



# CHAPTER 18

## Updating Users

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Update the existing user information that is in the database using the following procedure:

- [Updating Users, page 18-1](#)
- [Retaining Stored Values, page 18-1](#)
- [Using the BAT Spreadsheet to Create a CSV Data File for Updating Users, page 18-2](#)
- [Updating Users in Cisco Unified Communications Manager, page 18-5](#)

## Updating Users

To update existing user information that is in the Cisco Unified Communications Manager database, use the following steps:

1. Create a comma separated values (CSV) data file to define individual values for each user that you want to update.
  - See the [“Using the BAT Spreadsheet to Create a CSV Data File for Updating Users”](#) section on [page 18-2](#).
  - For a text-based CSV file, see the [“Updating Users File Format”](#) section on [page A-8](#).



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**Note** To keep values or settings that were previously stored in the Cisco Unified Communications Manager directory, see the [“Retaining Stored Values”](#) section on [page 18-1](#).

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2. Use Cisco Unified Communications Manager Bulk Administration (BAT) to insert the updated user records that are in the Cisco Unified Communications Manager database. See the [Updating Users in Cisco Unified Communications Manager, page 18-5](#).

### Additional Topics

See the [“Related Topics”](#) section on [page 18-5](#).

## Retaining Stored Values

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

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

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

#### Procedure

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

See the [“Related Topics” section on page 18-5](#)

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

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

#### Procedure

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- Step 1** Download and open the **BAT.xlt** file. See [Chapter 2, “Uploading and Downloading Files.”](#)
  - Step 2** When prompted, click **Enable Macros** to use the spreadsheet capabilities.
  - Step 3** To add user information, click the **Update Users** tab at the bottom of the spreadsheet.
  - Step 4** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional. Use [Table 18-1](#) for descriptions of the BAT spreadsheet fields.

**Table 18-1** *Field Descriptions in the BAT Spreadsheet for Updating Users*

Field	Description
User ID	Enter the user ID, from 1 to 30 characters, for the user of this phone.
Manager	Enter manager user ID, up to 30 characters, for the user of this phone.
Department	Enter the department number, up to 50 characters, for the user of this phone.
User Device Profile	Enter the user device profile, up to 50 characters, for this user and device. You can choose the user device profile from the list of existing UDPs in Cisco Unified Communications Manager Administration that appears in BAT.

**Table 18-1** Field Descriptions in the BAT Spreadsheet for Updating Users (continued)

Field	Description
User Locale	Enter the language and country, up to 50 characters, set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco Unified Communications Manager user windows and phones.
Password	Enter the password, up to 20 characters, that the user needs to access the Cisco IP Phone Configuration window.  You must specify the Password either in the CSV data file or by using the BAT user interface during user template addition. If you want to apply individual passwords for each user or groups of users, specify the password information in the CSV data file. If you want to use a default password for all users, provide the default password when you insert the users in BAT.
PIN	Enter the personal identification number (PIN), up to 20 numerals, to be used for extension mobility.  You must enter a PIN either in the CSV data file or by using the BAT user interface during user template addition. If you want to apply individual PINs for each user or groups of users, specify the PIN in the CSV data file. To use a default PIN that all users can use, provide default PIN when you insert the users in BAT.
Telephone Number	Enter your telephone number.
Primary Extension	This field displays after the user is added and represents the primary directory number for the user. You choose no primary line when you associate devices to the user. Users can have multiple lines on their phones.  If the system is configured for Unity Integration, the Create Voice Mailbox link displays.
Associated PC	This field, which is required for Cisco SoftPhone and Cisco Unified Communications Manager Attendant Console users, displays after the user is added.
ICD Extension	Enter an ICD extension for this end user.
Mail ID	Enter your e-mail ID.
Presence Group	Enter the presence group that watches the status of the directory number, the presence entity.  For information on the Presence feature, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> .

**Table 18-1** Field Descriptions in the BAT Spreadsheet for Updating Users (continued)

Field	Description
SUBSCRIBE Calling Search Space	<p>All calling search spaces that you configure in Cisco Unified Communications Manager Administration display in the SUBSCRIBE Calling Search Space drop-down list box.</p> <p>The SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager routes the Presence subscription requests that come from the end user. To configure a calling search space specifically for this purpose, you configure a calling search space as you do all calling search spaces (<b>Call Routing &gt; Class Control &gt; Calling Search Space</b>).</p> <p>For information on how to configure a calling search space, see the <i>Cisco Unified Communications Manager Administration Guide</i>.</p>
Digest Credentials	<p>When you configure digest authentication for SIP phones, Cisco Unified Communications Manager challenges the identity of the phone every time the phone sends a SIP request to Cisco Unified Communications Manager. The digest credentials that you enter in this field get associated with the phone when you choose a digest user in the Phone Configuration window.</p> <p>Enter a string of alphanumeric characters.</p> <p>For more information on digest authentication, refer to the <i>Cisco Unified Communications Manager Security Guide</i>.</p>

**Step 5** In the Value for fields to be ignored box, enter the symbol that you will use to tell BAT that you want to keep the value that was previously stored in the DC directory. Enter the same value in the value of the field you want to retain.

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

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

Update\_Users-timestamp.txt (or to your choice of filename)



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

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

You must upload the CSV data file to the first node of Cisco Unified Communications Manager server, so BAT can access the CSV data file. See the [“Uploading a File” section on page 2-3](#)

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

**Additional Topics**

See the [“Related Topics” section on page 18-5](#).


## Updating Users in Cisco Unified Communications Manager

To update a group of user records in the Cisco Unified Communications Manager directory, use this procedure.

**Before You Begin**

You must have a CSV data file with updated user information. See the [“Using the BAT Spreadsheet to Create a CSV Data File for Updating Users” section on page 18-2](#) for instructions.

**Procedure**

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- Step 1** Choose **Bulk Administrator > Users > Update Users**.  
The User Update Configuration window displays.
- Step 2** From File Name drop-down list box, choose the CSV data file that you created for this bulk transaction.
- Step 3** From the User Template Name drop-down list box, choose the user template that you created for this bulk transaction.
- Step 4** In the **Value for fields to be ignored box**, enter the symbol that you used to tell BAT that you want to keep the value that was previously stored in the DC directory. See the [“Retaining Stored Values” section on page 18-1](#) for more information.
-  **Note** The value entered in the CSV file for updating users will override the values provided in the user template.
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- Step 5** In the Job Information area, enter the Job description.
- Step 6** Click the Run Immediately radio button to update the user records immediately or, click Run Later to insert the user records at a later time.
- Step 7** Click **Submit** to create a job for updating the user records.
- Step 8** 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.”](#)  
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 18-5](#).

## Related Topics

- [Updating Users, page 18-1](#)
- [Retaining Stored Values, page 18-1](#)

- [Using the BAT Spreadsheet to Create a CSV Data File for Updating Users, page 18-2](#)
- [Updating Users in Cisco Unified Communications Manager, page 18-5](#)
- [Uploading and Downloading Files](#)