



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,9725557172,972
5557196,9725557112,9725557127,9725557158,9725557189,9725557121/TollByP
ass,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/TollByPass,1230000000,Helpdesk
```

No Phone Description Entry

If the description for a phone is blank, use this format:

```
1,1231123245AB,,Dallas,johns,9728437154,9728437154,Mike,9728437172,9728437196,9728437127,9728437154,9728437178,9728437189,9728437121/TollByPass,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,9725557172,9725557196,9728437127,9728437154,9728437178,9728437189,9725557121/TollByPass,9725557155,9725557155,Kelvin,9725557133,9725557196,9728437112,9728437145,9728437187,9728437198,9725557112/TollByPass,123000000,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,9725557172,9725557196,9728437127,9728437154,9728437178,9728437189,9725557121/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 30 characters, 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](#)