



## CHAPTER 23

# Line Appearance

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A line appearance is the linkage of a line to a device. The end user is now linked to a line appearance rather than a line.

Detailed presence information about relationships such as shared lines were not provided to CUPS earlier, which lead to inaccurate or incomplete presence state. The Line Appearance feature provides detailed information when there are multiple line appearances associated with a user.

You can use the Line Appearance menu in BAT to export and update line appearances:

- [Exporting Line Appearances](#)
- [Updating Line Appearances](#)

## Exporting Line Appearances

Because you might have several records, Cisco Unified Communications Manager lets you locate specific records on the basis of specific criteria. Use the following procedure to locate .



### Note

During your work in a browser session, your find/list search preferences are stored in the cookies on the client machine. If you navigate to other menu items and return to this menu item, or if you close the browser and then reopen a new browser window, your Cisco Unified Communications Manager search preferences are retained until you modify your search.

To export line appearances, use the following procedure.

### Before You Begin

1. Create a text file that lists details of the line appearance that you want to export.
2. Upload the custom file into Cisco Unified Communications Manager first node. See [“Uploading a File” section on page 2-3](#)

### Procedure

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- Step 1** Choose **Bulk Administration > Users > Line Appearance > Export Line Appearance**.  
The Export Users Query window displays.
- Step 2** To find all records in the database, ensure the dialog box is empty; go to [Step 3](#).  
To filter or search records:

- From the first drop-down list box, select a search parameter.
- From the second drop-down list box, choose a search pattern.
- Specify the appropriate search text, if applicable.



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**Note** To add additional search criteria click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the – button to remove the last added criteria or click the **Clear Filter** button to remove all added search criteria.

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**Step 3** Click **Find**.

All or matching records display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.



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**Note** You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking **Delete Selected**. You can delete all configurable records for this selection by clicking **Select All** and then clicking **Delete Selected**.

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**Step 4** From the list of records that display, click the link for the record you want to view.



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**Note** To reverse the sort order, click the up or down arrow, if available, in the list header.

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The window displays the item that you choose.

**Step 5** Click **Next**. The Export Line Appearance Configuration window displays.

**Step 6** In the In Custom File field, enter the filename for the custom file.

**Step 7** In the File Format drop-down list box, choose the file format. Line Appearance Format is available by default.

**Step 8** Check one or more of the following check boxes:

- Export line appearances for CUP users only—The export operation will only be performed on CUP users.
- Export line appearances for all the primary extensions—Line appearances for all devices that share a line to which a user is associated will be exported.
- Export line appearances for the devices associated—Line appearances for all the lines that share a device to which a user is associated will be exported.

**Step 9** In the Job Information area, enter the Job description.

**Step 10** Click the Run Immediately radio button to change passwords or PINs immediately or, click Run Later to change them at a later time.

**Step 11** Click **Submit** to create a job for exporting line appearances.

**Step 12** Use the Job Scheduler option in the Bulk Administration main menu to schedule and activate this job.

For more information on jobs, see the [Chapter 63, “Scheduling Jobs.”](#)

**Step 13** For information on log files, see “[BAT Log Files](#)” section on page 64-3. The log file displays the number of users that were updated and the number of records that failed, including an error code.

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**Additional Topics**

See the [“Related Topics”](#) section on page 23-3.

## Updating Line Appearances

**Before You Begin**

1. Create a text file that lists the following details for the line appearances that you want to update:
  - User ID
  - Device
  - Directory numbers
  - Partition (optional)
2. Put each item on a separate line in the text file.
3. Upload the custom file to Cisco Unified Communications Manager server. For more details on uploading files, see the [“Uploading a File”](#) section on page 2-3.

To update line appearances that are listed in a custom file, use the following procedure.

**Procedure**

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**Step 1** Choose **Bulk Administration > Users > Line Appearance>Update Line Appearance**.

The Update Line Appearance Configuration window displays.

**Step 2** From the File Name drop-down list box, choose the name of the custom file.

**Step 3** Check the Update line appearance for CUP users only check box if you want to update the line appearance for CUP users only.

**Step 4** In the Job Information area, enter the Job description.

**Step 5** Click the Run Immediately radio button to delete phone records immediately or, click Run Later to delete the phone records at a later time.

**Step 6** Click **Submit** to create a job for deleting the phone records.

**Step 7** 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.

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**Additional Topics**

See the [“Related Topics”](#) section on page 23-3.

## Related Topics

- [Exporting Line Appearances, page 23-1](#)
- [Updating Line Appearances, page 23-3](#)

