you insert a CSV file with blank lines.

See the “Phone CSV Data File Formats” section on page A-3 for information about the CSV data file formats that you must use for different phone types.

- Step 3** Save or copy the completed file to the BATFiles directory in the folder named for the type of CSV file that you are creating (phones, CTI port-users, users) on the server that is running the publisher database for Cisco CallManager.



Note BAT accesses only the C:\BATFiles\Phones\ folder (or the proper folder for the type IP telephony device) for the appropriate transaction.

For information about CSV file formats for other phone types, see these topics:

- [Phone CSV Data File Formats, page A-3](#)
- [Export File Fields for All Phone Details Option, page A-7](#)
- [Phone CSV File Examples, page A-9](#)

Phone CSV Data File Formats

Different types of phones require specific data formats. Keep in mind that fields labeled as optional in the phone file format become mandatory fields when certain conditions are met.

- Password and PIN fields are optional in the CSV file because you can specify them in the BAT user interface window when you insert the CSV file.
- Directory number field becomes mandatory if the corresponding phones or phones-users BAT template has one or more lines that are configured. The number of directory number fields that you supply in the CSV file must not exceed the number of lines that are configured in the BAT template.

The following topics provide the formats and samples for these phone types:

- [IP Phones, VGC Phones, and VGC Virtual Phones File Format, page A-4](#)
- [Phones With Users Combinations File Format, page A-5](#)
- [CTI Ports/H.323 Clients File Format, page A-5](#)

- [CTI Ports-Users and H.323 Client-Users Combinations File Format, page A-6](#)

IP Phones, VGC Phones, and VGC Virtual Phones File Format

The following format and sample shows the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for phones. You can adjust the phone format by using a file format that defines the order of the device and line details in the CSV data file.

Be aware that the format for the MAC address differs depending on the type of VGC phone.

- The Cisco VGC phone uses a combination of the MAC address for the gateway and the port number. Enter the first 10 digits of the MAC address of the Cisco VGC phone and the last two digits of the port to be configured. (The last two digits should be 01 through 24.)
- The Cisco VGC virtual phone MAC address comprises the first 10 digits of the VGC gateway with the last two digits being 00.

Number of Lines (Mandatory, 1 to 2 numbers), **MAC Address** (Mandatory, 12 characters), **Description** (Optional, up to 50 characters), **Location** (Optional, up to 50 characters), **User ID** (Optional, up to 30 characters), **Directory Number** (Optional, up to 24 numerals and special characters), **Display** (Optional, up to 30 characters), **Line Text Label** (Optional, up to 30 characters), **Forward Busy External** (Optional, up to 50 numerals and special characters), **Forward No Answer External** (Optional, up to 50 numerals and special characters), **Forward No Coverage External** (Optional, up to 50 numerals and special characters), **Forward Busy Internal** (Optional, up to 50 numerals and special characters), **Forward No Answer Internal** (Optional, up to 50 numerals and special characters), **Forward No Coverage Internal** (Optional, up to 50 numerals and special characters), **Call Pickup Group** (Optional, up to 50/50 characters), **Speed Dial** (Optional, up to 50 numerals and special characters), **Speed Dial Label** (Optional, up to 30 characters)

Sample

```
1,1231123245AB,SEP1231123245AB,Dallas,johns,9728437154,9728437154,Mike,9728437172,9728437196,9728437127,9728437154,9728437178,9728437189,9728437121/TollByPass,1230000000,Helpdesk
```

Phones With Users Combinations File Format

The following sample shows the field length, and whether the field is optional or mandatory for a text-based CSV file for phones and the fixed user format.

First Name(Mandatory, 1 to 50 characters), **Last Name**(Mandatory, 1 to 50 characters), **User ID**(Mandatory, up to 30 characters), **Password**(Optional, up to 20 characters), **Manager**(Optional, up to 30 characters), **Department**(Optional, up to 50 characters), **PIN**(Optional up to 20 numerals), **User Device Profile**(Optional, up to 50 characters), **User Locale** (Optional, up to 50 characters), **Number of Lines** (Mandatory, 1 to 2 numbers), **MAC Address** (Mandatory, 12 characters), **Description** (Optional, up to 50 characters), **Location** (Optional, up to 50 characters), **Directory Number** (Optional, up to 24 numerals and special characters), **Display** (Optional, up to 30 characters), **Line Text Label**(Optional, up to 30 characters), **Forward Busy External**(Optional, up to 50 numerals and special characters), **Forward No Answer External**(Optional, up to 50 numerals and special characters), **Forward No Coverage External**(Optional, up to 50 numerals and special characters), **Forward Busy Internal**(Optional, up to 50 numerals and special characters), **Forward No Answer Internal**(Optional, up to 50 numerals and special characters), **Forward No Coverage Internal**(Optional, up to 50 numerals and special characters), **Call Pickup Group** (Optional, up to 50/50 characters), **Speed Dial** (Optional, up to 50 numerals and special characters), **Speed Dial Label**(Optional, up to 30 characters)

Sample

```
John,Smith,johns,abcde,Daviss,12,12345,JohnProfile,English United States,1,1231123245AB,Dallas,9725557154,9725557154,Mike,9725557172,9725557196,9725557112,9725557127,9725557158,9725557189,9725557121/TollByPass,1230000000,Helpdesk
```

CTI Ports/H.323 Clients File Format

The following sample shows the field length, and whether the field is optional or mandatory for a text-based CSV file for CTI ports and H.323 clients format.

Number of Lines (Mandatory, 1 to 2 numbers), **Device Name** (Mandatory, up to 15 characters for CTI ports and up to 50 characters for H.323 Clients), **Description** (Optional, up to 50 characters) **Location** (Optional, up to 50 characters), **User ID**(Optional, 1 to 30 characters), **Directory Number**(Optional, up to 24 numerals and special characters), **Display** (Optional, up to 30 characters),

Line Text Label(Optional, up to 30 characters),**Forward Busy External**(Optional, up to 50 numerals and special characters),**Forward No Answer External**(Optional, up to 50 numerals and special characters),**Forward No Coverage External**(Optional, up to 50 numerals and special characters),**Forward Busy Internal**(Optional, up to 50 numerals and special characters),**Forward No Answer Internal**(Optional, up to 50 numerals and special characters),**Forward No Coverage Internal**(Optional, up to 50 numerals and special characters),**Call Pickup Group** (Optional, up to 50/50 characters)

Sample

```
1,TAPS Port 1,CTI TAPS Port 1,Dallas,johns,9728437154,9728437154,
Mike,9728437172,9728437196,9728437127,9728437154,9728437178,
9728437189,9728437121/To11ByPass,1230000000,Helpdesk
```

CTI Ports-Users and H.323 Client-Users Combinations File Format

The following sample shows the field length, and whether the field is optional or mandatory for a text-based CSV file for CTI ports with users and H.323 clients with users format.

First Name(Mandatory, 1 to 50 characters) **Last Name**(Mandatory, 1 to 50 characters),**User ID**(Mandatory, up to 30 characters),**Password**(Optional, up to 20 characters),**Manager**(Optional, up to 30 characters),**Department**(Optional, up to 50 characters),**PIN**(Optional up to 20 numerals),**User Device Profile**(Optional, up to 50 characters),**User Locale**(Optional, up to 50 characters),**Number of Lines** (Mandatory, 1 or 2 numbers),**Device Name**(Mandatory, up to 15 characters for CTI ports-users combination and up to 50 characters for H.323 client-users combinations),**Description**(Optional, up to 50 characters),**Location** (Optional, up to 50 characters),**Directory Number** (Optional, up to 24 numerals and special characters),**Display** (Optional, up to 30 characters),**Line Text Label**(Optional, up to 30 characters),**Forward Busy External**(Optional, up to 50 numerals and special characters),**Forward No Answer External**(Optional, up to 50 numerals and special characters),**Forward No Coverage External**(Optional, up to 50 numerals and special characters),**Forward Busy Internal**(Optional, up to 50 numerals and special characters),**Forward No Answer Internal**(Optional, up to 50 numerals and special characters),**Forward No Coverage Internal**(Optional, up to 50 numerals and special characters),**Call Pickup Group** (Optional, up to 50/50 characters)

Sample

```
John,Smith,johns,abcde,Daviss,12,12345,johnProfile,English United
States,1,TAPS Port 1,CTI TAPS Port
1,9725557154,9725557154,Mike,9725557172,9725557196,9725557112,97255571
27,9725557158,9725557189,9725557121/TollByPass,1230000000,Helpdesk
```

**Note**

If you use a comma or double quotes as part of the value in one of the fields, you must enclose the entire text value with double quotation marks to designate it as a single value.

For example, if you entered John, Bill as a text value, then you must enter the value as “John,Bill”.

If you entered a double quote in a value, then you must replace the double quote with two consecutive double quotes and enclose the value with double quotes. For example you must enter John “Chief as “John”“Chief”.

Additional Information

See the [“Related Topics” section on page A-34](#).

Export File Fields for All Phone Details Option

When you are using the export utility to generate a file containing all the details for the phone records, the export file has the following format. The sample shows the length and type of fields in the export all details file.

**Caution**

Cisco does not recommend editing the file that is generated with the export utility. The system dynamically generates fields, such as Logout time and Login time, that must not be edited at all. You must ensure that the login user ID and Product Specific XML fields are accurate for them to work properly, and you must not edit them. Use BAT to update the product specific configurations.

```
<<DEVICE>>MAC Address(Mandatory),Description(Optional, up to 50
characters),Device Pool (Mandatory, up to 50 characters),Calling Search
Space(Optional, up to 50 characters),AAR Calling Search Space(Optional, up to
24 characters),Media Resource Group List(Mandatory, up to 50
characters),User Hold Audio Service(Optional, up to 50 characters),Network
Hold Audio Source(Optional, up to 50 characters),Location (Optional, up to 50
characters),User Locale(Optional, up to 50 characters),Network
```

Locale(Optional, up to 100 characters),**Phone Button Template**(Mandatory, up to 50 characters),**Expansion Module Type I**(Optional, up to 50 characters),**Expansion Module Type II**(Optional, up to 50 characters), **Softkey Template**(Optional, up to 50 characters),**Phone Load Name**(Optional, up to 32 characters),**Module 1 Load Name**(Optional, up to 32 characters),**Module 2 Load Name**(Optional, up to 32 characters),**Login User ID**(Optional, 1 to 30 characters),**Built in Bridge** (Optional, up to 32 characters),**MLPP Indication** (Optional, up to 32 characters),**MLPP Preemption** (Optional, up to 32 characters),**MLPP Domain** (Optional, up to 32 characters), **Retry Video Call as Audio** (Optional),**Privacy**(Optional), **Security Mode**(Optional),**Ignore presentation Indicators**(Optional),**Single Packet Capture Mode**(Optional),**Packet Capture Duration**(Optional),**Certification Operation, Authentication Mode**(Optional),**Authentication String,Key Size(bits), Operation Completes By**(Optional)

<<MODEL SPECIFIC>> **Information**(Optional, up to 255 characters),**Directory**(Optional, up to 255 characters),**Messages**(Optional, up to 255 characters),**Services**(Optional, up to 255 characters),**Authentication Server**(Optional, up to 255 characters),**Proxy Server**(Optional, up to 255 characters),**Idle**(Optional, up to 255 characters),**Idle Timer**(Optional, up to 5 numerals),**Enable Extension Mobility**(Optional, boolean),**Logout Profile**(Optional,1 to 50 characters),**Login User ID**(Optional, 1 to 30 characters),**Login Time** (Written by login service),**Logout Time** (Written by login service),**Disable Speaker Phone**(Optional),**Disable Speaker Phone and Headset**(Optional), **Forwarding Delay**,(Optional) **PC Port**(Optional), **SRS Telephony Enable**(Optional)

<<LINE>>**Directory Number**(Optional, up to 24 numerals and special characters),**Partition**(Optional, up to 50 characters),**Voice Mail Profile**(Optional, up to 50 characters),**Calling Search Space**(Optional, up to 50 characters),**AAR Group**(Optional, up to 20 characters),**Line User Hold Audio Source**(Optional, up to 50 characters), **Line Network Hold Audio Source**(Optional, up to 50 characters),**Auto Answer**(Mandatory, up to 50 characters),**Forward All to Voice Mail** (Optional),**Forward All Destination**(Optional, up to 50 numerals), **Forward All CSS** (Optional, up to 24 numerals),**Forward Busy External to Voice Mail** (Optional),**Forward Busy External Destination**(Optional, up to 50 numerals),**Forward Busy External CSS** (Optional, up to 24 numerals), **Forward No Answer External to Voice Mail** (Optional),**Forward No Answer External Destination**(Optional, up to 50 numerals),**Forward No Answer External CSS** (Optional, up to 24 numerals), **Forward on Failure to Voice Mail** (Optional, up to 50 numerals), **Forward on**

Failure destination(Optional, up to 50 numerals),**Forward on Failure CSS** (Optional, up to 24 numerals),**Call Pickup Group**(Optional, up to 50/50 characters),**Forward Busy Internal to Voice Mail** (Optional),**Forward Busy Internal Destination**(Optional, up to 50 numerals),**Forward Busy Internal CSS** (Optional, up to 24 numerals), **Forward No Answer Internal to Voice Mail** (Optional),**Forward No Answer Internal Destination**(Optional, up to 50 numerals),**Forward No Answer Internal CSS** (Optional, up to 24 numerals),**Forward NoCall Coverage External to Voice Mail** (Optional),**Forward No Call Coverage External Destination**(Optional, up to 50 numerals),**Forward No Call Coverage External CSS** (Optional, up to 24 numerals),**Forward NoCall Coverage Internal to Voice Mail** (Optional),**Forward No Call Coverage Internal Destination**(Optional, up to 50 numerals),**Forward No Call Coverage Internal CSS** (Optional, up to 24 numerals),**Display**(Optional, for internal Caller ID, up to 30 characters), **External Phone Mask** (Optional, up to 30 numerals or Xs, where the Xs represents the mask),**Message Waiting Lamp Policy** (Optional, up to 50 characters),**Ring Setting when idle** (Optional, up to 50 characters),**Line Text Label**(Optional, up to 30 characters),**Ring Setting when Active** (Optional, up to 50 characters),**No Answer Ring Duration** (Optional, up to 3 numbers),**MLPP Target Destination**(Optional, up to 50 characters),**MLPP Calling Search Space**(Optional, up to 50 characters),**MLPP No Answer Ring Duration** (Optional, up to 3 numbers), **Max Num Calls** (Optional, up to 3 numbers), **Busy Trigger** (Optional, up to 3 numbers), **Call Info Display Mask**, **Alerting Name**
 <<USER>>**User ID**(Optional, 1 to 30 characters)
 <<SPEEDDIALS>>**Speed Dial Number 1**(Optional, up to 50 numerals and special characters),**Speed Dial Label 1**(Optional, up to 30 characters)
 <<SERVICES>>**Service Name 1**(Optional, up to 100 characters),**Subscribed Service Name 1**(Optional, up to 50 characters),**Parameter Name 1**(Optional, up to 50 characters),**Parameter Value 1**(Optional, up to 100 characters)

Additional Information

See the [“Related Topics”](#) section on page A-34.

Phone CSV File Examples

The following list provides examples of commonly used phone CSV data files:

Using a Template Attribute-Forward Busy Destination

If Forward Busy Destination is 3001 on a phone template, all records in a CSV file that have no value for Forward Busy Destination use 3001.

```
1,1231123245AB,SEP1231123245AB,Dallas,johns,9728437154,9728437154,Mike
,,9728437196,9728437127,9728437154,9728437178,9728437189,9728437121/To
llByPass,1230000000,Helpdesk
```

No Phone Description Entry

If the description for a phone is blank, use this format:

```
1,1231123245AB,,Dallas,johns,9728437154,9728437154,Mike,9728437172,972
8437196,9728437127,9728437154,9728437178,9728437189,9728437121/TollByP
ass,1230000000,Helpdesk
```

No Active Line or Location Entry

If no active line is required and the location is also blank, use this format:

```
0,1231123245AB,SEP1231123245AB,,,1230000000,HelpDesk
```

Two Active Lines

If two active lines are required, use this format:

```
1,1231123245AB,SEP1231123245AB,Dallas,johns,9725557154,9725557154,Mike
,9725557172,9725557196,9728437127,9728437154,9728437178,9728437189,972
5557121/TollByPass,9725557155,9725557155,Kelvin,9725557133,9725557196,
9728437112,9728437145,9728437187,9728437198,9725557112/TollByPass,1230
000000,Helpdesk
```



Note

For the MAC Address, enter MAC address values or check the option for creating dummy MAC addresses.

Mandatory Phone Entries

If one line is required and you want to include only the required values and none of the optional values, use this format:

```
1,1231123245AB,,,,,9725557154,,,,,
```

Using Dummy MAC Address Option

If the option is checked for a dummy MAC address and you want one line

```
1,,SEP1231123245AB,Dallas,9725557154,9725557154,Mike,9725557172,972555
7196,9728437127,9728437154,9728437178,9728437189,9725557121/TollByPass
,johns,1230000000,Helpdesk
```

Additional Information

See the “[Related Topics](#)” section on page A-34.

Creating a Text-Based CSV File for Users

Instead of using the BAT spreadsheet for data input when you are adding users, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

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

Procedure

Step 1 Open a text editor (such as Microsoft Notepad) or any application that allows you to export or create a CSV file.

Step 2 Using a separate line for each user, enter the values for each user that you want to add to Cisco CallManager. See [Users File Format, page A-12](#), for detailed information about the formatting that you must use in the text-based CSV file.

You can associate any number of existing devices to a new user by entering the device name of all the devices separated by a comma at the end of the record.

You can associate a directory number to a user, even if that user does not control any device.



Note An error occurs if any blank lines exist in the CSV file.

Step 3 Save or copy the file to the C:\BATFiles\Users\Insert Users\ folder on the publisher server for Cisco CallManager.



Note BAT uses only the C:\BATFiles\Users\Insert Users\ folder to access the CSV files.

Additional Information

See the [“Related Topics”](#) section on page A-34.

Users File Format

**Tip**

You must specify PIN and Password values, either on the CSV file or when using BAT for file insertion. If you want to apply individual PINs or passwords for each user or group of users, specify the PIN and password information in the CSV file. If you want to use a default PIN and password that all users can use, do not specify PIN or password values in the CSV file and instead provide this information when you use BAT to insert the CSV file in Cisco CallManager.

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for users.

First Name(Mandatory, 1 to 50 characters),**Last Name**(Mandatory, 1 to 50 characters),**User ID**(Mandatory, up to 30 characters),**Password**(Optional, up to 20 characters),**Manager**(Optional, up to 30 characters),**Department**(Optional, up to 50 characters),**PIN**(Optional, up to 20 numerals),**User Device Profile**(Optional, up to 50 characters),**User Locale**(Optional, up to 50 characters),**Controlled Device Name 1**(optional, 50 characters),**Directory Number** (Optional, up to 24 numerals and special characters),**Controlled Device Name 2**(Optional, 50 characters)

Keep in mind that you cannot enter values for **Device Name2** without entering values for **Device Name1**.

Sample

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English
United States,SEP1231123245AB,9725557154,SEP0010EB001234
```

You must specify delimiters even if a field is blank. Refer to the following examples and sample CSV records when you are creating CSV files.

Example 1

If the manager for a user is blank, use this format:

```
John,Smith,johns,abc123de,,0012055,9989,johns profile,English United
States,SEP1231123245AB,9725557154,SEP0010EB001234
```

Example 2

When you want to complete only the mandatory fields, use this format:

```
John,Smith,johns,,,,,,,,,
```

Example 3

When you want to complete only the mandatory fields and associate the user to a phone, use this format:

```
John,Smith,johns,,,,,,,,,SEP1231123245AB,
```

Example 4

A user can control more than one device. You can add device names for additional devices at the end of the record.

- If the user controls only one device, use this format:

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English  
United States,SEP1231123245AB,9725557154
```

- If the user controls three devices, use this format:

```
John,Smith,johns,abc123de,karend,0012055,9989,johns profile,English  
UnitedStates,SEP1231123245AB,9725557154,SEP0010EB001234,SEP0010EB4  
32101
```

Updating Users File Format

Use a text editor to create the CSV text file for updating users. Save or copy the file to C:\BATFiles\Users\Update Users on the publisher server.

When you are updating a record, you need to supply all mandatory fields for a file. If you have stored values in the optional fields, and you update a record with blank optional fields, you will reset the values to blank. See the [“Retaining Stored Values” section on page 4-11](#) for information about keeping previously stored values.

The following sample format shows the field length and string types followed by examples of CSV files for updating users.

UserID(Mandatory, 1 to 30 characters),**Manager**(Optional, up to 30characters, must use existing ID in global directory),**Department** (Optional, up to 50 characters),**User Device Profile**(Optional, up to 50 characters),**User Locale** (Optional, up to 50 characters),**MAC Address** (Optional, up to 12 characters),**Directory Number** (Optional, up to 24 numerals and special characters)

Sample

```
johns,Daviss,123,johnProfile,English United
States,SEP8612113425AC,9725557154
```



Note

You must specify delimiters even if a field is blank. Refer to the following examples and sample CSV records when you are creating CSV files.

Example 1

If the manager for a user is blank. use this format:

```
johns,,123,johnProfile,English United
States,SEP8612113425AC,9725557154
```

Example 2

Enter your preferred language first, followed by the country. Use the following three examples as a guide:

```
English United States, French France, German Germany
```

Example 3

Mandatory fields include the following:

```
John,Daviss,123,johnProfile,,,
```

Additional Information

See the [“Related Topics”](#) section on page A-34.

Creating a Text-Based CSV File for User Device Profile

Instead of using the BAT spreadsheet for data input when you are adding user device profiles, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

**Note**

If you use comma or double quotes as part of string in one of the fields, you must enclose the entire text string with double quotes.

To create a CSV text file for user device profiles, use this procedure.

Procedure

-
- Step 1** Open Microsoft Notepad to create the CSV file.
- Step 2** Using a separate line for each user device profile, enter the values for each user device profile that you want to add to Cisco CallManager. See [User Device Profiles File Format, page A-16](#), for detailed information about the formatting that you must use in the text-based CSV file.

**Note**

An error occurs if any blank lines exist in the CSV file.

- Step 3** Save or copy the file to the C:\BATFiles\User Device Profiles\ on the publisher server for Cisco CallManager.

**Note**

BAT uses only the C:\BATFiles\User Device Profiles\ folder to access the CSV files.

Additional Information

See the [“Related Topics” section on page A-34](#).

User Device Profiles File Format

The following sample format shows the field length and string types followed by examples of a CSV files for user device profiles.

Number of Lines (Mandatory, 1 to 2 numbers),**Device Profile Name**(Mandatory, 1 to 50 characters),**Description**(Optional, 1 to 50 characters),**Login UserID** (Optional, 4 to 30 characters),**Directory Number**(Optional, up to 24 numerals and special characters),**Display**(Optional, for internal Caller ID, up to 30 characters),**Line Text Label**(Optional, up to 30 characters),**Forward Busy External Destination**(Optional, up to 50 numerals),**Forward No Answer External Destination**(Optional, up to 50 numerals),**Forward No Coverage External**(Optional, up to 50 numerals),**Forward Busy Internal Destination**(Optional, up to 50 numerals),**Forward No Answer Internal Destination**(Optional, up to 50 numerals),**Forward No Coverage Internal**(Optional, up to 50 numerals),**Call Pickup Group**(Optional, up to 50/50 characters),**Speed Dial Number**(Optional, up to 50 numerals),**Speed Dial Label**(optional, up to 30 characters)

Sample

```
1,John Profile,John's
Profile,Johns,9725557154,9725557154,Mike,9725557172,9725557196,9725557
126,9725557154,9725557178,9725557189,9725557121/TollByPass,1230000000,
Helpdesk
```

Example 1

You must specify delimiters even if a field is blank. The following example shows the correct format for not specifying a Display setting:

```
1,John Profile,John's
Profile,Johns,9725557154,,Mike,9725557172,9725557196,9725557126,972555
7154,9725557178,9725557189,9725557121/TollByPass,1230000000,Helpdesk
```

Example 2

If it is a 0-line profile and only mandatory fields are added, use the following example:

```
John Profile,,,,
```

Example 3

If only the mandatory fields are completed and you want to associate the user device profile to only one directory number, use this format:

```
John Profile,,,9725557154,,,,,
```

User Device Profile with Two Lines and Two Speed Dials

The following example format shows the field length and string types of a CSV file for user device profiles with two lines.

Number of Lines (Mandatory, 1 to 2 numbers),**User Device Profile Name**(Mandatory, 1 to 50 characters),**Description**(Optional, 1 to 50 characters),**Login UserID** (Optional, 4 to 30 characters),**Directory Number1**(Optional, up to 24 numerals and special characters),**Display1**(Optional, for internal Caller ID, up to 30 characters),**Line Text Label1**(Optional, up to 30 characters),**Forward Busy External Destination1**(Optional, up to 50 numerals),**Forward No Answer External Destination1**(Optional, up to 50 numerals),**Forward No Coverage External Destination1**(Optional, up to 50 numerals),**Forward Busy Internal Destination1**(Optional, up to 50 numerals),**Forward No Answer Internal Destination1**(Optional, up to 50 numerals),**Forward No Coverage Internal Destination1**(Optional, up to 50 numerals),**Call Pickup Group1**(Optional, up to 50/50 characters),**Directory Number2**(Optional, up to 24 numerals and special characters),**Display2**(Optional, for internal Caller ID, up to 30 characters),**Line Text Label2**(Optional, up to 30 characters),**Forward Busy External Destination2**(Optional, up to 50 numerals),**Forward No Answer External Destination2**(Optional, up to 50 numerals),**Forward No Coverage External Destination2**(Optional, up to 50 numerals),**Forward Busy Internal Destination2**(Optional, up to 50 numerals),**Forward No Answer Internal Destination2**(Optional, up to 50 numerals),**Forward No Coverage Internal Destination2**(Optional, up to 50 numerals),**Call Pickup Group2**(Optional, up to 50/50 characters),**Speed Dial Number1**(Optional, up to 50 numerals),**Speed Dial Label1**(optional, up to 30 characters),**Speed Dial Number2**(Optional, up to 50 numerals),**Speed Dial Label2**(optional, up to 30 characters)

Example

```
1,John Profile,John's
Profile,John's,9725557154,9725557154,Mike,9725557172,9725557196,972555
7126,9725557154,9725557178,9725557189,9725557121/TollByPass,9725557155
```

```
,9725557155,Kelvin,9725557133,9725557196,9725557113,9725557145,9725557187,9725557198,9725557112/TollByPass,1230000000,Helpdesk,2149523460,Keith
```

Export File Fields for User Device Profile with All Details Option

When you are using the export utility to generate a file containing all the details for the user device profiles, the export file will have the following format. The example shows the length and type of fields in the export all details file.

The export utility does not generate model specific fields for user device profiles.



Caution

Cisco does not recommend editing the file that is generated with the export utility. The system dynamically generates some fields, such as Logout time and Login time, that must not be edited at all. You must ensure that the login user ID and Product Specific XML fields are accurate for them to work properly and you must not edit them. Use BAT to update the product specific configurations.

<<DEVICE>>**User Device Profile name**(Mandatory, 1 to 50 characters),
Description (Optional, 1 to 50 characters),**Device Pool** (Mandatory, up to 50 characters),**Calling Search Space**(Optional, up to 50 characters),**AAR Calling Search Space**(Optional, up to 24 characters),**Media Resource Group List**(Mandatory, up to 50 characters),**User Hold Audio Service**(Optional, up to 50 characters),**Network Hold Audio Source** (Optional, up to 50 characters),**Login UserID** (Optional, up to 30 characters),**User Locale**(Optional, up to 50 characters),**Network Locale**(Optional, up to 100 characters),**Phone Button Template**(Mandatory, up to 50 characters),**Expansion Module Type I**(Optional, up to 50 characters),**Expansion Module Type II**(Optional, up to 50 characters),**Softkey Template**(Optional, up to 50 characters),**Phone Load Name**(Optional, up to 32 characters),**Module I Load Name**(Optional, up to 32 characters),**Module II Load Name**(Optional, up to 32 characters),**MLPP Indication** (Optional, up to 32 characters),**MLPP Preemption** (Optional, up to 32 characters),**MLPP Domain**(Optional, up to 32 characters)

<<MODEL SPECIFIC>>**Information** (Optional, up to 255 characters),**Directory**(Optional, up to 255 characters), **Messages** (Optional, up to 255 characters), **Services** (Optional, up to 255 characters), **Authentication Server**(Optional, up to 255 characters), **Proxy Server**(Optional, up to 255 characters),**Idle**(Optional, up to 255 characters),**Idle Timer**(Optional, up to 5 numerals), **Enable Extension Mobility**(Optional, boolean),**Logout**

Profile(Optional, 1 to 50 characters), **Login User ID**(Optional, 1 to 30 characters-), **Login Time** (Written by login service), **Logout Time** (Written by login service), **Product Specific XML**

<<LINE>>**Directory Number**(Optional, up to 24 numerals and special characters), **Partition** (Optional, up to 50 characters), **Voice Mail Profile**(Optional, up to 50 characters), **Line Calling Search Space**(Optional, up to 50 characters), **AAR Group**(Optional, up to 20 characters), **Line User Hold Audio Source**(Optional, up to 50 characters), **Line Network Hold Audio Source**(Optional, up to 50 characters), **Auto Answer**(Mandatory, up to 50 characters), **Forward All to Voice Mail** (Optional), **Forward All Destination**(Optional, up to 50 numerals), **Forward All CSS** (Optional, up to 24 numerals), **Forward Busy External Destination**(Optional, up to 50 numerals), **Forward Busy External CSS** (Optional, up to 24 numerals), **Forward No Answer External Destination**(Optional, up to 50 numerals), **Forward No Answer External CSS** (Optional, up to 24 numerals), **Forward on Failure destination**(Optional, up to 50 numerals), **Forward on Failure CSS** (Optional, up to 24 numerals), **Call Pickup Group**(Optional, up to 50/50 characters), **Forward Busy Internal Destination**(Optional, up to 50 numerals), **Forward Busy Internal CSS** (Optional, up to 24 numerals), **Forward No Answer Internal Destination**(Optional, up to 50 numerals), **Forward No Answer Internal CSS** (Optional, up to 24 numerals), **Forward No Call Coverage External Destination**(Optional, up to 50 numerals), **Forward No Call Coverage External CSS** (Optional, up to 24 numerals), **Forward No Call Coverage Internal Destination**(Optional, up to 50 numerals), **Forward No Call Coverage Internal CSS** (Optional, up to 24 numerals), **Display** (Optional, for internal Caller ID, up to 30 characters), **External Phone Mask** (Optional, up to 30 numerals or Xs, where the Xs represent the mask), **Message Waiting Lamp Policy** (Optional, up to 50 characters), **Ring Setting When Idle** (Optional, up to 50 characters), **Line Text Label**(Optional, up to 30 characters), **Ring Setting When Active** (Optional, up to 50 characters), **No Answer Ring Duration** (Optional, up to 3 numbers), **MLPP Target Destination**(Optional, up to 50 characters), **MLPP Calling Search Space**(Optional, up to 50 characters), **MLPP No Answer Ring Duration** (Optional, up to 3 numbers), **Max Num Calls** (Optional, up to 3 numbers), **Busy Trigger** (Optional, up to 3 numbers), **Call Info Display Mask**, **Alerting Name**

<<USER>>**User ID**(Optional, 1 to 30 characters).

<<SPEEDDIALS>>**Speed Dial Number 1**(Optional, up to 50 numerals and special characters), **Speed Dial Label 1**(Optional, up to 30 characters)

<<SERVICES>>**Service Name 1**(Optional, up to 100 characters),**Subscribed Service Name 1**(Optional, up to 50 characters),**Parameter Name 1**(Optional, up to 50 characters), **Parameter Value 1**(Optional, up to 100 characters)

**Note**

True and False are used for settings with Boolean values.

Additional Information

See the “[Related Topics](#)” section on page A-34.

Creating a Text-Based CSV File for Cisco IPMA Manager-Assistant Associations

Instead of using the BAT spreadsheet for data input when you are adding IPMA managers and assistants, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

To create a CSV text file for IPMA manager and assistants, use this procedure.

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 [Managers and Assistants File Formats, page A-21](#), for detailed information about the formatting that you must use in the text-based CSV file.

**Note**

An error occurs if any blank lines exist in the CSV file.

You can assign multiple assistants to a manager by entering the user IDs of the manager and assistants separated by a comma at the end of the record.

- Step 3** Save or copy the file in one of the following folders on The server that is running the publisher database for Cisco CallManager :
- For Inserts or Updates—C:\BATFiles\ManagersAssistants\Insert\.

- For Deletes—C:\BATFiles\ManagersAssistants\Delete\.



Note BAT accesses files for manager assistant transactions only in the designated folders for the appropriate operation.

Additional Information

See the [“Related Topics”](#) section on page A-34.

Managers and Assistants File Formats

The following sample formats and examples show the field length and string types for IPMA manager and assistant associations. Use the user ID of the manager for the Manager ID and the user ID of the assistant for the Assistant ID. You can also associate many managers to one assistant by putting the Assistant ID first, followed by a list of Manager IDs. When you insert the CSV file, you select the type of association.

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)

Sample

Johns, Mikeh, Larryh

Default Assistant-Manager Association

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

Sample

Larryh,Johns,Mikeb,Karend

Custom Manager-Assistant Association

For proxy line configurations, you can build a CSV data file that specifies the proxy lines on assistant phones by using this format.

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

Additional Information

See the [“Related Topics”](#) section on page A-34.

Creating a Text-Based CSV File for Cisco VG200 Gateways

Instead of using the BAT spreadsheet for data input when you are adding Cisco VG200 gateways, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

To create a CSV text file for VG200 gateways, use this procedure.

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 gateway, enter the values for each gateway and port that you want to add to Cisco CallManager.

The sections, [FXO or FXS Trunks CSV File Format, page A-23](#), and [T1 CAS, T1 PRI, or E1 PRI Trunks File Format, page A-24](#), provide descriptions and examples.



Note An error occurs if any blank lines exist in the CSV file.

Step 3 Save or copy the file to C:\BATFiles\VG200Gateways\ folder on the server that is running the publisher database for Cisco CallManager.



Note BAT uses only the C:\BATFiles\VG200Gateways\ folder to access the CSV files.

Additional Information

See the [“Related Topics” section on page A-34](#).

FXO or FXS Trunks CSV File Format

The following sample format shows the required field length and string types followed by s of CSV files for a Cisco VG200 gateway.

MGCP Domain Name(Mandatory, 1 to 64 characters),**Description**(Optional, up to 100 characters),**Port 1 Description** (Optional, up to 50 characters),**Port 1 Directory Number**(Optional, up to 24 numerals and special characters),**Port 1 Partition** (Optional, up to 50 characters),**Port 2 Description** (Optional, up to 50 characters),**Port 2 Directory Number**(Optional, up to 24 numerals and special characters),**Port 2 Partition** (Optional, up to 50 characters),**Port 3 Description** (Optional, up to 50 characters),**Port 3 Directory Number**(Optional, up to 24 numerals and special characters),**Port 3 Partition** (Optional, up to 50 characters),**Port 4 Description** (Optional, up to 50 characters),**Port 4 Directory Number**(Optional, up to 24 numerals and special characters),**Port 4 Partition** (Optional, up to 50 characters)

Sample

```
MGCPTest, VG200 Lab Gateway, Port 1, 97255572001, Partition1,  
Port 2, 97255572002, Partition2, Port 3, 97255572003, Partition3,
```

```
Port 4,97255572004,Partition4
```

**Note**

You must include comma separators even if a field is blank. Specify the directory number and route partition only if the port type in the Cisco VG200 gateway template is POTS.

Example 1

If the Description for a Cisco VG200 gateway is blank, use this format.

```
MGCPTest,,Port 1,97255572001,Partition1,Port 2,97255572002,Partition2,
Port 3,97255572003,Partition3,Port 4,97255572004,Partition4
```

Example 2

If the Cisco VG200 gateway template has only Port 1 and Port 2 as POTS type, use this format.

```
MGCPTest,VG200 Lab Gateway,Port 1,97255572001,Partition1,
Port 2,97255572002,Partition2,,,,,
```

Additional Information

See the [“Related Topics”](#) section on page A-34.

T1 CAS, T1 PRI, or E1 PRI Trunks File Format

The following sample format shows the required field length and string types followed by examples of CSV files for the Cisco VG200 gateway.

T1 CAS Trunks

MGCP Domain Name (Mandatory, 1 to 64 characters),**MGCP Description** (Optional, up to 100 characters),**Port Identifier 1** (Optional, up to 3 numerals)

Sample 1

```
MGCPTest,VG200 Lab Gateway,001
```

T1 PRI or E1 PRI

MGCP Domain Name (Mandatory, 1 to 64 characters), **MGCP Description** (Optional, up to 100 characters)

Sample 2

```
MGCPTest, VG200 Lab Gateway
```

**Note**

You must include comma separators even if a field is blank.

Example for Both Trunk Options

If you provide only the mandatory value, use this format.

```
MGCPTest,
```

T1 CAS Examples

If the Description for a Cisco VG200 gateway is blank, use this option.

```
MGCPTest,,001
```

For port identifiers, the first digit is either 0 or 1 (signifying either Sub-Unit 0 or Sub-Unit 1), followed by the port number, 01 to 24. Acceptable values include 001 through 024 or 101 through 124. If the Cisco VG200 gateway template has three port identifiers

```
MGCPTest, VG200 Lab Gateway, 001, 002, 003
```

Additional Information

See the [“Related Topics” section on page A-34](#).

Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports

Instead of using the BAT spreadsheet for data input when you are adding Cisco Catalyst 6000 FXS ports, you can create the comma separated values (CSV) file by using lines of ASCII text with values separated by commas.

Use this procedure to create a CSV text file for Cisco Catalyst 6000 FXS ports.

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 port, enter the values for each port that you want to add to Cisco CallManager. See [Cisco Catalyst 6000 \(FXS\) Ports File Format, page A-26](#), for detailed information about the formatting that you must use in the text-based CSV file.



Note An error occurs if any blank lines exist in the CSV file.

Step 3 Save or copy the file to C:\BATFiles\Catalyst6000_24PortsFXSGateway on the server that is running the publisher database for Cisco CallManager.



Note BAT uses only the C:\BATFiles\Catalyst6000_24PortsFXSGateway\ folder to access the CSV files.

Additional Information

See the [“Related Topics” section on page A-34](#).

Cisco Catalyst 6000 (FXS) Ports File Format

The CSV file contains information about each port as a record. Each record specifies the gateway MAC address and port number on that gateway to which you want to add or update the port details.



Note BAT does not add Cisco Catalyst 6000 (FXS) gateways. It only adds or updates ports to an existing gateway.

For the MAC address, enter MAC address values for an existing Cisco Catalyst 6000 (FXS) gateway. This MAC address uses the last 12 characters in the Gateway Name.

If you provide no values for Partition for any record on the CSV file, the system uses values from the BAT template for these fields.

If you specify a directory number in the CSV file, you must also create a Gateway Directory Number template. See the [“Creating a Gateway Directory Number Template for FXS Ports”](#) section on page 7-3, for more information.

The following sample format shows the required field length and string types followed by examples of CSV files for Catalyst 6000 (FXS) ports.

MAC Address (Mandatory, 12 characters) ,**Port Number** (Mandatory, 2 numerals) ,**Directory Number**(Optional, up to 24 numerals and special characters),**Partition**(Optional, up to 50 characters)

Sample

```
1231123245AB,23,9725557250,Partition1
```



Note

You must include comma separators even if a field is blank.
Do not specify a partition unless you have also specified a directory number.

Examples

If the directory number for a port is blank, use this format.

```
1231123245AB,23,,
```

If you want to add only the mandatory values, use this format.

```
1231123245AB,23,,
```

Additional Information

See the [“Related Topics”](#) section on page A-34.

Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes

To create a custom text-based CSV file, perform the following procedure:

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 code, create a custom Client Matter Codes (CMC) CSV file or a Forced Authorized Codes (FAC) CSV file, as described in the following steps:
- For CMC—[Step 3](#), [Step 4](#) and [Step 5](#)
 - For FAC—[Step 4](#), [Step 4](#) and [Step 5](#)



Tip Remember that you must create two separate CSV files, one for CMC and one for FAC.

- Step 3** To create a CMC CSV file, enter the corresponding information, where x, y represent the following fields:
- x—The client matter code (mandatory entry for all additions, updates, and deletions)
 - y—The description (optional if you update the entry)
- For example, you may enter 5555,Acme Toys, where 5555 equals the mandatory client matter code, and Acme Toys equals the description.
- Step 4** To create a FAC CSV file, enter the corresponding information, where x,y,z represent the following fields:
- x—The forced authorization code (mandatory entry for all additions, updates, and deletions)
 - y—The authorization code name (optional if you update the entry)
 - z—The authorization level (optional if you update the entry)

For example, you may enter 1234,John Smith,20, where 1234 equals the forced authorization code, John Smith equals the authorization code name, and 20 equals the authorization level.

**Caution**

If you add new codes at the same time that you update them, make sure that you enter all required information. You can change any part of an existing record, but you must include the code; for example, the forced authorization code or client matter code. Deleting information and leaving it blank does not remove the information from the database; a blank value does not overwrite an existing value in the database, but, updating the value, for example, to Acme Toys, Inc. or John L. Smith from the preceding examples, overwrites the existing value in the database.

Step 5 Save the CSV file to the following directory on the publisher database server, depending on what you want to accomplish:

- For CMC additions/updates—**C:\BATFiles\CMC\Insert**
- For FAC additions/updates—**C:\BATFiles\FAC\Insert**

Step 6 Perform one of the following tasks:

- If you made additions or updates, insert the file in BAT, as described in [“Using BAT to Update the Cisco CallManager Database” section on page 8-12.](#)
- If you plan to delete code settings, see the [“Deleting Code Settings” section on page 8-7.](#)

Additional Information

See the [“Related Topics” section on page A-34.](#)

CMC File Format

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for client matter codes.

Client Matter Code(Mandatory, 1 to 16 numerals),**Description**(Optional, 1 to 50 Characters and the & character)

Sample

```
1234567890123456,Marketing
```

Example

If the value of the field includes a comma, then that field must be enclosed in double quotes. Use this format for fields with commas:

```
1234567890123456,"Marketing, team"
```

Updating CMC File Format

Use a text editor to create the CSV text file for updating client matter codes.

The following sample format shows the field length and string types followed by examples of CSV files for updating client matter codes.

Client Matter Code(Mandatory, 1 to 16 numerals),**Description**(Optional, 1 to 50 Characters and the & character)

Sample

```
1234567890123456,Marketing
```

Example

If the description is empty use this format:

```
1234567890123456,
```

FAC File Format

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for forced authorization codes.

Forced Authorization Code(Mandatory, 1 to 16 numerals),**Authorization Code Name** (Mandatory, 1 to 50 Characters),**Authorization Level**(Mandatory, values range from 0 to 255)

Sample

```
1234567890123456,John FAC,251
```

Examples

If the value of the field includes a comma, then that field must be enclosed in double quotes. Use this format for fields with commas:

```
1234567890123456,"John, FAC",251
```

Updating FAC File Format

Use a text editor to create the CSV text file for updating client matter codes.

The following sample format shows the field length and string types followed by examples of CSV files for updating forced authorization codes.

Forced Authorization Code(Mandatory, 1 to 16 numerals),**Authorization Code Name** (Mandatory, 1 to 50 Characters),**Authorization Level**(Mandatory, values range from 0 to 255)

Sample

```
1234567890123456,John FAC,251
```

Example

Values you do not want to update must still include the delimiter. If only the Authorization Code Name has to be updated use the following format:

```
1234567890123456,John FAC,
```

If only the Authorization level has to be updated, use the following format:

```
1234567890123456,John FAC,
```

Creating a Text-Based CSV File for Call Pickup Groups

To create a custom text-based CSV file, perform the following procedure:

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 call pickup group name, create a custom call pickup group CSV file as described in the following steps:
- Step 3** Enter the Pickup Group Name, Pickup Group Number, Partition, Other Pickup Group Name-Member1... Other Pickup Group Name-Member10.

For example, you may enter

Marketing,7815,Part1,Marketing,Managers,Training, where Marketing is the mandatory pickup group name, 7815 is the mandatory pickup group number. Part1 is the partition, Marketing, Managers, and Training are the other pickup group names that are associated to the pickup group Marketing.



Caution

Deleting information and leaving it blank does not remove the information from the database; a blank value does not overwrite an existing value in the database, but updating the value, for example, to Sales from Marketing, from the preceding examples, overwrites the existing value in the database.

- Step 4** Save the CSV file to the C:\BatFiles\CPG\Insert\ directory on the publisher database server.
- Step 5** Perform one of the following tasks:
- If you made additions or updates, insert the file in BAT, as described in [“Using BAT to Update the Cisco CallManager Database”](#) section on page 9-7.
 - If you plan to delete call pickup groups settings, see the [“Using Query to Delete Call Pickup Groups”](#) section on page 9-5.
-

Additional Information

See the [“Related Topics”](#) section on page A-34.

CPG File Format

The following sample format and examples show the fields, field length, and whether the field is optional or mandatory for a text-based CSV file for call pickup groups.

Pickup Group Name(Mandatory, 1 to 50 characters),**Pickup Group Number**(Mandatory, 1 to 24 numerals),**Partition**(Optional, 1 to 50 Characters),**Other Pickup Group Name-Member1... Other Pickup Group Name-Member10**(Optional, 1 to 50 Characters)

Sample

Marketing,7815,Part1,Marketing,Managers,Training

Example

Optional values which you do not want to specify at this time must still include the delimiter (a comma) except for Other Pickup Group members.

If the Partition for a Pickup Group is blank, use the following format:

Marketing,7815,

Additional Information

See the [“Related Topics” section on page A-34](#).

Updating CPG File Format

Use a text editor to create the CSV text file for updating client matter codes.

The following sample format shows the field length and string types followed by examples of CSV files for updating call pickup groups.

Pickup Group Name(Mandatory, 1 to 50 characters),**Pickup Group Number**(Mandatory, 1 to 24 numerals),**Partition**(Optional, 1 to 50 Characters),**Other Pickup Group Name-Member1... Other Pickup Group Name-Member10**(Optional, 1 to 50 Characters)

Sample

Marketing,, ,Marketing,Managers,Training

Example

If you do not want to update Other Pickup Group member, do not include the delimiter (a comma). Use the following format:

```
Marketing, , Managers, Marketing, Training
```

Additional Information

See the [“Related Topics”](#) section on page A-34.

Related Topics

- [Creating a Text-Based CSV File for Phones, page A-2](#)
- [Creating a Text-Based CSV File for Users, page A-11](#)
- [Creating a Text-Based CSV File for User Device Profile, page A-15](#)
- [Creating a Text-Based CSV File for Cisco IPMA Manager-Assistant Associations, page A-20](#)
- [Creating a Text-Based CSV File for Cisco VG200 Gateways, page A-22](#)
- [Creating a Text-Based CSV File for Cisco Catalyst 6000 FXS Ports, page A-25](#)
- [Creating a Custom Text-Based CSV Files for Client Matter Codes and Forced Authorized Codes, page A-28](#)
- [Creating a Text-Based CSV File for Call Pickup Groups, page A-31](#)



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