



Release Notes for the Bulk Administration Tool Release 4.2(1)

August 2, 2001

These release notes describe the new features and caveats for the Cisco Bulk Administration Tool (BAT) Release 4.2(1).

Use these release notes in conjunction with the *Bulk Administration Tool User Guide for Release 4.2(1)* document, located on Cisco Connection Online (CCO) at

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/bulk_admin/index.htm

Access the latest software upgrades and release notes for the Bulk Administration Tool Release 4.2(1) on Cisco Connection Online (CCO) at

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

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Introduction

The Cisco Bulk Administration Tool (BAT), a web-based application for the Cisco CallManager, enables you to add as many as 10,000 phones and users to the Cisco CallManager. Using BAT, you can perform bulk modifications to several phones at one time. BAT supports add, delete and update of FXS ports on Cisco Catalyst 6000 FXS ports. BAT only supports add and delete of Cisco VG200 gateways but does not support update of Cisco VG200 gateways.

System Requirements

The following specifications apply to BAT Release 4.2(1):

- BAT Release 4.2(1) works with only Cisco CallManager Release 3.1(1).
- BAT and TAPS need approximately 27 MB of disk space.
- You must install BAT on the server running the publisher database.
- BAT requires no maintenance other than to possibly upgrade when Cisco CallManager is upgraded.
- Only administrators require access to BAT.
- You must install and configure Tool for Auto-Registered Phone Support (TAPS) on the Cisco Customer Response Application server.

Determining the Software Version

If BAT Release 4.2(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**.

To determine TAPS version, right click on the install executable for TAPS; choose **Properties > Product Version**.

Related Documents

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

- *Bulk Administration Tool User Guide for Release 4.2(1)*
- *Release Notes for Cisco CallManager Release 3.1* or later.
- *Cisco IP AutoAttendant Administrator Guide*
- *Administrative Reporting Tool Guide for Cisco CallManager*
- *Cisco CallManager Administration Guide*

New and Changed Information

New Software Features in Release 4.2(1)

BAT Release 4.2(1) includes the following feature additions or changes:

Supports Cisco CallManager Release 3.1

The following sections provide new fields that exist to support the database changes in Cisco CallManager Release 3.1:

- Devices
 - Support for multiline Computer Telephony Integration (CTI) ports
 - Product-specific configuration for devices
- Users

- Assign Password, Department, PIN, and User Device Profile to users
- Update phones
 - Update User Hold/Network Hold Audio sources/Media Resource list
 - Extension Mobility (available for Cisco IP Phones 7940 and 7960)
- Update lines
 - Update User Hold/Network Hold Audio sources
 - Auto answer
 - Calling Search space (Line)
 - Forward on Failure (only applies for CTI ports)

Excel Templates

The Excel template no longer uses 6 for the number of lines supported. To accommodate the Cisco IP Phone Expansion Module (7914), ensure number of lines plus speed dials is less than 34.

Support for Cisco IP Conference Station 7935

BAT 4.2(1) allows for the bulk inserting, updating, and deleting for the Cisco IP Conference Station 7935. Administrators can associate a Cisco IP Conference Station 7935 to each and all users.

To insert a Cisco IP Conference Station 7935 into the Cisco CallManager database, you need to create a BAT phone template for Cisco IP Conference Station 7935.

For further installation instructions, refer to the *Bulk Administration Tool User Guide for Release 4.2(1)* at

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/index.htm



Note

Extension Mobility and Cisco IP Phone Expansion Module, which are features in Cisco CallManager Release 3.1, do not apply to Cisco IP Conference Station 7935.

Support for Cisco IP Phone Expansion Module

BAT 4.2(1) provides support for Cisco IP Phone Expansion Module. This add-on module physically attaches to the Cisco IP Phone 7960. It provides the user with additional 14 line appearance buttons, and/or speed dial buttons. You can add two Cisco IP Phone Expansion Module per phone to combine for a total of 34 possible lines.

Support for Bulk Insertion of Speed Dial Configuration

BAT 4.2(1) supports the bulk insertion of speed dials on phones.

Administrators can insert and configure speed dials in bulk for a new device. For example, if you want to set the default emergency number as 911, you can set this number for all phones at once.

Support for Associating Cisco IP Phone Services

BAT 4.2(1) lets the administrator associate services to phones as a part of the phone template. Because these services are part of phone template, you can set them only while inserting new phones. You cannot update and delete services on existing phones. The associating new services function only applies to Cisco IP Phone 7960 and Cisco IP Phone 7940.

Support for T1-CAS, T1-PRI, and E1-PRI VG200 Gateways

BAT 4.2(1) supports bulk insertion of VG200 gateways with the device protocols T1-CAS, T1-PRI and E1-PRI. This release still supports Foreign Exchange Station (FXS) and Foreign Exchange Office (FXO).

**Note**

BAT utilizes two comma separated value (CSV) file formats -- one for T1-CAS/T1-PRI/E1-PRI and one for FXS/FXO. A template for T1-CAS may contain information of up to all 24 E&M ports.

BAT Help Linked to Master Help

Cisco CallManager master help system incorporates BAT help files.

Installation

When you upgrade from Bulk Administration Tool Release 4.1(1) to Bulk Administration Tool Release 4.2(1), the existing templates from Release 4.1(1) migrate to the format for Release 4.2(1). This migration sets the field to default.

This template migration works only on a reinstall. It does not work when you uninstall BAT and then install it. BAT uninstall does not remove the CSV files and the templates. Therefore, when BAT 4.1(1) is uninstalled and then BAT 4.2(1) is installed, the templates are not migrated and will show errors when the administrator tries to reuse them.



Note

Cisco recommends you upgrade BAT Release 4.1(1) to BAT Release 4.2(1). It is not recommended to uninstall followed by an install.

User Password Default

When BAT creates the User records in DC directory, the password does **NOT** default to **abcd** as it did in previous versions. You define the password in the User CSV file.

Important Notes for Release 4.2(1)

Limitations and Restrictions

Associating New Phones and Existing Users

When associating an existing device to a new user, BAT allows only Selsius Ethernet Phones (SEP) to be associated. But if a new device is being associated to a user, it allows BAT phones and CTI ports also.

Netscape Navigator

The following list describes limitations users may encounter while using Netscape Navigator to view BAT 4.2(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 window, so you view the latest log. Otherwise, BAT 4.2(1) may show previous transaction details.
- 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.

Transaction Speed

BAT Release 4.2(1) is slower than in previous releases. External factors slowed BAT Release 4.2(1) transaction speed. These issues are under investigation and could include Change Notifications Package of TFTP and database layer monitor.

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 Media Access Control (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 Cisco Catalyst 6000 24 Port FXS Gateways

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

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

Administrators can also choose Cisco Catalyst 6000 gateways to delete port configuration. To reach the “Delete All Ports” window, choose “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,” choose **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 window, so 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 as a CSV file as well as on Phone Template (for example Location, FwdBusy Destination, CallPickUpGroup). In such cases, the value on the 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 to export data to BAT comma separated value (CSV) files. User can fill up data for a maximum of six lines (Directory Numbers) for the phone record:

- If you opt for less than six 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 1, 2, and 3. 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 Microsoft Active Directory and Netscape Directory Server.

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 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 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 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 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 windows, 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 a Cisco Customer Response Application (CRA) 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 User Guide for Release 4.2(1)* for installation instructions.

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—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 cannot 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 = “Could not create user object. Check whether 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 usage 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.

Make sure the CallPickUpGroup(DN/Partition Name) exists in parent tables; otherwise, BAT discards the record.

Excel Files Creating CSV Data Files

BAT provides Microsoft Excel files to complete the data and to export data to BAT comma separated value (CSV) files. User can fill up data for a maximum of six 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 1, 2, and 3. 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 window, set the Device Name as SEPYYYYYYYYYYYYYYY where YYYYYYYYYYYYYYYY 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 User Guide for Release 4.2(1)* 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 window, so 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	Administrator cannot associate new devices with an early Cisco CallManager 3.0 user.	Modifications make the following fields 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 modification allows the administrator to add more than two 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 problem 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 Release 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 Cisco 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>.

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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Technical Assistance Center

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.

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

Language	E-mail Address
English	tac@cisco.com
Hanzi (Chinese)	chinese-tac@cisco.com
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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