

# CUCM 6.x/7.x/8.x: Bulk Administration Tool (BAT) Errors

Document ID: 112897

## Contents

### Introduction

#### Prerequisites

- Requirements
- Components Used
- Conventions

#### Unable to Update Users Associated with Line Field

- Problem
- Solution

Error: Cannot insert a null into column (numplan.dnorpattern)

- Problem
- Solution

#### Bulk Admin Tool Returns Errors on User Import

- Problem
- Solution

#### Problem – Unable to import the Device Pool

- Problem
- Solution

#### Issue with Export Phones using BAT

- Problem
- Solution

#### Update User Groups/Roles through BAT Fails

- Problem
- Solution

#### Bulk Import of CTI Fails

- Problem
- Solution

#### MAC Address Input Field Displayed when Performing BAT Phone Template Super Copy

- Problem
- Solution

#### Error: name dialing is not a supported field

- Problem
- Solution

#### Error: Line number 1 is not configured for Line on the template

- Problem
- Solution

### Related Information

## Introduction

The Cisco Unified Communications Manager Bulk Administration Tool (BAT), a web-based application, performs bulk transactions to the Cisco Unified Communications Manager database. BAT lets you add, update, or delete a large number of similar phones, users, or ports at the same time. When you use Cisco

Unified Communications Manager Administration, each database transaction requires an individual manual operation, while BAT automates the process and achieves faster add, update, and delete operations.

This document describes various BAT issues and the steps necessary to troubleshoot them.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager
- Cisco Unified Communications Manager BAT

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified Communications Manager 8.x
- Cisco Unified Communications Manager BAT 7.1(2)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Unable to Update Users Associated with Line Field

### Problem

Unable to find an option to update the Users Associated with Line field to be associated to a user at the Directory Number Configuration level using BAT.

### Solution

Complete these steps in order to resolve the issue:

1. Create a comma-separated values (CSV) file with these headers: User ID,Device,Directory Number,Partition, and add the corresponding information.

Here is an example that associates exampleuser1 to directory number 8007 and exampleuser2 to directory number 8008:

```
User ID,Device,Directory Number,Partition
exampleuser1,SEP00235E1823F6,8007,HQ-PT
exampleuser2,SEP00235ABB635A,8008,HQ-PT
```

**Note:** You can use Bat.xlt in order to create the CSV file. Refer to Uploading and Downloading Files for more information.

2. Open the Cisco Unified CM Administration page, and choose **Bulk Administration > Upload/Download Files**.
3. Click **Browse** located next to the File field, and choose your CSV file.
4. Choose **User Line Appearance** from the Select The Target drop–down list, and then choose **Update Line Appearance – Custom File** from the Select Transaction Type drop–down list.
5. Click **Save**.

The prompt shows *Update Successful*.

6. On the Cisco Unified CM Administration page, choose **Bulk Administration > Users > Line Appearance > Update Line Appearance**.
7. Choose the file you uploaded from the File Name drop–down list.
8. Do not check any of the check boxes.
9. Click the **Run Immediately** radio button.
10. Click **Save**.

**Note:** This issue is documented in Cisco Bug ID CSCsk86877 (registered customers only) .

## Error: Cannot insert a null into column (numplan.dnorpattern)

### Problem

When you attempt to complete a bulk upload of Phones–Users, the BAT import job fails with this error:

```
LINE :: Error : Cannot insert a null into column (numplan.dnorpattern)
```

### Solution

Verify these items in order to resolve the issue:

- Make sure you export the bat.xlt file to a supported format.

For example, in the spreadsheet, scroll to the right, and click **Export to BAT Format**. A .csv or .txt file is created that can then be uploaded to the CUCM server.

- Make sure the MAC Address/Device Name (Integer[12/50] MANDATORY) column is populated with 12 hexa digits.
- Make sure the Phone Template you use also has a *Line Template*.

A common mistake is that the phone template does not contain a line template. As a result, the system cannot allocate the line–specific values. Also, make sure that you use lowercase in the template. Refer Cisco Bug ID CSCtq30336 (registered customers only) for more information.

## Bulk Admin Tool Returns Errors on User Import

## Problem

This error is received (in the log file under job scheduler): Could not insert new row - duplicate value in a UNIQUE INDEX column (Unique Index:x\_enduser\_userid).

## Solution

This issue occurs because the macro is disabled. Enable the macro for Microsoft Excel in order to resolve this issue.

## Problem – Unable to import the Device Pool

### Problem

When you use BAT in order to upload a tar file into Cisco Unified Communication Manager, the process fails to update the newly created device pool, and this error is received:

```
Device Pool Error Code Error Description
-----
DP_TEST (Record Number 1) Could not insert new row - duplicate value in a UNIQUE
INDEX column (Unique Index:x_devicepool_name).
DP_TEST-No-SRST (Record Number 2) Could not insert new row - duplicate value in
a UNIQUE INDEX column (Unique Index:x_devicepool_name).
```

### Solution

You must export everything in the device pool and then either modify them or create new ones. Complete these steps in order to resolve the issue:

1. On the CCM Administrator page, choose **Bulk Administration > Import/Export > Export**.
2. Check the **Device Pool** check box, and click **Check Dependency**.  
  
The items to be exported are selected automatically.
3. Enter the tar file name in the Tar File Name field, click the **Run Immediately** radio button, and click **Submit**.
4. Choose **Bulk Administration > Upload/Download files**, and check the Export file name in the list after you click **Find**.
5. Click **Download Selected**.
6. Use an archive utility, such as 7-Zip, to extract the tar file.  
  
**Note:** You can download the 7-Zip program for free.
7. Open the extracted folder, and locate **devicepool.csv** file.
8. Open the file, modify the file as needed, and click **Save**.
9. Return to the archive utility, select the file, click **Add**, change the archive format to **tar**, and click **OK**.
10. Choose **CallManager > Bulk Administration > Upload/Download files**.
11. Click **Add New**.
12. In the resulting window, click **Browse**, and select the tar file that needs to be uploaded. For Select The Target, select **Import/Export**. For Select Transaction Type, select **Import Configuration**, and click **Save**.

13. Choose **Bulk Administration > Import/Export > Import**.
14. In the File Name drop-down list, choose the .tar file that you uploaded, and click **Next**.
15. Check the **Device Pool** and **Override the existing configuration** check boxes, and click **Submit**.

**Note:** This issue is documented in Cisco Bug ID CSCtn97735 (registered customers only) .

## Issue with Export Phones using BAT

### Problem

When you attempt to export the phones under **Bulk Administration > Phones > Export Phones** after you create the File format, the export job completes immediately with no error message but does not produce exported text files of the phones. This issue is caused by the *Owner User ID* column in the file format chosen and occurs when you choose a custom-made file format (not one of the Cisco defaults provided).

### Solution

As a workaround, use a file format without the *Owner User ID* column. For a possible fix, refer to Cisco Bug ID CSCtb95233 (registered customers only) .

## Update User Groups/Roles through BAT Fails

### Problem

When you use the BAT tool in order to assign roles to a CUCM user that is already in CUCM, the changes do not appear. This issue occurs when the LDAP is enabled on the CUCM.

This issue is documented by Cisco Bug ID CSCtb64476 (registered customers only) .

### Solution

As a workaround, disable the LDAP on the CUCM server, then make the changes to the user roles. When you are done with the changes, you can re-enable LDAP on CUCM.

Complete these steps in order to resolve this issue:

1. Ensure that the LDAP is disabled on the CUCM server.
2. Upload the file for the user update with specific details through **upload/download files** under BAT.
3. Create a template for users, modify the groups, and choose **User Group**.
4. Click **Save**.
5. Choose **Users > Update Users**.
6. Select the file template, and click **run immediately**.
7. Select the users, and check if the user group has been updated.
8. Re-enable the LDAP on the CUCM server.

## Bulk Import of CTI Fails

## Problem

Bulk import of CTI Fails with the Unmapped Exception error.

## Solution

In order to resolve the issue, export with the **Check Dependency** option, and also make sure that you use **7zip** in order to extract the .tar files. The WinRAR/WinZIP applications do not support extraction of .tar files.

## MAC Address Input Field Displayed when Performing BAT Phone Template Super Copy

### Problem

When you navigate to **Bulk Administration > Phones > Phone template > Find > Super copy one of the existing templates > Set a Template name**, select an existing phone template, perform a super copy, and press **Enter**, a text field with *Device Name* is displayed.

When you press the Enter key, a second text field is displayed with the MAC address. When you click the Save button, the Phone Template configuration screen appears.

This issue is documented by Cisco Bug ID CSCts53786 (registered customers only) .

### Solution

The workaround is to click the **Save** button when the Device Name entry step is complete during super copy.

## Error: name dialing is not a supported field

### Problem

After you create a BAT format file for import, phone/user validation fails with this error:

```
name dialing is not a supported field
```

This issue is documented by Cisco Bug ID CSCti02824 (registered customers only) .

### Solution

Complete these steps in order to resolve the issue:

1. Open the resulting CSV file in a text editor.
2. Remove the "NAME DIALING" header field.
3. Remove the "NAME DIALING" position field from all rows in the export file to ensure the proper alignment of headers and values.
4. Save the changes as a plain text file.

## Error: Line number 1 is not configured for Line on the template

## Problem

When you try to insert new phones through BAT, the system returns this message:

```
Line number 1 is not configured for Line on the template.
```

## Solution

This issue might occur if Line 1 in the Phone Template does not contain any information. In order to resolve the issue, you must add a dummy DN.

**Note:** The job scheduler might return this error: 64AE0CF62803 DEVICE :: Error : 491 The specified name has invalid characters or is not formatted correctly for this device type. This error might occur if the MAC address is not entered properly. In order to resolve this issue, verify that the MAC address was entered correctly.

## Related Information

- **\*\*Updated 16 February 2011\*\* IBM 7816–I4 782x–I4 filesystem errors**
- **CallManager Bulk Administration Tool (BAT) Common Problems and Solutions**
- **BAT ERROR – Error No. Path not found, Error in Retrieving Phone Templates**
- **Troubleshooting Cisco IP Telephony** [🔗](#)
- **Technical Support & Documentation – Cisco Systems**

---

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2014 – 2015 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Jun 22, 2012

Document ID: 112897

---