



# Release Notes for the Bulk Administration Tool Release 4.0(1)

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December 15, 2000

These release notes describe the new features for the Cisco Bulk Administration Tool (BAT) Release 4.0(1).

Use these release notes in conjunction with the *Bulk Administration Tool Guide for Cisco CallManager* document, located on Cisco Connection Online (CCO) at

[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/admin/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/index.htm)

The latest software upgrades and release notes for Cisco CallManager 4.0(1) are available on Cisco Connection Online (CCO) at:

<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr>.

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# Introduction

The Bulk Administration Tool (BAT), a plug-in application to the Cisco CallManager, enables you to add up to 10,000 phones and users to the Cisco CallManager application. Using BAT, you can perform bulk modifications to phones and delete several phones at one time.

## System Requirements

The following specifications apply to BAT Release 4.0(1):

- BAT Release 4.0(1) is compatible with Cisco CallManager Release 3.0(5a) or later.
- Install BAT and the primary publisher database on the Cisco CallManager.
- The BAT application needs approximately 16 MB of disk space for the executable and the online documentation.
- The BAT application requires no maintenance other than possible upgrades when Cisco CallManager is upgraded.
- Only administrators require access to BAT.

## Determining the Software Version

If BAT Release 4.0(1) is already installed, click **Details** on the main BAT page to see the version number.

If BAT is not installed, right click the **install executable** for BAT (BulkAdministrationTool.exe) > select **Properties** > **Version** > **Product Version** below **Item Name**.

## Related Documents

Refer to the following documents for more information on Cisco CallManager and related applications:

- *Bulk Administration Tool Guide for Cisco CallManager*
- *Release Notes for Cisco CallManager 3.0(5a) or later.*
- *Cisco IP Auto-Attendant Administrator Guide*
- *Administrative Reporting Tool Guide for Cisco CallManager*
- *Cisco CallManager Administration Guide*

## New and Changed Information

BAT Release 4.0(1) for Cisco CallManager 3.0 includes the following feature additions or changes:

- Support for CTI ports.
- Support for both Cisco IP Phone 7910 and Cisco IP Phone 7940.
- Microsoft Excel template files are included in the BAT installation in the BAT/ExcelFiles folder.

- Support for the Tool for Auto-registered Phones (TAPS) application, which is included in the BAT installation.
- Allows for the updating of line attributes like the Route Partition and Calling Search Space
- Folders in C:\BATFiles on the Cisco CallManager server store BAT data files. This folder includes subfolders for phones, users, and phone and user combinations.

## New Software Features in Release 4.0(1)

The following sections contain new and changed software features in Release 4.0(1) of BAT.

### BAT Excel Spreadsheet for exporting to CSV file

BAT includes a Microsoft Excel file (BAT.xls) that provides data files, templates with macros, and support for multiple phone lines, and exports the values into CSV files for phones, users, and phone/user/mailbox combinations.

The CSV file for phones contains information about each phone as a record. All phones in a CSV file should be the same model and should have the same number of configured lines. For example, you might create a CSV file for all the Cisco IP Phone 7960 two-line phones and another for all the Cisco IP Phone 7940 one-line phones.

### User Profile Updates

The updated user profile includes the following fields and their respective default:

- Extension—**none**
- IAQ Extension—**undefined**
- alldevices—**false**
- Enable CTI usage—**false**

Also, BAT allows numbers in the LAST NAME and FIRST NAME of users.

### Location

Use locations to implement call admission control in a centralized call-processing system. Call admission control allows you to regulate voice quality by limiting the amount of bandwidth available for calls over links between the locations. Location specifies the remote location accessed using restricted bandwidth connections.

### Call Forward Busy Number

Call Forward Busy Number allows you to forward an incoming call to another directory number if the line is busy.

### Call Pickup

Call pickup allows you to answer a call that comes in on a directory number other than your own. When you hear an incoming call ringing on another phone, you can redirect the call to your phone by using the call pickup feature.

## User Interface Enhancements

You can access BAT 4.0(1) through the Cisco CallManager Administration using Internet Explorer 4.01 Service Pack 2 or later, or Netscape 4.7 or higher. BAT's user interface behaves like the Cisco CallManager Administration window.

From the BATApplication menu, you can go to the Cisco CallManager Administration window.

### Update Single Line Screen

BAT 4.0(1) allows you to update a single line on a directory based on a device pool and the calling search space of the device itself. You can modify each line, so that a specific partition can only use specific numbers for Call Forward Answer, Call Forward Busy, and Call Forward No Answer.

For example, you can bar a specific line from using Call Forward No Answer with calls that have toll charges attached.

## CTI Port, Cisco IP Phone 7910, and Cisco IP Phone 7940 Support

The BAT 4.0(1) interface configuration screens now include CTI port, and Cisco IP Phones 7910 and 7940 options.

BAT allows you to "Enable CTI usage" for adding bulk users. On the Insert Users and Insert Phones and Users interface screens, you can select a checkbox to enable CTI usage in DCD.

A tab in the BAT Excel template allows you to create a CSV data file for CTIPort - Users.

## Tool for Auto Registration Phone Support

The Tool for Auto Registration Phone Support (TAPS), used in conjunction with BAT, updates auto-registered phones and replaces phones with predefined device configuration.

You must install the TAPS application on an application server and the Cisco CallManager publisher, which may be the same machine.



**Note**

TAPS will not function unless you set up the CTI route points and CTI ports. Refer to the Bulk Administration Tool Guide for Cisco CallManager for installation instructions.



**Note**

Do not install TAPS on two different application servers that are sharing the same Cisco CallManager, route points, and ports.

# Important Notes

## Digit Field Display Changes

BAT 4.0(1) supports for the entry of 1 to 30 characters in the user ID field. In this version, BAT supports telephone numbers from 1 to 50 digits in length; whereas, in previous versions of BAT, it only supported telephone numbers in 4 to 15 digits range.

## CSV file extension

For BAT 4.0(1) Release, the CSV file may be any type of file.

## BAT error code definitions

Code 10001—strErrorMessage = “The Call Pickup Group entered does not exist.”

Code 10002—strErrorMessage = “Route partition for the Call Pickup Group must be a member of the Calling Search Space for that Line.”

Code 10003—strErrorMessage = “Load information can not be set for CTIPorts.”

Code 10004—strErrorMessage = “The Location entered does not exist.”

Code 10011—strErrorMessage = “The UserID already exists.”

Code 10012—strErrorMessage = “The Manager entered does not exist.”

Code 10013—strErrorMessage = “Couldn't create user object. Check if DC Directory is running.”

## User Password Default

When BAT creates the User records in DC directory, the password defaults to **abcd**

## BAT Sessions



Caution

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Multiple sessions of BAT are not recommended. BAT should be run during off-peak hours of Cisco CallManager as BAT processing can affect call processing.

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# Limitations and Restrictions

The following describes the known limitations and restrictions for BAT 4.0(1).

## Installation

BAT can be installed only on a system with publisher database.

## CSV File Limitations

The following limitations apply to the CSV files for BAT 4.0(1):

- For Insert, BAT allows only CSV (Comma Separated Value) files. No limitation exists on CSV file extension though files with extension .exe, .dll will be discarded. CSV files can be saved as .txt or .doc, and so on.
- Some fields are present at CSV file as well as on Phone Template (for example Location, FwdBusy Destination, CallPickUpGroup). In such cases, the value on CSV file will have higher precedence compared to one on the Template. If you leave these fields blank on CSV file, BAT uses the value on Template.
- Ensure fields values on CSV files, which observe foreign key constraints, are exactly the same name as is in the Cisco CallManager database.

The CallPickUpGroup(DN/Partition Name) should exist in parent tables; otherwise, the record will be discarded.

## Excel files to create CSV data files

BAT provides Microsoft Excel files to complete the data and export the data to BAT Comma Separated Value (CSV) files. You can fill up data for a maximum of 6 lines (Directory Numbers) for the phone record.

- If you opt for a lesser number, BAT discards all Line Details and Directory Numbers entered after that.
- BAT treats any row left blank in Excel file as End of File and discards subsequent records.
- Ensure Directory Numbers are filled up consecutively; e.g., if you want 3 Lines on CSV File use Directory Number 1, 2 and 3 and not 1,2 and 4.
- If you want to copy a value from one column to the other, use Paste Special feature or copy only the text from cell. Pasting cells on other cells overwrites the validations also.

## Updating the dummy MAC address

When you need to change the dummy MAC address entered by BAT (which has a format BATXXXXXXXXXXXX where XXXXXXXXXXXXXXX is a 12-character hex value) to set it for a hardware phone in the Cisco CallManager Administration page, set the Device Name as SEPYYYYYYYYYYYYY where YYYYYYYYYYYYYY is the real MAC address of the hardware phone, and SEP signifies that it is a real phone.

After updating the MAC address, users can get their predefined device settings using TAPS for BAT. Refer to the *Bulk Administration Tool Guide for Cisco CallManager* for more information.

## Netscape Navigator

The following section describes limitations users may encounter while using Netscape Navigator to view BAT 3.0(3).

- The transaction status does not display in Netscape Navigator.
- To view latest log, click **Latest Log**; then, press **Ctrl + R** to refresh the page so that you view the latest log. Otherwise, BAT 3.0(3) may show previous transaction details.

- In Netscape Navigator 4.7, the '+' sign on detailed web-help does not display, although detailed web-help feature is available.
- When user clicks on **View File** in the BAT tool, Netscape Navigator does not display the file unless it is a standard file type, such as “.txt” or “.csv.” To view other file types, use BAT with Microsoft Internet Explorer.
- Do not use Netscape Navigator to insert phones or users from the Cisco CallManager server. Users can use Netscape Navigator from any other client machine to perform insert actions.

## Release 3.0(3)

The Bulk Administration Tool Release 3.0(3), a maintenance release, offers no new features. Refer to the “Resolved Caveats” section on page 7 for more information.

# Resolved Caveats

## Resolved Caveats - Release 3.0(3)

Table 1 lists and describes resolved caveats in the Bulk Administration Tool Release 3.0(3).

**Table 1** *Bulk Administration Tool Release 3.0(3) Resolved Caveats*

CSCds19003	BAT should remove its own ODBC DSN only.	Upgrades in the BAT 3.0(3) release resolved this caveat.
CSCds04998	IIS services fail and restart after a time.	This could be reproduced only when a Foreign key violation occurred. It then caused the database layer to produce a large number of errors. Microsoft is investigating to find further information.  In the meantime, the Application Protection on BAT virtual Dir in IIS is set to High (ISOLATED) and not calling the database layer in case the Location field on the BAT CSV file is not a valid one. This prevents the IIS crash.

# Open Caveats

## Open Caveats for BAT Release 4.0(1)

Table 2 describes possible unexpected behaviors by BAT Release 4.0(1). Unless otherwise noted, these caveats apply to all BAT Releases up to and including BAT 4.0(1).

**Table 2**    *Open Caveats for BAT 4.0(1)*

DDTS number	Description
CSCdt03837	User insert associates device based on MAC address. <b>Workaround:</b> A patch is available to resolve this caveat. Install the patch from <a href="http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr">http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr</a> .
CSCds90025	TAPS validation and prompt mismatch occurs. <b>Workaround:</b> The prompt from TAPS displays that you can only enter between four and fifteen characters, but the software actually allows you to enter as few as three.

## Service and Support

For service and support, contact Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

## Obtaining Documentation

This section provides different methods of obtaining Cisco documentation.

### World Wide Web

You can access the most current Cisco documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>.

### Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly. Therefore, it is probably more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

### Ordering Documentation

Registered CCO users can order the Documentation CD-ROM and other Cisco Product documentation through our online Subscription Services at <http://www.cisco.com/cgi-bin/subcat/kaojump.cgi>.

Nonregistered CCO users can order documentation through a local account representative by calling Cisco's corporate headquarters (California, USA) at 408 526-4000 or, in North America, call 800 553-NETS (6387).

## Obtaining Technical Assistance

Cisco provides Cisco Connection Online (CCO) as a starting point for all technical assistance. Warranty or maintenance contract customers can use the Technical Assistance Center. All customers can submit technical feedback on Cisco documentation using the web, e-mail, a self-addressed stamped response card included in many printed docs, or by sending mail to Cisco.

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<http://www.cisco.com>

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The Cisco Technical Assistance Center (TAC) is available to warranty or maintenance contract customers who need technical assistance with a Cisco product that is under warranty or covered by a maintenance contract.

To display the TAC web site that includes links to technical support information and software upgrades and for requesting TAC support, use [www.cisco.com/techsupport](http://www.cisco.com/techsupport).

To contact by e-mail, use one of the following addresses:

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In North America, TAC can be reached at 800 553-2447 or 408 526-7209. For other telephone numbers and TAC e-mail addresses worldwide, consult the following web site:  
<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>.

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