



# CHAPTER 17

## Inserting Users

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You can use Cisco Unified Communications Manager Bulk Administration (BAT) to add a group of users to the Cisco Unified Communications Manager database.



**Note**

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This feature supports only custom files saved with the UTF-8 encoding format.

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## Inserting Users to Cisco Unified Communications Manager

To add a group of users to the Cisco Unified Communications Manager database, use the following procedure.

### Before You Begin

You must have a CSV data file that contains the user names, controlled device names, and directory numbers. You can create the CSV data file by using one of these methods:

- BAT spreadsheet that is converted to CSV format
- Export utility that produces an export file of user data

### Procedure

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- Step 1** Choose **Bulk Administration > Users > Insert Users**.  
The Insert Users Configuration window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this bulk transaction.
- Step 3** If the CSV data file was created by using the export utility, check the **File created with Export Users** check box.
- Step 4** From the User Template Name drop-down list box, choose the user template you want to use for this insert.



**Note**

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The User Device Profile, Controlled Device Name, and Directory Number should already exist in the Cisco Unified Communications Manager database. The controlled device name should be entered in full. If it contains only MAC Address, then BAT will display a non-existing device error.

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- Step 5** In the Job Information area, enter the Job description.

- Step 6** To insert the user records immediately, click the Run Immediately radio button. Click Run Later to insert the user records at a later time.
- Step 7** To create a job for inserting the user records, click **Submit**.
- Step 8** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 67, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 68-3.](#)



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**Note** The field values that you enter in the CSV file for inserting users will override the values provided in the user template.

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**Note** When you are inserting users by using an exported BAT file, you might get errors stating “User ID already exists” for some users that were exported in more than one file. For example, a list of first line managers and a list of users might both include the same manager user ID.

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**Note** If the credential policy has "check for trivial password" enabled, and the password in the user template is the user ID, inserting users through BAT may fail if the user ID does not satisfy the necessary criteria for the trivial password.

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#### Additional Topics

See the [“Related Topics” section on page 17-2.](#)

## Related Topics

- [Creating a New BAT User Template, page 16-2](#)
- [Field Descriptions for a BAT User Template, page 16-4](#)
- [Inserting Users to Cisco Unified Communications Manager, page 17-1](#)