



Release Notes for the Bulk Administration Tool Release 4.1(1)

April 2, 2001

These release notes describe the new features and caveats for the Cisco Bulk Administration Tool (BAT) Release 4.1(1).

Use these release notes in conjunction with the *Bulk Administration Tool User Guide for Release 4.1(1)* document, located on Cisco Connection Online (CCO) at

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 4.1(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. BAT also supports bulk transactions for VG200 gateways and Catalyst 6000 FXS Ports.

System Requirements

The following specifications apply to BAT Release 4.1(1):

- BAT Release 4.1(1) is compatible with Cisco CallManager Release 3.0(5a) or later.
- 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 4.1(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); choose **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 User Guide for Release 4.1(1)*
- *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

New Software Features in Release 4.1(1)

BAT Release 4.1(1) for Cisco CallManager 3.0 includes the following feature additions or changes:

Associating New Phones and Existing Users

BAT 4.1(1) allows administrators to associate more than one new device to an existing user in the CSV data file. To associate more than one new device to an existing user, the administrator writes the required information in separate records. For example, to associate two new devices to an existing user, the administrator writes two records in the BAT CSV data file.



Note

BAT also allows the administrator to “Enable CTI application use” while associating CTI Ports to Existing users.

Associating Any Number of Existing Devices to a New User

The previous release of BAT [4.0(1)] did not allow the administrator to associate more than one existing device to a new user.

BAT 4.1(1) CSV data file enables the administrator to associate more than one device to a new user.

The administrator uses this feature when inserting new users. In this release, the CSV data file includes additional fields in which the MAC addresses for existing devices are specified.

Insert and Delete for VG200 Gateways

·BAT 4.1(1) allows the administrator to create VG200 gateways and ports in bulk.

The administrator needs to create a VG200 gateway template to perform this operation.

The BAT CSV file for VG200 gateways records specific fields such as MGCP Domain Name, Description, Description for Ports, Port Directory Numbers, and Route Partitions.

Insert, Update, and Delete All Ports for Catalyst 6000 24 Port FXS Gateways

BAT 4.1(1) allows the administrator to insert and update “ports” for existing Catalyst 6000 (FXS) gateways. BAT does not automatically create Catalyst 6000 (FXS) gateways, so the administrator creates a port template for Catalyst 6000 (FXS) gateways ports (which includes “Port configuration” and “Directory Number Configuration”).

The CSV file for Catalyst 6000 (FXS) gateways records specific fields such as Port index, Route partition and directory Number.

Administrators can also choose Catalyst 6000 gateways to delete port configuration. Reach “Delete All Ports” page by clicking “Delete All Ports” link on the Catalyst 6000 “configure ports” web page.

Secure TAPS

The TAPS feature provided in the BAT 4.0(1) release protects important directory numbers from being modified. Previous releases required the administrator to edit a text file **TAPSSecureDN.txt** to enter all the important directory numbers to be protected. BAT 4.1(1) provides an application, “Secure TAPS,” which an administrator can use to specify important directory numbers to be protected.

To access “Secure TAPS,” click **Start > Programs > Cisco CallManager 3.0 > Bulk Admin Tool > Secure TAPS** on the Cisco CallManager server.

Important Notes for Release 4.1(1)

Limitations and Restrictions for 4.1(1)

The following section provides information on the limitations and restrictions for BAT Release 4.1(1).

Netscape Navigator

The following list describes limitations users may encounter while using Netscape Navigator to view BAT 4.1(1):

- Do not open BAT from the Cisco CallManager server. Using Netscape Navigator browsers from the Cisco CallManager server heavily impacts performance. When 'netscape.exe' sends a http request (POST in BAT) to the server, Netscape Navigator may use all the available CPU, which might even crash the Cisco CallManager process.
- 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.

Installation

Make sure BAT is installed only on a server running the publisher database.

CSV File Limitation

The following section contains a CSV file limitation for BAT 4.1(1).

Some fields display a CSV file as well as on Phone Template (for example Location, FwdBusy Destination, CallPickUpGroup). In such cases, the value on CSV file has higher precedence compared to one on the Template. If you leave these fields blank on CSV file, BAT uses the value on Template.

Excel Files Creating CSV Data Files

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

- If you opt for less than 6 lines, BAT 4.1(1) discards all the line details of all the directory numbers entered after that.
- BAT treats any row left blank in an Excel file as End of File and discards subsequent records.
- Enter directory numbers as consecutive digits. If you want three lines on one CSV file, use directory numbers one, two, and three. Do not use directory numbers 1,2, and 4.
- If you **copy** a value from one column to the other, use **Paste Special** or **copy** only the text from cell. Pasting cells onto other cells overwrites the validations also.

Unsupported Directories

Do not use BAT 4.1(1) to add users to the Active Directory or the Netscape Directory.

New Software Features in Release 4.0(1)

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

- Provides support for CTI ports.
- Provides support for both Cisco IP Phone 7910 and Cisco IP Phone 7940.
- Includes Microsoft Excel template files in the BAT installation in the BAT/ExcelFiles folder.
- Provides support for the Tool for Auto-registered Phones (TAPS) application, which is included in the BAT installation.
- Allows for the updating of line attributes such as the Route Partition and Calling Search Space
- Provides folders in C:\BATFiles on the Cisco CallManager server to store BAT data files. This folder includes subfolders for phones, users, and phone and user combinations.

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. Make sure all phones in a CSV file are 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 Navigator 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 for 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 check a check box 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 for Release 4.0(1)

Digit Field Display Changes

BAT 4.0(1) supports 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—strErrMsg = “The Call Pickup Group entered does not exist.”

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

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

Code 10004—strErrMsg = “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

Cisco does not recommend running multiple sessions of BAT. Run BAT during off-peak hours of Cisco CallManager because BAT processing can affect call processing.

Limitations and Restrictions

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

Installation

Make sure BAT is installed only on a server running a 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, and .dll will be discarded. Save CSV files as .txt or .doc, and so on.
- 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, BAT discards the record.

Excel Files Creating CSV Data Files

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

- If you opt for a less than six lines, BAT discards all the line details of all the directory numbers entered after that.
- BAT treats any row left blank in an Excel file as end of file and discards subsequent records.
- Enter directory numbers as consecutive digits. If you want three lines on one CSV file, use directory numbers one, two, and three. Do not use directory numbers 1,2, and 4.
- If you **copy** a value from one column to the other, use **Paste Special** or **copy** only the text from cell. Pasting cells onto 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 SEPYYYYYYYYYYYY where YYYYYYYYYYYYY 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 list 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” for more information.

Resolved Caveats

Resolved Caveats - Release 4.1(1)

Table 1 lists and describes resolved caveats in the Bulk Administration Tool Release 4.1(1).

Table 1 Bulk Administration Tool Release 4.1(1) Resolved Caveats

CSCdt56364	New devices cannot be associated with an early Cisco CallManager 3.0 user.	The following fields were modified to be default: AA prompt name = Last Name + First Name IAQ extension = undefined CTIUseEnabled =false extension = none
CSCdt57408	BAT Excel VG200 template does not accept valid MGCP domain name.	The Excel template now allows a dot(.) in the MGCP domain name.
CSCdt57400	Add Devices button gives run time error on Excel spreadsheet.	The Excel template has been modified to allow the administrator to add more than 2 devices on the users tab.

Resolved Caveats - Release 3.0(3)

Table 2 lists and describes resolved caveats in the Bulk Administration Tool Release 3.0(3).

Table 2 *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 4.1(1)

Table 3 describes possible unexpected behaviors by BAT Release 4.1(1).

Table 3 *Open Caveats for BAT 4.1(1)*

DDTS number	Description
CSCdt77408	BAT allows assigning duplicate FXS port directory numbers to a phone. Workaround: Do not use directory numbers already assigned to Catalyst 6000 FXS ports while inserting new phones.

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>.

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Technical Assistance Center

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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.

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

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Kanji (Japanese)	japan-tac@cisco.com
Hangul (Korean)	korea-tac@cisco.com
Spanish	tac@cisco.com
Thai	thai-tac@cisco.com

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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