



CHAPTER 56

Remote Destination Profile

You can use the Bulk Administration menu to format, insert, delete, and export Remote Destination Profiles (RDPs) in batches, rather than performing individual updates through Cisco Unified Communications Manager Administration.

Remote Destination Profile Templates

You can use remote destination profile templates to define common attributes for remote destinations such as device pool, location, calling search space, presence group, and privacy information.

Use these topics to work with BAT Remote Destination Profile Templates:

- [Finding a Remote Destination Profile Template, page 56-1](#)
- [Creating a Remote Destination Profile Template, page 56-2](#)
- [Adding or Updating lines in a Remote Destination Profile Template, page 56-3](#)
- [Deleting a Remote Destination Profile Template, page 56-3](#)

Finding a Remote Destination Profile Template

Because you might have several remote destination profile (RDP) templates, Cisco Unified Communications Manager lets you locate specific templates on the basis of specific criteria. Use the following procedure to locate templates.

Procedure

Step 1 Choose **Bulk Administration > Remote Destination Profiles > Remote Destination Profile Template**.

The Find and List **Remote Destination** Templates window displays. Use the two drop-down list boxes to search for a template.

Step 2 From the first Find UDP Template where drop-down list box, choose one of the following criteria:

- Name
- Description
- Device Pool
- Calling Search Space

From the second Find **Remote Destination** Template where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all remote destination templates that are registered in the database, click **Find** without entering any search text.

A list of discovered templates displays by:

- Template Name
- Description
- Device Pool
- Calling Search Space

Step 4 From the list of records, click the template name that matches your search criteria.

The Remote Destination Profile Template Configuration window displays.

Additional Information

See the [“Related Topics” section on page 56-25](#)

Creating a Remote Destination Profile Template

Use this procedure to create a template to add remote destination profiles in bulk.

Step 1 Choose **Bulk Administration > Remote Destination Profiles > Remote Destination Profile Template**.

Step 2 Click **Add New**. The Remote Destination Template Configuration window displays.

Step 3 Enter configuration details in the fields that display. See [“Field Descriptions for Remote Destination Profile Template” section on page 56-4](#).

Step 4 Click **Save**.

Step 5 When the status indicates that the transaction has completed, you can add line attributes.

Additional Information

See the [“Related Topics” section on page 56-25](#)

Adding or Updating lines in a Remote Destination Profile Template

To add one or more lines to the BAT template or to update existing lines, follow this procedure.

Procedure

-
- Step 1** Find the RDP Template to which you want to add line, by using the procedure in [“Finding a Remote Destination Profile Template”](#) section on page 56-1
- Step 2** In the Remote Destination Profile Template Configuration window, click **Line [1] Add a new DN** in the Association Information area.
- Step 3** Enter or choose the appropriate values for the line settings that are described in [Table 56-2](#). Keep in mind that all RDPs in this batch will use the settings that you choose for this line.
- Step 4** Click **Save**.
BAT adds the line to the phone template configuration.
- Step 5** Repeat [Step 2](#) through [Step 4](#) to add settings for any additional lines.



Note

If you choose **Back to Find/List** from the Related Links drop-down list box in the upper, right corner of the Line Template Configuration window, the Find and List Directory Numbers window displays. To find existing line template, enter the appropriate search criteria and click **Find**. To add a new line template, click **Add New** on Find and List Line Template window.

Cisco recommends that you use alphanumeric characters for Line Template. This is because, if numbers are given, a chance exists of conflict with an actual directory number. Using this method, you also avoid conflicts with features such as Call Pickup group number, Call Park number, and so on.

Additional Information

See the [“Related Topics”](#) section on page 56-25.

Deleting a Remote Destination Profile Template

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

Procedure

-
- Step 1** Find the RDP Template that you want to delete by using the procedure in [“Finding a Remote Destination Profile Template”](#) section on page 56-1.
- Step 2** In the Find and List Remote Destination Profile Templates window, check the check box next to the template that you want to delete and click **Delete Selected**.
A message displays that asks you to confirm the delete operation.
- Step 3** To delete the template, click **OK**. The template name disappears from the list of templates on the Find and List Remote Destination Profile Templates window.

**Caution**

If you submit a job that uses a particulate RDP template and if you delete the template, the job also gets deleted.

Additional Information

See the “[Related Topics](#)” section on page 56-25

Field Descriptions for Remote Destination Profile Template

Table 56-1 provides field descriptions for Remote Destination Profile Template.

**Note**

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 56-1 *Field Descriptions for Remote Destination Profile Template*

Field	Description
Template Name	Enter template name.
Description	Enter a description for the RDP template that you want to create.
User ID	Provide a Cisco Unified Communications Manager user ID.
Device Pool	Choose a device pool for this group of RDPs.
Calling Search Space	Choose the calling search space for this group of RDPs. A calling search space specifies the collection of Route Partitions that are searched to determine how a dialed number should be routed.
Calling Search Space AAR	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 List	Choose the media resource group list (MRGL) for this group of RDPs. 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 RDPs. The user hold audio source identifies the audio source from which music is played when a user places a call on hold.

Table 56-1 Field Descriptions for Remote Destination Profile Template

Field	Description
Location	Choose the appropriate location for this group of RDPs. 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 device consumes.
Privacy	Choose <i>On</i> , <i>Off</i> , or <i>Default</i> in the Privacy drop-down list box. For more configuration information, refer to Barge and Privacy Features in the <i>Cisco Unified Communications Manager Features and Services Guide</i> .
Presence Group	If you want the RDP to receive the status of the presence entity, choose a Presence Group that is allowed to view the status of the Presence Group that is applied to the directory number, as indicated in the Presence Group Configuration window. Tip For more information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> .
Rerouting Calling Search Space	From the drop-down list box, choose a calling search space to use for rerouting. The rerouting calling search space of the referer gets used to find the route to the refer-to target. When the Refer operation fails due to rerouting of the calling search space, the Refer Primitive rejects the request with the “405 Method Not Allowed” message. The redirection (3xx) primitive and transfer feature also uses the rerouting calling search space to find the redirect-to or transfer-to target.
Ignore Presentation Indicators (internal calls only)	Check this check box to enable Cisco Unified Communications Manager to ignore any presentation restriction that is received for internal calls.

Additional Information

See the [“Related Topics”](#) section on page 56-25

Field Descriptions for Adding a Line to Remote Destination Profile Template

Table 56-2 provides descriptions of all possible fields that display when you are adding a line in a BAT RDP template.

Some fields display the values that were configured in Cisco Unified Communications Manager Administration.

**Note**

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

Table 56-2 Field Descriptions for Adding a Line to Remote Destination Profile Template

Field	Description
Directory Number Information	
Line Template Name	Enter a unique name for the line template.
Route Partition	Choose a route partition to which the directory number belongs. Note The directory number can appear in more than one partition.
Description	Enter description for the line template.
Alerting Name	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.
ASCII Alerting Name	This field provides the same information as the Alerting Name field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the Alerting Name ASCII field.
Active	To view this check box on the Directory Number Configuration window, access an unassigned directory number from the Route Plan Report window. Checking this check box allows calls to this DN to be forwarded (if forwarding is configured). If check box is not checked, Cisco Unified Communications Manager ignores the DN.
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.

Table 56-2 Field Descriptions for Adding a Line to Remote Destination Profile Template

Presence Group	<p>Used with the Presence feature, the directory number serves as the presence entity; that is, watchers request the status of the directory number, so the real-time status of the directory number displays on the device.</p> <p>If you want the phone to receive the status of the presence entity, make sure that the Presence Group of the watcher is allowed to view the status of the Presence Group that is applied to the directory number, as indicated in the Presence Group Configuration window.</p> <p>For information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</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 Hold Audio Source	<p>Choose the music on hold audio source to be played when the user presses HOLD to place a call on hold.</p>
Network Hold Audio Source	<p>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.</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 irrelevant.</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 56-2 Field Descriptions for Adding a Line to Remote Destination Profile Template

Secondary Calling Search Space for Forward All	<p>Choose the secondary calling search space (CSS) from the drop-down list box.</p> <p>Because Call Forwarding is a line-based feature, in cases where the device calling search space is unknown, only the line calling search space gets used to forward the call. If the line calling search space is restrictive and not routable, the forward attempt fails.</p> <p>Addition of a secondary calling search space for Call Forward All provides a solution to enable forwarding. The primary calling search space for Call Forward All and secondary calling search space for Call Forward All get concatenated (Primary CFA CSS + Secondary CFA CSS) when processing Call Forward All is processed. Cisco Unified Communications Manager uses this combination to validate the CFA destination and to forward the call.</p>
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 irrelevant.</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 to be 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 irrelevant.</p>

Table 56-2 *Field Descriptions for Adding a Line to Remote Destination Profile Template*

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>
Forward No Answer Internal Voice Mail	<p>Check this check box if you want calls from an internal number to be 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 irrelevant.</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 External Destination field and External Calling Search Space check box irrelevant.</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 56-2 Field Descriptions for Adding a Line to Remote Destination Profile Template

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 to be 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 irrelevant.</p>
Forward No Coverage Internal Destination	<p>Enter a 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 to be 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 irrelevant.</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 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>

Table 56-2 *Field Descriptions for Adding a Line to Remote Destination Profile Template*

Forward on CTI Failure Voice Mail	<p>The Forward on CTI Failure field applies only to CTI route points and CTI ports. The settings in this row specify the forwarding treatment for external calls to this CTI route point or CTI port if the CTI route point or CTI port fails.</p> <p>Check this check box to use settings in the Voice Mail Profile Configuration window.</p> <p>When this check box is checked, Cisco Unified Communications Manager ignores the settings in the 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 on CTI Failure Destination	<p>This setting specifies the directory number to which an internal nonconnected call is forwarded when an application that controls that directory number fails. Use any dialable phone number, including an outside destination.</p> <p>When you enter a destination value for internal calls, the system automatically copies this value to the Destination field for external calls. If you want external calls to forward to a different destination, you must enter a different value in the Destination field for external calls.</p>
Forward on CTI Failure Calling Search Space	<p>This setting applies to all devices that are using this directory number.</p> <p>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>
Call Pickup Group	<p>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.</p>

Table 56-2 Field Descriptions for Adding a Line to Remote Destination Profile Template

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 Communications Manager 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 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 Internal CSS	<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 56-2 Field Descriptions for Adding a Line to Remote Destination Profile Template

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 Communications Manager 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 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 CSS	<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>
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>

Table 56-2 Field Descriptions for Adding a Line to Remote Destination Profile Template

MLPP Calling Search Space	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.
MLPP No Answer Ring Duration (Seconds)	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. Leave this setting blank to use the value that is set in the Cisco Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.
Line Settings for This Phone	
Hold Reversion Ring Duration (seconds)	Enter the hold reversion ring duration in seconds. Note Setting the Hold Reversion Ring Duration to zero will disable the feature.
Hold Reversion Notification Interval	Enter the hold reversion notification interval. Note Setting the Hold Reversion Notification Interval to zero will disable the feature.
Multiple Call/Call Waiting Settings on Device Test	
Maximum Number of Calls	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 that are available for another line decrease. The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2. 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.

Table 56-2 *Field Descriptions for Adding a Line to Remote Destination Profile Template*

Busy Trigger	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. Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.
Forwarded Call Information Display on Device Test	
Caller Name	Check this check box to include the caller 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 number in the display when a forwarded call is received.
Redirected Number	Check this check box to include the redirected 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. The default setting leaves this check box checked.

Additional Information

See the [“Related Topics” section on page 56-25](#)

Remote Destination Profile File Format

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

- [Using a Text Editor to Create the CSV Data File for Remote Destination, page 56-16](#)
- [Finding a Remote Destination File Format, page 56-16](#)
- [Configuring a Remote Destination Profile File Format, page 56-17](#)
- [Associating the File Format with the CSV Data File, page 56-20](#)
- [Creating a Text-Based CSV File for Remote Destination Profile, page A-22](#)

Using a Text Editor to Create the CSV Data File for Remote Destination

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 remote destinations, see the [“Creating a Text-Based CSV File for Remote Destination Profile” section on page A-22](#).

You cannot modify or delete the Default Remote Destination file format.

**Note**

When you use the Cisco Unified CallManager Bulk Administration (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 default file format. You enter the values in the text-based file in the same order as specified in the file format.


Additional Information

See the [“Related Topics” section on page 56-25](#)

Finding a Remote Destination File Format

Use the following procedure to find a remote destination file format:

Procedure

-
- Step 1** Choose **Bulk Administration > Remote Destination Profile > Remote Destination Profile File Format > Create File Format**.
- The Create Remote Destination Profile File Format Configuration window displays.
- Step 2** From the Related Links drop-down list box on the top, right corner of the window, choose Back to Find/List and click **Go**.
- Step 3** From the Find Remote Destination File Format where Format Name drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - ends with
 - is exactly
 - is empty
 - is not empty
- Step 4** Specify the appropriate search text, if applicable, and click **Find**.
-
-  **Tip** To find all Remote Destination Profile formats, click **Find** without entering any search text.
-
- Step 5** To further define your query and to add multiple filters, check the Search Within Results check box and choose **AND** or **OR** from the drop-down box, and repeat Steps 3 and 4.
- Step 6** From the list of records, click the file format name that matches your search criteria.

The Remote Destination File Format Configuration window displays.

Additional Information

See the [“Related Topics” section on page 56-25](#)

Configuring a Remote Destination Profile File Format

Use the following topics to create, copy, modify, or delete a Remote Destination Profile file format:

- [Creating a File Format, page 56-17](#)
- [Copying a File Format, page 56-18](#)
- [Modifying a File Format, page 56-18](#)
- [Deleting a File Format, page 56-19](#)

Creating a File Format

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

Procedure

- Step 1** Choose **Bulk Administration > Remote Destination Profile > Remote Destination Profile File Format > Create File Format**.

The Remote Destination Profile File Format Configuration window displays.

- Step 2** In the Format Name field, enter a name for this custom format.

- Step 3** Under Device Fields, choose the device field names that you want to define for each Remote Destination Profile. 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 Remote Destination 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 and then clicking the arrow to select them together. You can select a range of items by using the Shift key.

- Step 4** 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 Order boxes. Select an item and then use the up arrow to move the item closer to the beginning of the list or the down arrow to move it to the end of the list.

- Step 5** In the IP Phone Services Maximums area, enter the maximum value in the Maximum Number of Lines field.

- Step 6** To save your custom file format, click **Save**. The name of the file format displays in the File Format Names list in the Find and List Remote Destination Profile File Formats window.
-

Additional Topics

See the [“Related Topics” section on page 56-25](#).

Copying a File Format

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

Procedure

- Step 1** Find the Remote Destination Profile file format that you want to copy by using [“Finding a Remote Destination File Format” section on page 56-16](#).
- Step 2** In the Search Results area, choose a file format that you want to copy. The Remote Destination Profile File Format Configuration window displays.
- Step 3** To make a copy of the chosen file format, click **Copy**.



Note To copy the file format, you can also click the corresponding Copy icon in the Find and List Remote Destination Profile File Formats window.

- Step 4** In the 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 Order box.
 - Remove selected fields by choosing them from the Selected Device Fields or Selected Line Fields Order box and then clicking the arrow to move the chosen fields into the Device Fields or Line Fields box.
 - Change the order of the fields by choosing a field name in the Selected Device Fields or Selected Line Fields Order box and using the up or down arrow to change its location.
- Step 6** After making your changes, click **Save** to save the copied file format with changes in the list.
-


Additional Topics

See the [“Related Topics” section on page 56-25](#).

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** Find the Remote Destination Profile file format that you want to copy by using [“Finding a Remote Destination File Format” section on page 56-16.](#)
- Step 2** In the Search Results area, choose a file format that you want to modify. The Remote Destination Profile File Format Configuration window displays.
- 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 Order box.
 - Remove fields by choosing them from the Selected Device Fields or Selected Line Fields Order box and then clicking the arrow to move the selected fields into the Device Fields or Line Fields box.
-  **Note** You cannot remove the required fields: Remote Destination Profile Name, and Description.
- Change the order of the fields by choosing a field name in the Selected Device Fields Order or Selected Line Fields Order box and using the up or down arrow to change its location.
- Step 4** After making your changes, click **Save** to save the changes to the file format.
-

Additional Topics

See the [“Related Topics” section on page 56-25.](#)

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** Find the Remote Destination Profile file format that you want to copy by using [“Finding a Remote Destination File Format” section on page 56-16.](#)
- Step 2** In the Search Results area, verify that this is the file(s) that you want to delete and check the check box to select the format(s).
- Step 3** To remove the file format(s) from the list, click **Delete Selected**. A message asks you to confirm that you want to delete the file format(s). Click **OK** to continue. The system removes the file format(s) name from the list.



Note Make sure to browse the entire list of displayed results before clicking **Delete Selected**.

Additional Topics

See the [“Related Topics” section on page 56-25.](#)

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** Choose **Bulk Administration > Remote Destination Profile > Remote Destination Profile File Format > Add File Format**. 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 create a job for associating the matching file format with the CSV data file, click **Submit**.
 - Step 5** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the [Chapter 63, “Scheduling Jobs.”](#)
-

Additional Topics

See the [“Related Topics” section on page 56-25](#).

Inserting Remote Destination Profile

You can use the Bulk Administration menu to insert Remote Destination Profiles (RDPs) in batches, rather than performing individual updates through Cisco Unified CallManager Administration.

Before You Begin

- You must have a Cisco Unified CallManager Bulk Administration (BAT) Remote Destination Profile 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 Remote Destination Profiles.
- Upload the data files by choosing the relevant target and function for the transaction.

Additional Topics

See the [“Related Topics” section on page 56-25](#).

Inserting Remote Destination Profiles into Cisco Unified CallManager

Use the following procedure to insert Remote Destination Profiles into Cisco Unified CallManager

Procedure

-
- Step 1** Choose **Bulk Administration > Remote Destination Profile > Remote Destination Profile Insert**.
The Insert Remote Destination Profile Configuration window displays.
- Step 2** In the File Name drop-down list box, choose the CSV data file that you created for this specific bulk transaction.
- Step 3** In the Remote Destination Profile Template Name drop-down list box, choose the BAT Remote Destination Profile template that you created for this type of bulk transaction.



Note Remote Destination Profile template is optional while inserting Remote Destination Profiles. Ensure that the CSV data file has a 'Desk Phone Name' when a Remote Destination Profile template is not selected.

- Step 4** Checking the Override the existing configuration check box overwrites the existing Remote Destination Profile settings with the information that is contained in the file that you want to insert.
- Step 5** In the Job Information area, enter the Job description.
- Step 6** To insert the Remote Destination Profile records immediately, click the Run Immediately radio button or click Run Later to insert the Remote Destination Profile records at a later time.
- Step 7** To create a job for inserting the Remote Destination Profile records, click **Submit**.
- Step 8** Use the Job Configuration window to schedule and/or activate this job.
For more information on jobs, see the [Chapter 63, "Scheduling Jobs."](#)
For information on log files, see ["BAT Log Files" section on page 64-3.](#)
-

Additional Topics

See the ["Related Topics" section on page 56-25](#)

Deleting Remote Destination Profile

You can use the Bulk Administration menu to delete and export Remote Destination Profiles (RDPs) in batches, rather than performing individual updates through Cisco Unified CallManager Administration.

Using Custom File to Delete Remote Destination Profiles

You can create a custom file of Remote Destination Profiles 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.

Before You Begin

1. Create a text file that lists one of these details for the RDPs that you want to delete:
 - Name
 - Description

- Device Pool
 - Calling Search Space
2. Put each item on a separate line in the text file.
 3. Upload the custom file to Cisco Unified CallManager server. For more details on uploading files, see the [“Uploading a File” section on page 2-3](#).

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

Procedure

-
- Step 1** Choose **Bulk Administration > Remote Destination Profile > Remote Destination Profile Delete**.
The Delete Remote Destination Profile Configuration window displays.
 - Step 2** In the Delete Remote Destination Profile where drop-down list box, choose the type of custom file that you have created from one of the following criteria:
 - Name
 - Description
 - Device Pool
 - Calling Search Space
 - Step 3** In the list of custom files, choose the filename of the custom file for this delete.
 - Step 4** Click **Find**. A list of RDPs matching your search criteria displays.
 - Step 5** In the Job Information area, enter the Job description.
 - Step 6** Click the Run Immediately radio button to delete RDP records immediately or, click Run Later to delete the RDP records at a later time.
 - Step 7** Click **Submit** to create a job for deleting the RDP records.
 - Step 8** Use the Job Configuration window to schedule and/or activate this job.
-

Additional Topics

See the [“Related Topics” section on page 56-25](#).



Exporting Remote Destination Profile

You can use the export utility to merge records from multiple Cisco Unified CallManager servers onto one Cisco Unified CallManager server. Use this procedure to move records from one Cisco Unified CallManager server to another.

Using Remote Destination Profile Export

Use the following procedure to export remote destination profile details.

Procedure

-
- Step 1** Choose **Bulk Administration > Remote Destination Profile > Remote Destination Profile Export**. The Export Remote Destination Profile Configuration window displays.
- Step 2** From the first Find Remote Destination Profile where drop-down list box, choose one of the following criteria:
- Name
 - Description
 - Device Pool
 - Calling Search Space
- From the second Find Remote Destination Profile where drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - ends with
 - is exactly
 - is empty
 - is not empty
- Step 3** Specify the appropriate search text, if applicable.
-  **Tip** To find all Remote Destination Profiles that are registered in the database, click **Find** without entering any search text.
-
- Step 4** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, repeat steps 2 and 3.
- Step 5** Click **Find**.
- A list of discovered Remote Destination Profiles displays by:
- Name
 - Description
 - Device Pool
 - Calling Search Space
-  **Note** Make sure to browse the entire list of displayed results before submitting the job.
-
- Step 6** Click **Next**.
- The next Export Remote Destination Profile Configuration window displays.
- Step 7** Enter an export file name in the File Name field.
- Step 8** Choose a file format from the File Format drop-down list box.
- Step 9** In the Job Information area, enter the Job description. Delete Remote Destination Profiles is the default description.

- Step 10** Click the Run Immediately radio button to export Remote Destination Profile records immediately or, click Run Later to export the Remote Destination Profile records at a later time.
- Step 11** Click **Submit** to create a job for deleting the Remote Destination Profile records.
- Step 12** Use the Job Configuration window to schedule and/or activate this job.
For more information on jobs, see [Chapter 63, “Scheduling Jobs.”](#)
For information on log files, see [“BAT Log Files” section on page 64-3.](#)

Default Remote Destination Profile File Format

When you export Remote Destination Profile records by using Default Remote Destination Profile file format option, you export Remote Destination Profile records along different line attributes that are associated with the Remote Destination Profile. You cannot use the query to limit the number of records.

[Table 56-3](#) lists the fields that are exported when you choose the Default Remote Destination Profile Format file format.

Table 56-3 Exported Fields in the Default Remote Destination Profile File Format

Field Types	Exported Fields
Device Fields	Remote Destination Profile Name, Description, User ID, Device Pool, CSS, AAR CSS, Media Resource List, User Hold Audio Source, Location, Privacy, Device Presence Group, Rerouting CSS
Line Fields	Directory Number, Partition, Voice Mail Profile, Line CSS, AAR Group(Line), Line User Hold Audio Source, Line Network Hold Audio Source, Forward All Destination, Forward All CSS, Forward Busy Internal Destination, Forward Busy Internal CSS, Forward Busy External Destination, Forward Busy External CSS, Forward No Answer Internal Destination, Forward No Answer Internal CSS, Forward No Answer External Destination, Forward No Answer External CSS, Forward No Coverage Internal Destination, Forward No Coverage Internal CSS, Forward No Coverage External Destination, Forward No Coverage External CSS, Forward No Answer Ring Duration, Call Pickup Group, MLPP Target, MLPP CSS, MLPP No Answer Ring Duration, External Phone Number Mask, Maximum Number Of Calls, Busy Trigger, Alerting Name, Alerting Name ASCII, Display, Line Description, Line Presence Group, Secondary CSS For Forward All, ASCII Display, Forward On CTI Failure Destination, Forward On CTI Failure CSS, AAR Destination Mask, Forward Unregistered Internal Destination, Forward Unregistered Internal CSS, Forward Unregistered External Destination, Forward Unregistered External CSS, Hold Reversion Ring Duration, Hold Reversion Notification Interval

Additional Information

See the “[Related Topics](#)” section on page 56-25.

Related Topics

- [Remote Destination Profile Templates](#), page 56-1
- [Remote Destination Profile File Format](#), page 56-15
- [Inserting Remote Destination Profile](#), page 56-20
- [Deleting Remote Destination Profile](#), page 56-21
- [Exporting Remote Destination Profile](#), page 56-22

