



Preface

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

The preface covers these topics:

- [Purpose, page xix](#)
- [Audience, page xix](#)
- [Organization, page xix](#)
- [Related Documentation, page xxi](#)
- [Conventions, page xxii](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page xxiii](#)
- [Cisco Product Security Overview, page xxiii](#)
- [Obtaining Technical Assistance, page xxiv](#)
- [Obtaining Additional Publications and Information, page xxvi](#)

Purpose

The *Cisco Unified Communications Manager Bulk Administration Guide* provides instructions for using the Bulk Administration menu of Cisco Unified Communications Manager Administration.

Audience

This document provides information for network administrators and engineers who are responsible for managing the Cisco Unified Communications Manager system. Administering Cisco Unified Communications Manager Bulk Administration (BAT) requires knowledge of telephony and IP networking technology.

Organization

[Table 1](#) provides the organization of this guide.

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

Chapter	Description
Part 1	Cisco Unified Communications Manager Bulk Administration Overview Provides an overview of BAT and installation instructions.
Part 2	Upload/Download Files Describes how to upload and download files.
Part 3	Phones Describes how to add phones, phones and users, computer telephony integration (CTI) ports, and CTI ports and users in batches rather than adding each device or combination individually. Also describes how to add or update lines, phone services, and speed dials and how to update and delete phones.
Part 4	Users Describes how to add, update, and delete batches of users.
Part 5	Phones and Users
Part 6	Managers and Assistants Describes how to add, update, or delete Manager Assistant Associations.
Part 7	User Device Profiles Describes how to add, update, or delete User Device Profiles.
Part 8	Gateways Describes how to add, update, or delete Cisco VG200 gateways and ports, and how to add or delete Foreign Exchange Station (FXS) ports for Cisco Catalyst 6000 analog interface modules. Also describes how to create a gateway directory number template for use with FXS ports.
Part 9	Forced Authorization Codes and Client Matter Codes Describes how to add, update, or delete Client Matter Codes and Forced Authorization Codes.
Part 10	Pickup Groups Describes how to add, update, or delete call pickup groups.
Part 11	Mobility Describes how to insert, delete, and export access lists, remotes destinations and remote destination profiles.
Part 12	Region Matrix Describes how to populate and depopulate the region matrix.

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

Part 13	<p>Import/Export</p> <p>Describes how to import or export Cisco Unified Communications Manager database to another server, or to the same server with modifications.</p>
Part 14	<p>CUPS</p> <p>Describes the CUPS menu in BAT and details its use to update and export the CUPS and CUPC users.</p>
Part 15	<p>Cisco Unified Communications Manager Tool for Auto Registered Phones Support (TAPS).</p> <p>Describes how to install, configure, and use Unified CM Auto-Register Phone Tool.</p>
Part 16	<p>Scheduling Jobs</p> <p>Describes how to schedule and activate jobs.</p>
Part 17	<p>Troubleshooting BAT and Unified CM Auto-Register Phone Tool</p> <p>Describes some common scenarios for bulk transaction log files and provides an explanation and resolution for various error messages that you may encounter while working with BAT or Unified CM Auto-Register Phone Tool.</p> <p>Remote Destination</p> <p>Describes how to insert, delete, and export remote destination details.</p>
Part 18	<p>Appendix</p> <p>Describes how to create text-based files for the devices and users for bulk transactions. Also provides example of file formats for different scenarios.</p>

Related Documentation

Refer to the following documents for further information about related Cisco IP telephony applications and products:

- *Cisco Unified Communications Manager Administration Guide*
- *Cisco Unified Communications Manager System Guide*
- *Release Notes for Cisco Unified Communications Manager*
- *Installing Cisco Unified Communications Manager*
- *Cisco Unified Communications Manager Serviceability Administration Guide*
- *Cisco Unified Communications Manager Security Guide*
- *Hardware Configuration Guide for the Cisco VG200*
- *Software Configuration Guide for the Cisco VG200*
- *Cisco VG248 Analog Phone Gateway Software Configuration Guide*

- *Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager*
- *Cisco Unified Communications Manager Features and Services Guide*
- *Troubleshooting Guide for Cisco Unified Communications Manager*
- Cisco Unified Communications Manager Assistant User Guide

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font.

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



Tip

Means *the information contains useful tips*.

Cautions use the following conventions:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

**Warning**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

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

From this site, you will find information about how to do the following:

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

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

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

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

Reporting Security Problems in Cisco Products

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

- For emergencies only—security-alert@cisco.com

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

- For nonemergencies—psirt@cisco.com

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

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



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

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

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

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

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Support Website

The Cisco Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

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

Access to all tools on the Cisco Support website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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



Note

Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.



Tip

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the **Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

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

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

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

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

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

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

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

Definitions of Service Request Severity

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

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

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

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

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

<http://www.ciscopress.com>

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

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

- Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:

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

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:

<http://www.cisco.com/univercd/cc/td/doc/abtunicd/136957.htm>

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

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

