



# Cisco IPICS Command Line Interface Reference Guide, Cisco IPICS Release 4.10(2)

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The Cisco IPICS Command Line Interface (CLI) provides commands for updating Cisco IPICS via the bulk addition and removal of channels and users.

This document describes each CLI command in detail.

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Note

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You can also import and remove channels and users in bulk from the Cisco IPICS Administration Console. For more information, see the “Managing Import and Removal of Channels by using a CSV File” and the “Managing Import and Removal of Users by using a CSV File” sections in *Cisco IPICS Server Administration Guide*.

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## Using the CLI Commands

To use a CLI command, access the Cisco IPICS server via a secure shell (SSH) client and log in as the `ipicsadmin` user. Then, run the command in the home directory.

In a Cisco IPICS high-availability (HA) deployment, you can run a CLI command on the primary or on the secondary server. The Cisco IPICS updates that result from the command synchronize with the other server automatically. If one of the HA servers is offline when you run a command, the synchronization occurs when the offline server comes back on line. To ensure that synchronization occurs properly, do not run a CLI command when Cisco IPICS is in a split brain scenario. For related information about HA, see *Cisco IPICS Server Administration Guide*.

# Bulk Channels Import Command

The CLI Bulk Channels Import command, `ipics_import_channels`, lets you add up to 5,000 channels to Cisco IPICS in a single transaction. This command imports an input file, which is a file in Comma-Separated Value (CSV) format that defines the channels to add.

When you execute the Bulk Channels Import command, the system validates each record in the input file. Records that pass the validation process are imported. Records that do not pass the validation process are rejected and saved in a Rejected file.

In addition, records that define channels that already exist in Cisco IPICS are rejected and information about these channels is not affected in Cisco IPICS.

For general information about running a CLI command, see the [“Using the CLI Commands” section on page 2](#).

**Command Syntax** `ipics_import_channels{--help |--csv CSV_file |--sample sample_file}`

## Syntax Description

<b>--help</b>	Displays help text for this command.
<b>--csv</b>	Imports the specified input file, which is a CSV file that defines the channels to be added to Cisco IPICS.
<i>CSV_file</i>	Name of the CSV input file that defines the channels to add. The file must adhere to the guidelines that the <a href="#">“Input File” section on page 3</a> describes. Include the path if the file is not in the current folder.
<b>--sample</b>	Creates a CSV file that includes the headings of the fields that an input file requires. You can use this sample file as a basis for the input file as described in the <a href="#">“Input File” section on page 3</a> .
<i>sample_file</i>	Name of the sample file. By default, the system saves the sample file in the current folder. To save it in another folder, include the path to that folder.

## Input File

An input file that you use with the Bulk Channels Import command includes one record for each channel that is to be added to Cisco IPICS.

Cisco recommends that you use Microsoft Excel to create an import file, then use the Save As command in Excel to save the file as a **CSV (Comma delimited)** type.



### Tip

Run the Bulk Channels Import command with the **--sample** option to create a sample file that you can open with Microsoft Excel and use to create an input file.

An input file must adhere to these guidelines:

- The file must be comma delimited.

- The file can contain up to 5,000 records. If a file contains more than 5,000 records, the Bulk Channels Import command rejects the file.
- Lines preceded with a semicolon (;) are comment lines and are ignored by the import process.
- The pipe character (|) cannot be used in any line in the file.
- Each record must include each field that [Table 1](#) describes. The fields must be in the order shown. In this table, the “Required” column indicates whether a field must contain data. Fields that are not required can be blank.

For more detailed information about the channel configuration options, see the “Viewing and Editing Channel Details” section in *Cisco IPICS Server Administration Guide*.

**Table 1** CSV File Format for Bulk Channels Import

Field Name	Required	Description
CHANNEL NAME	Yes	Full name of the channel.  This value is case insensitive. The system converts each character to lower case.
SHORT NAME	Yes	Short name of the channel that appears in the Cisco IPICS Dispatch Console.  This value is case insensitive. The system converts each character to lower case.  The short name can contain up to 5 characters.
DESCRIPTION	No	Description of this channel.
SECURE	No	Designates whether the channel is secure.  Valid values are: <ul style="list-style-type: none"> <li>• <b>T</b>—True (channel is secure)</li> <li>• <b>F</b>—False (channel is not secure)</li> </ul> The default value is <b>F</b> .
ALLOW USE IN VTG?	No	Designates whether the channel can be used in a VTG.  Valid values are: <ul style="list-style-type: none"> <li>• <b>T</b>—True (channel can be used in a VTG)</li> <li>• <b>F</b>—False (channel cannot be used in a VTG)</li> </ul> The default value is <b>T</b> .
ALLOW ASSOCIATION TO USERS?	No	Designates whether the channel can be associated with a user.  Valid values are: <ul style="list-style-type: none"> <li>• <b>T</b>—True (channel can be associated with a user)</li> <li>• <b>F</b>—False (channel cannot be associated with a user)</li> </ul> The default value is <b>T</b> .
OPS VIEW NAME	No	Name of an existing opsview to which the channel will belong.  The default value is <b>SYSTEM</b> .

Table 1 CSV File Format for Bulk Channels Import (continued)

Field Name	Required	Description
LOCATION	No	Name of an existing location to be associated with the channel.  The default value is the system <b>DEFAULT</b> location. (If you have changed the name of this location, the new name is used.)
MULTI-CAST IP ADDRESS	Yes	Multicast IP address to be used for the media connection assignment for this channel.  This multicast address must not already be configured in the Cisco IPICS Administration Console. If this multicast address does exist, the record is rejected by the import process.
PORT NUMBER	Yes	Port number of the multicast address.  Valid values are even integers <b>21000</b> through <b>65534</b> .
CODEC	Yes	Codec to be used by the channel.  Valid values are: <ul style="list-style-type: none"> <li>• <b>G.711</b></li> <li>• <b>G.729</b></li> </ul>
IDC RX MUTE	No	Designates how the receive mute functionality is configured on the Cisco IPICS Dispatch Console for this channel.  Valid values are: <ul style="list-style-type: none"> <li>• <b>CHANNEL</b>—When PTT is engaged for this channel, incoming audio is muted for this channel only</li> <li>• <b>ALL</b>—When PTT is engaged for this channel, incoming audio is muted for all resources</li> <li>• <b>NONE</b>—When PTT is engaged for this channel, this channel is not muted when it receives audio</li> </ul> The default value is <b>CHANNEL</b> .
IDC ENABLE VAD	No	Designates whether VAD is used by the Cisco IPICS Dispatch Console when communicating with this channel.  Valid values are: <ul style="list-style-type: none"> <li>• <b>T</b>—True (enable VAD)</li> <li>• <b>F</b>—False (do not enable VAD)</li> </ul> The default value is <b>F</b> .

Table 1 CSV File Format for Bulk Channels Import (continued)

Field Name	Required	Description
IDC ALLOW LATCH	No	Designates whether a Cisco IPICS Dispatch Console user can use the latch functionality for this channel.  Valid values are: <ul style="list-style-type: none"> <li>• <b>T</b>—True (allow latch)</li> <li>• <b>F</b>—False (do not allow latch)</li> </ul> The default value is <b>F</b> .
IDC LISTEN ONLY	No	Designates whether listen-only is enabled for this channel. When listen-only is enabled, a Cisco IPICS Dispatch Console user can hear but cannot talk on the channel.  Valid values are: <ul style="list-style-type: none"> <li>• <b>T</b>—True (enable listen only)</li> <li>• <b>F</b>—False (do not enable listen only)</li> </ul> The default value is <b>F</b> .
IDC CHANNEL COLOR	No	Designates the color tag that is used for the display of the channel in the Cisco IPICS Dispatch Console.  Valid values are: <ul style="list-style-type: none"> <li>• <b>NOT COLORED</b></li> <li>• <b>BLUE</b></li> <li>• <b>GREY</b></li> <li>• <b>GREEN</b></li> <li>• <b>PINK</b></li> <li>• <b>PURPLE</b></li> <li>• <b>RED</b></li> <li>• <b>YELLOW</b></li> </ul> The default value is <b>NOT COLORED</b> .
IDC CHANNEL REGION	No	Region in which the channel appears in the Cisco IPICS Dispatch Console.  Valid values are integers <b>1</b> through <b>6</b> .  The default value is <b>6</b> .

**Import Summary**

When the bulk channels import process completes, the system displays a summary of the import transaction. [Example 1](#) shows a sample summary.

*Example 1 Bulk Channels Import Summary*

```
SSUMMARY
=====
Input filename                : upload_source_csv/bulk_upload_perm_channels.csv
-----
```

```

# records in file : 60
# comment records skipped : 24
# data records : 36
# channel name or shortname too long : 1
# duplicate channel names in file : 0
# duplicate channel shortnames in file : 0
# duplicate media mcast in file : 0
# mcast assignment already in use : 0
# channel already in-use : 0
# channel shortname already in use : 0
# missing media connection attributes : 0
# duplicate media connection assignment : 0
# duplicate media connection in file : 0
# invalid media connection location : 0
# invalid media connection multicast IP : 1
# invalid media connection port : 20
# invalid media connection CODEC : 1
# invalid opsview : 1
# invalid region : 0
# invalid color : 0
# invalid IDC MUTE RX : 1
# invalid channel information values : 8
# Available LMR ports exceeded : 0
# records to be imported : 3
# records imported : 3

```

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Results

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UNSUCCESSFUL - See ipics\_import\_channels.ipicsadmin.rejected.txt for records rejected  
- See ipics\_import\_channels.ipicsadmin.accepted.txt for records accepted

If exceptions occur during the import process, the summary includes a description of each exception. These descriptions can include the following:

```

# Available LMR ports exceeded :
# channel already in-use :
# channel name or shortname too long :
# channel shortname already in use :
# duplicate channel names in file :
# duplicate channel shortnames in file :
# duplicate media assignment :
# duplicate media assignment in file :
# duplicate media mcast in file :
# invalid channel information values :
# invalid color :
# invalid IDC MUTE RX :
# invalid media CODEC :
# invalid media location :
# invalid media mcast address :
# invalid media mcast port :
# invalid opsview :
# invalid region :
# mcast assignment already in use :
# missing media assignment attributes :

```

## Output Files

The Bulk Channels Import command generates one or both of these output files each time it executes. Each file is stored in the folder from which you execute the command.

- Accepted file—Named **ipics\_import\_channels.ipicsadmin.accepted.txt**. This file includes each record that was imported into Cisco IPICS.

- Rejected file—Named **ipics\_import\_channels.ipicsadmin.rejected.txt**. This file includes each record that was rejected by the import process.

Each output file is in Pipe-Separated Value (PSV) format and can be opened in Microsoft Excel by specifying the pipe character (|) as the delimiter when you open the file. These files show the records in the same format as in the input file, with the following fields added to the beginning of each record:

- REASON—In the Accepted file, shows “RECORD IMPORTED.” In the Rejected file, shows the reason that a record was rejected.
- REF #—Internal reference number.

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### Importing Rejected Records

If the Bulk Channels Import command generates a Rejected file, you can perform the following procedure to import the rejected records:

#### Procedure

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- Step 1** Use Microsoft Excel to open the **ipics\_import\_channels.ipicsadmin.rejected.txt** file. Make sure to specify the pipe character as the delimiter when you open the file.
  - Step 2** Correct the issues that are reported in the REASON field for each record.
  - Step 3** Delete the REASON and the REF # columns from the spreadsheet.
  - Step 4** Use the Save As command in Excel to save the file as a **CSV (Comma delimited)** type.
  - Step 5** Use the Bulk Channels Import command to import this CSV file.
-



# Bulk Channels Remove Command

The CLI Bulk Channels Remove command, `ipics_remove_channels`, lets you remove from Cisco IPICS a designated channel or channels that are defined in either of these input files:

- A CSV file, including a CSV file that you used with a previous execution of the Bulk Channels Import Command
- An Accepted file that was generated by a previous execution of the Bulk Channels Import command

A channel must be configured with the Disabled status in the Cisco IPICS Administration Console before it can be removed with this command.

The Bulk Channels Remove command also lets you resolve channel data inconsistencies that occur due to an interruption of the bulk channels import process.

By using the most recently generated Accepted file as the input file when you run this command, you can conveniently reverse the last bulk channels import procedure that was performed.

The Bulk Channels Remove command immediately removes each designated channel.

For general information about running a CLI command, see the [“Using the CLI Commands” section on page 2](#).

## Command Syntax

```
ipics_remove_channels{--channel channel_name |--csv CSV_file |--pipe PSV_file |--repair}
```

## Syntax Description

<b>--channel</b>	Removes one designated channel.
<i>channel_name</i>	Name of the channel to remove.
<b>--csv</b>	Removes the channels that are defined in the designated CSV input file.
<i>CSV_file</i>	Name of the CSV file that defines the channels to remove.  The file must adhere to the guidelines that the <a href="#">“Input File” section on page 3</a> describes.  Include the path if the file is not in the current folder.
<b>--pipe</b>	Removes the channels that are defined in the designated PSV input file.
<i>PSV_file</i>	Name of an Accepted file that was generated by the Bulk Channels Import command. See the <a href="#">“Output Files” section on page 7</a> for more information about this file.  Include the path if the file is not in the current folder.
<b>--repair</b>	Resolves channel data inconsistencies that occur due to an interruption of the the import process.

## Remove Summary

When the channels remove process completes, the system displays a summary of the operation. The remove summary shows the following information, as applicable:

- Names of channels that were not removed and the reasons that they were not removed
- Names of channels that were removed

# Bulk Users Import Command

The CLI Bulk Users Import command, `ipics_import_users`, lets you add or update information about up to 5,000 users to Cisco IPICS in a single transaction. This command can import an input file, which is a file in Comma-Separated Value (CSV) format that defines the users to add, or a file in LDAP Data Interchange Format (LDIF) that defines the users to add or update.

This command also lets you perform a direct LDAP import operation, which adds users directly from an LDAP server. And you can activate or deactivate a recurring LDAP import process that automatically performs a direct LDAP import operation at regular intervals.

The CLI Bulk Users Import command supports importing of LDAP users from Windows Active Directory only.

The following guidelines apply to this command:

- When you execute the Bulk Users Import command, the system validates each record in the input file. Records that pass the validation process are imported. Records that do not pass the validation process are rejected and saved in a Rejected file.
- Importing a CSV file configures in Cisco IPICS a wide variety of information for each user who is added. Importing an LDIF file or using the recurring LDAP import process configures in Cisco IPICS only the following items for each user who is added:
  - Login ID—Mapped to the **User Logon Name** field that appears on the Start > Administrative Tools > Active Directory Users and Computers > *User* > Account tab on the Active Directory server
  - First name—Mapped to the **First name** field on the Start > Administrative Tools > Active Directory Users and Computers > *User* > General tab on the Active Directory server
  - Last name—Mapped to the **Last name** field on the Start > Administrative Tools > Active Directory Users and Computers > *User* > General tab on the Active Directory server
- Before you can import an LDIF file, the **Use LDAP Authentication** option in the Cisco IPICS Administration Console must be enabled for the ops view to which the imported users will belong. For more information, see the “Adding Ops Views” section in *Cisco IPICS Server Administration Guide*.
- The direct LADP import and recurring LDAP import operations support non-SSL encrypted LDAP authentication only. If your LDAP server supports an SSL encrypted port only, use the option for importing an LDIF file with the Bulk Users Import command.
- The LDAP import configuration options controls several aspects of the direct LDAP import and the recurring LDAP import operations. You can view and update these options as described in the “Configuring LDAP Users Import Options” section on page 20.

For general information about running a CLI command, see the “Using the CLI Commands” section on page 2.

## Command Syntax

```
ipics_import_users{ --help | --set_max_users | --set_default_role | --csv CSV_file |
--ldif LDIF_file --opsview name | --ldapimport | --ldapimport_on | --ldapimport_off
| --ldapimport_config | --sample sample_file }
```

## Syntax Description

<code>--help</code>	Displays help text for this command.
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<b>--set_max_users</b>	<p>Sets the maximum number of users that can be imported at one time by the Bulk Users Import command. If an operation attempts to import more records than this option allows, the operation aborts and no users are imported.</p> <p>When you execute the Bulk Users Import command with this option, the system displays the value that is configured currently and prompts you for a new value. To set a new value, enter the value, press the <b>Enter</b> key, then type <b>y</b> and press the <b>Enter</b> key again to confirm.</p> <p>Valid values are integers <b>1</b> through <b>100000</b>. The default value is <b>50000</b>.</p>
<b>--set_default_role</b>	<p>Sets the Cisco IPICS role for new users that are imported.</p> <p>When you execute the Bulk Users Import command with this option, the system displays the current role for new imported users and prompts you to enter the role that you want. To set a new role, enter the number that corresponds to the role that you want to assign, press the <b>Enter</b> key, then type <b>y</b> and press the <b>Enter</b> key again to confirm.</p> <p>Values for assigning roles are:</p> <ul style="list-style-type: none"> <li>• <b>0</b>—User role</li> <li>• <b>1</b>—All role (available only if the imported users are using the SYSTEM ops view)</li> <li>• <b>2</b>—Dispatcher role</li> <li>• <b>3</b>—Operator role</li> <li>• <b>4</b>—Ops View Administrator role</li> <li>• <b>5</b>—System Administrator role (available only if the imported users are using the SYSTEM ops view)</li> </ul> <p>The default value is <b>3</b> (operator role).</p>
<b>--csv</b>	Imports the specified input file, which is a CSV file that defines the users to be added to Cisco IPICS.
<i>CSV_file</i>	<p>Name of the CSV input file that defines the users to add.</p> <p>The file must adhere to the guidelines that the <a href="#">“CSV Input File” section on page 13</a> section describes. If this file includes records that define users who already exist in Cisco IPICS, those records are rejected and information about those users is not affected in Cisco IPICS.</p> <p>Include the path if the file is not in the current folder.</p>
<b>--ldif</b>	<p>Imports the specified input file, which is an LDIF file that defines the users to be added to Cisco IPICS.</p> <p>The LDIF file contains user information that has been exported from the LDAP server.</p>

<i>LDIF_file</i>	<p>Name of the LDIF input file that defines the users to add or update.</p> <p>If the file includes existing Cisco IPICS users, they are handled as follows:</p> <ul style="list-style-type: none"> <li>• Users who do not use LDAP for authentication are not affected by the import process</li> <li>• Users who use LDAP for authentication have their first name and last name updated in Cisco IPICS with the information from the LDAP server</li> <li>• Users who use LDAP for authentication but who are not configured in the LDAP server and who do not have the Cisco IPICS All or System Administrator role are removed from Cisco IPICS if they belong to the ops view that is designated with the <b>--opsview</b> option</li> </ul> <p>Include the path if the file is not in the current folder.</p>
<b>--opsview</b>	Indicates that the following value is the name of the ops view to which the users you are importing will belong.
<i>name</i>	<p>Name of the ops view to which the users you import will belong.</p> <p>The ops view must already exist and the <b>Use LDAP Authentication</b> option must be enabled for it in Cisco IPICS Administration.</p>
<b>--ldapimport</b>	<p>Executes the direct LDAP import process, which adds to or updates in Cisco IPICS the users from designated the LDAP server, based on the designated LDAP search base and search filter. The LDAP server, search base, and search filter are defined by LDAP import configuration options.</p> <p>The <b>--ldapimport</b> option configures in Cisco IPICS only the first name, last name, and login name of each user who is added.</p> <p>If this option imports existing Cisco IPICS users, they are handled as follows:</p> <ul style="list-style-type: none"> <li>• Users who do not use LDAP for authentication are not affected by the import process</li> <li>• Users who use LDAP for authentication have their first name and last name updated in Cisco IPICS with the information from the LDAP server</li> <li>• Users who use LDAP for authentication but who are not configured in the LDAP server and who do not have the Cisco IPICS All or System Administrator role are removed from Cisco IPICS if they belong to the ops view that is configured for the LDAP import process</li> </ul> <p>For information about the LDAP import configuration options, see the <a href="#">“Configuring LDAP Users Import Options” section on page 20</a>.</p>
<b>--ldapimport_on</b>	<p>Immediately adds to Cisco IPICS the users from the LDAP server that is designated by an LDAP import configuration option and activates the automatically recurring LDAP import process.</p> <p>After you activate the recurring LDAP import process, the system executes the import at 15 and 45 minutes past each hour.</p>
<b>--ldapimport_off</b>	Deactivates the automatically recurring LDAP import process.
<b>--ldapimport_config</b>	<p>Lets you view and update LDAP configuration options.</p> <p>For detailed information about these options, see the <a href="#">“Configuring LDAP Users Import Options” section on page 20</a>.</p>

<b>--sample</b>	Creates a CSV file that includes the headings of the fields that an input file requires.  You can use this sample file as a basis for the input file as described in the “ <a href="#">CSV Input File</a> ” section on page 13.
<i>sample_file</i>	Name of the sample file.  By default, the system saves the sample file in the current folder. To save it in another folder, include the path to that folder.

### CSV Input File

A CSV input file that you use with the Bulk Users Import command includes one record for each user that is to be added Cisco IPICS.

Cisco recommends that you use Microsoft Excel to create an import file, then use the Save As command in Excel to save the file as a **CSV (Comma delimited)** type.



#### Tip

Run the Bulk Users Import command with the **--sample** option to create a sample file that you can open with Microsoft Excel and use to create a CSV input file.

An input file must adhere to these guidelines:

- The file must be comma delimited.
- The file can contain up to 5,000 records. If a file contains more than 5,000 records, the Bulk Users Import command rejects the file.
- Lines preceded with a semicolon (;) are comment lines and are ignored by the import process.
- The pipe character (|) cannot be used in any line in the file.
- Each record must include each field that [Table 2](#) describes. The fields must be in the order shown. In this table, the “Required” column indicates whether a field must contain data. Fields that are not required can be blank.

Many of the field values must conform to requirements that are configured in the Cisco IPICS Administration Console. For more detailed information about the user configuration options, *Cisco IPICS Server Administration Guide*.

**Table 2** CSV File Format for Bulk Users Import

Field Name	Required	Description
LOGIN NAME	Yes	Cisco IPICS login name of the user.  This value is case insensitive. The system converts each character to lower case.
FIRST NAME	Yes	First name of the user.
LAST NAME	Yes	Last name of the user.
PASSWORD	No	Cisco IPICS login password of the user.  This value is case sensitive.  The default value is <b>Welcome!23</b> .

Table 2 CSV File Format for Bulk Users Import (continued)

Field Name	Required	Description
DIGIT ID FOR CISCO UNIFIED IP PHONE	No	Numeric ID that the user enters when accessing the Cisco IPICS service from a Cisco Unified IP Phone or when accessing the Cisco IPICS telephony user interface. This field accepts numeric characters only.
DIGIT PASSWORD (PIN) FOR CISCO UNIFIED IP PHONE	No	Password that the user enters when accessing the Cisco IPICS service from a Cisco Unified IP Phone or PIN that the user enters when accessing the Cisco IPICS telephony user interface. This field accepts numeric characters only.
IDC DIALER PHONE NUMBER	No	Unique IDC dialer number that the Cisco IPICS Dispatch Console requires to register with Cisco Unified Communications Manager or Cisco Unified Communications Manager Express.
IDC DIALER USERNAME	No	Cisco Unified Communications Manager or Cisco Unified Communications Manager Express end user name that is configured for the user.
IDC DIALER PASSWORD	No	Cisco Unified Communications Manager or Cisco Unified Communications Manager Express end user password that is configured for the user.
DESCRIPTION	No	Description of the user.
ADDRESS LINE 1	No	Street address of the user.
ADDRESS LINE 2	No	Additional street address information
CITY	No	City of the user.
STATE	No	State or province of the user.
COUNTRY	No	Country of the user.
ZIP	No	Zip code or postal code of the user.
EMAIL	No	Email address of the user, in the format <i>name@host.com</i> .
PAGER	No	Email address of the gateway through which the pager message is to be sent to the user device, in the format <i>number@host.com</i> .
SMS	No	Email address of the gateway through which the Short Message Service message is to be sent to the user device, in the format <i>number@host.com</i> .
PHONE	No	Telephone number of the user. Valid characters are integers, letters A through D, pound sign (#), and asterisk (*). A plus sign (+) is supported as the initial character for international telephone numbers.

**Table 2** CSV File Format for Bulk Users Import (continued)

Field Name	Required	Description
TEMPLATE USER NAME	No	Cisco IPICS user name of a user to serve as a template for the new user. Various Cisco IPICS configuration option settings for the template user are applied to the user that you are adding.  For more information, see the <a href="#">“User Template” section on page 15</a> .
OPSVIEW NAME	No	Name of an existing opsview to which the user will belong.  This value is ignored if you enter a value in the TEMPLATE USER NAME field.
LOCATION	No	Name of an existing location with which this user should be associated.  This value is ignored if you enter a value in the TEMPLATE USER NAME field.

### User Template

The TEMPLATE USER NAME field in a CSV input file lets you designate an existing Cisco IPICS user to serve as a template for a new user. When you enter a user name in this field, various Cisco IPICS configuration option values for that user are applied to the user who is added to Cisco IPICS. [Table 3](#) describes these options.

For more information about these options, see *Cisco IPICS Server Administration Guide* and *Cisco IPICS Dispatch Console User Guide*.

**Table 3** Configuration Options from a Template User that are Applied to a New User

Option	Description
Advanced IDC Permissions	Enables channel multi-select for voice and tone transmissions, alert tones transmissions, DTMF tones transmissions, and all talk channel transmissions for a Cisco IPICS Dispatch Console user
Allow Complex Key Settings	Allows a Cisco IPICS Dispatch Console user to configure keyboard hot keys (key assignments) for individual PTT buttons and for the All Talk button
Allow Latch	Allows a Cisco IPICS Dispatch Console user to use the latch functionality to lock in a channel
Allow Secure Channel Patch	Allows a Cisco IPICS Dispatch Console to patch a secure channel to a channel, incident or VTG
Disable Audio	Disables the microphone and speaker on the Cisco IPICS Dispatch Console of the user
Listen Only	Disables the transmission of audio from the Cisco IPICS Dispatch Console, Cisco Unified IP Phone, and dial-in phone of the user
Location	Cisco IPICS location with which the user is associated
Ops View	Ops view to which the user belongs
User Channel	PTT channel with which the user is associated
User Group	User group or user groups of which the user is a member

**Table 3** Configuration Options from a Template User that are Applied to a New User (continued)

Option	Description
User Incident	Incident with which the user is associated in the Cisco IPICS Dispatch Console
User Policies	Policies with which the user is associated
User Radio	Radio or radios with which the user is associated
User Role	Cisco IPICS role of the user
VTG	VTG or VTGs in which the user is a participant

**Import Summary**

When the bulk users import process completes for a CSV file, an LDIF file, or a direct LDAP import, the system displays a summary of the import transaction. This section describes each of these summaries.

When the import process completes for a recurring LDAP import, the system generates a log file that contains the summary of the import transaction as described in the [“Log File” section on page 19](#).

**CSV File Import Summary**

[Example 2](#) shows a sample import summary for a CSV file.

**Example 2** Bulk Users Import Summary for a CSV File

```

INFO      : Estimated import runtime is 1.0 minute(s)
INFO      : Parse and validate input records
INFO      : Import records into IPICS database
INFO      : Generate import statistics

SUMMARY
=====
Input filename                               : bulk_upload_random_users.csv
-----
# records in file                            : 29
# comment records skipped                    : 6
# data records                               : 23
# invalid user import role for current opsview : 0
# invalid login name                         : 4
# invalid user first/last name               : 0
# invalid user password                      : 0
# invalid Cisco Unified IP Phone Digit ID   : 0
# invalid Cisco Unified IP Phone Digit Password : 0
# invalid IDC dialer phone number           : 0
# invalid IDC dialer username                : 0
# invalid IDC dialer password               : 0
# invalid street address                    : 0
# invalid city/state/country/zip           : 0
# invalid email                             : 0
# invalid pager                             : 0
# invalid SMS                               : 0
# invalid phone                             : 0
# invalid opsview                           : 0
# invalid location                          : 0
# invalid template login                    : 1
# user login already exist                   : 0
# dial login already exist                   : 0
# duplicate login name in file               : 2
# duplicate dial login in file               : 0

```



```

# new records to be imported          : 16
# new records imported                : 16
-----
Results
-----
ERRORS FOUND
- See ipics_import_users.ipicsadmin.rejected.txt for records rejected
- See ipics_import_users.ipicsadmin.accepted.txt for records accepted

=====
=          IMPORT ENDED AT Mon Mar 25 23:20:32 GMT 2013          =
=====

```

If exceptions occur during the import process of a CSV file, the summary includes a description of each exception. These descriptions can include the following:

```

# dial login already exist           :
# duplicate dial login in file       :
# duplicate login name in file       :
# invalid address                    :
# invalid city/state/country/zip     :
# invalid digit ID                   :
# invalid digit ID pin               :
# invalid email                      :
# invalid IDC dialer password        :
# invalid IDC dialer phone number    :
# invalid IDC dialer username        :
# invalid LDAP opsview               :
# invalid location                   :
# invalid user import role for current opsview :
# invalid login name                 :
# invalid opsview                    :
# invalid pager                      :
# invalid phone                      :
# invalid SMS                        :
# invalid template login             :
# invalid user first/last name       :
# invalid user password              :
# user login already exist           :

```

### LDIF File Import Summary

[Example 3](#) shows a sample import summary for an LDIF file.

#### *Example 3 Bulk Users Import Summary for an LDIF File*

```

INFO      : Estimated import runtime is 1.0 minute(s)
INFO      : Parse and validate input records
INFO      : Search for IPICS users that do not exist in LDAP
INFO      : Remove IPICS users that do not exist in LDAP
INFO      : No IPICS users removed
INFO      : Import records into IPICS database
INFO      : Generate import statistics

SUMMARY
=====
Input filename          : ldap.ipicsadmin.ldif
-----
# records in file       : 28
# comment records skipped : 0

```

```

# data records : 28
# invalid user import role for current opsview : 0
# invalid login name : 2
# invalid user first/last name : 1
# invalid user password : 0
# invalid Cisco Unified IP Phone Digit ID : 0
# invalid Cisco Unified IP Phone Digit Password : 0
# invalid IDC dialer phone number : 0
# invalid IDC dialer username : 0
# invalid IDC dialer password : 0
# invalid street address : 0
# invalid city/state/country/zip : 0
# invalid email : 0
# invalid pager : 0
# invalid SMS : 0
# invalid phone : 0
# invalid opsview : 0
# invalid location : 0
# invalid template login : 0
# user login already exist : 0
# dial login already exist : 0
# duplicate login name in file : 0
# duplicate dial login in file : 0
# new records to be imported : 0
# new records imported : 0
# existing records refreshed : 25
-----
Results
-----
ERRORS FOUND
- See ipics_import_users.ipicsadmin.rejected.txt for records rejected
- See ipics_import_users.ipicsadmin.refreshed.txt for records refreshed

=====
= IMPORT ENDED AT Mon Mar 25 23:17:24 GMT 2013 =
=====

```

### Direct LDAP Import Summary

[Example 4](#) shows a sample import summary for a direct LDAP import operation.

#### *Example 4 Bulk Users Import Summary for a Direct LDAP Import*

```

=====
= LDAP IMPORT STARTED AT Mon Mar 25 23:15:53 GMT 2013 =
=====

INFO      : Retrieve LDAP query parameters
INFO      : Query Active Directory Server 192.168.1.30:389
INFO      :      User ID      - ldaptestuser@ipics-ad-3.mycompany.com
INFO      :      Search Base   - cn=Users,dc=ipics-ad-3,dc=mycompany,dc=com
INFO      :      Search Filter - (&(objectClass=user))
INFO      :      Opsview       - ldap
INFO      :      User Role     - User
INFO      :      916 LDAP records retrieved in /tmp/ldap.ipicsadmin.ldif

INFO      : Estimated import runtime is 1.1 minute(s)
INFO      : Parse and validate input records
INFO      : Search for IPICS users that do not exist in LDAP
INFO      : Import records into IPICS database
INFO      : Generate import statistics

```

```

SUMMARY
=====
Input filename                               : /tmp/ldap.ipicsadmin.ldif
-----
# records in file                           : 28
# comment records skipped                   : 0
# data records                              : 28
# invalid LDAP opsview                      : 0
# invalid user import role for current opsview : 0
# invalid login name                        : 2
# invalid user first/last name              : 1
# invalid user password                     : 0
# invalid Cisco Unified IP Phone Digit ID  : 0
# invalid Cisco Unified IP Phone Digit Password : 0
# invalid IDC dialer phone number          : 0
# invalid IDC dialer username              : 0
# invalid IDC dialer password              : 0
# invalid street address                   : 0
# invalid city/state/country/zip          : 0
# invalid email                             : 0
# invalid pager                             : 0
# invalid SMS                               : 0
# invalid phone                             : 0
# invalid opsview                           : 0
# invalid location                          : 0
# invalid template login                   : 0
# user login already exist                  : 0
# dial login already exist                  : 0
# duplicate login name in file              : 0
# duplicate dial login in file              : 0
# new records to be imported                : 25
# new records imported                      : 25
# existing records refreshed                : 0
-----
Results
-----
ERRORS FOUND
- See ipics_import_users.ipicsadmin.rejected.txt for records rejected
- See ipics_import_users.ipicsadmin.accepted.txt for records accepted

=====
=          IMPORT ENDED AT Mon Mar 13 23:16:03 GMT 2013          =
=====

```

---

### Log File

The Bulk Users Import command generates a log file each time it executes a recurring import. The log file is stored in the /opt/cisco/ipics/database/logs folder and is named ipics\_import\_users.log. This file contains the same information as the direct LDAP import summary (see [Example 4](#)).

---

### Output Files

The Bulk Users Import command generates one or more of the following output files each time it executes. Each file is stored in the folder from which you execute the command.

- Accepted file—Named **ipics\_import\_users.ipicsadmin.accepted.txt**. This file includes each record that was imported into Cisco IPICS.
- Rejected file—Named **ipics\_import\_users.ipicsadmin.rejected.txt**. This file includes each record that was rejected by the import process.

- Refreshed file—named **ipics\_import\_users.ipicsadmin.refreshed.txt**. This file includes records for users whose information was updated by an LDIF or LDAP import process.

Each output file is in Pipe-Separated Value (PSV) format and can be opened in Microsoft Excel by specifying the pipe character (|) as the delimiter when you open the file. These files show the records in the same format as in the input file, with the following fields added to the beginning of each record:

- REASON—In the Accepted file, shows “RECORD IMPORTED.” In the Rejected file, shows the reason that a record was rejected.
- REF #—Internal reference number.

### Importing Rejected Records

If the Bulk Users Import command generates a Rejected file, you can perform the following procedure to import the rejected records:

#### Procedure

- 
- Step 1** Use Microsoft Excel to open the **ipics\_import\_users.ipicsadmin.rejected.txt** file. Make sure to specify the pipe character as the delimiter when you open the file.
  - Step 2** Correct the issues that are reported in the REASON field for each record.
  - Step 3** Delete the REASON and the REF # columns from the spreadsheet.
  - Step 4** Use the Save As command in Excel to save the file as a **CSV (Comma delimited)** type.
  - Step 5** Use the Bulk Users Import command to import this CSV file.
- 

### Configuring LDAP Users Import Options

Using the Bulk Users Import command with the **--ldapimport\_config** option lets you view and update LDAP import configuration options, which control several aspects of the direct LDAP import and the recurring LDAP import operations. When you use this option, the system displays current LDAP import configuration settings, as shown in [Example 5](#).

#### Example 5 LDAP Configuration Settings

Please verify the following LDAP import settings:

```
-----
Active Directory Domain Name : ipics-ad-3.mycompany.com
LDAP Server Name             : ldap.mycompany.com
LDAP Server Port              : 389
LDAP Search Base              : OU=active,OU=employees,OU=people,O=mycompany.com
LDAP Search Filter            : (& (objectClass=user) (|(departmentNumber=709394)
(departmentNumber=005780)))
Opsview to use:              my_ldap_enabled_opsview

LDAP Query User ID           : readonly_LDAP_user
LDAP Query User Password     : *****
-----
```

Would you like to change any of the value(s)?: (y/n)

To change any of these LDAP configuration settings, type **y** and press the **Enter** key. Then, follow the on-screen prompts to enter new values. The system prompts for a new value for each configuration item in sequence. If you do not want to change a value, press the **Enter** key without entering a new value. When prompted, type **y** and press the **Enter** key to exit and save your changes, or type **n** and press the **Enter** key to exit without saving your changes.

Table 4 describes the LDAP import configuration options.

**Table 4** LDAP Import Configuration Options

Option	Description
Active Directory Domain Name	Domain name of the active directory from which LDAP users are to be imported.  The value for your deployment appears in the field to the right of the <b>User logon name</b> field in the <b>Start &gt; Administrative Tools &gt; Active Directory Users and Computers &gt; User &gt; Account</b> . Do not include the at sign (@) when you enter this value.
LDAP Server Port	Port number that the LDAP server uses for requests.  The port must support non-SSL encryption.
LDAP Search Base	Distinguished name of the search base object. Only users that are under this search base object are imported.  This name is based on the Active Directory domain name. For example, if the Active Directory domain name is my-ldap.my-company.com, the LDAP search base is cn=Users,dc=my-ldap,dc=my-company,dc=com.
LDAP Search Filter	Search criteria for finding users within the search base object.  For example, the following filter searches for all users who are under the LDAP search base in the Active Directory:  ( <code>&amp;(objectClass=user)</code> )
Opsview to Use	Name of the ops view to which users will belong after they are added to Cisco IPICS.  This ops view must exist and the <b>Use LDAP Authentication</b> option must be enabled for it in the Cisco IPICS Administration Console before you perform a direct LDAP import or recurring LDAP import operation.
LDAP Query User ID	LDAP user ID for a read-only account that has been created by the domain administrator and that is used to query records in the LDAP server.
LDAP Query Password	LDAP password for a read-only account that has been created by the domain administrator and that is used to query records in the LDAP server.  This password should be configured to never expire.

# Bulk Users Remove Command

The CLI Bulk Users Remove command, `ipics_remove_users`, lets you remove from Cisco IPICS a designated user or users that are defined in any of these input files:

- A CSV file, including a CSV file that you used with a previous execution of the Bulk Users Import Command
- An LDIF file, including an LDF file that you used with a previous execution of the Bulk Users Import Command
- An Accepted file that was generated by a previous execution of the Bulk Users Import command
- A Refreshed file that was generated by a previous execution of the Bulk Users Import command

The Bulk Users Remove command also lets you resolve user data inconsistencies that occur due to an interruption of the bulk users import process.

By using the most recently generated Accepted or Refreshed file as the input file when you run this command, you can conveniently reverse the last bulk users import procedure that was performed.

The Bulk Users Remove command immediately removes each designated user, regardless of the current state or association of the user, unless the user has the Cisco IPICS All or System Administrator role.

For general information about running a CLI command, see the [“Using the CLI Commands” section on page 2](#).

## Command Syntax

```
ipics_remove_users{ --user user_name | --csv CSV_file | --pipe PSV_file | --ldif LDIF_file | --repair }
```

## Syntax Description

<b>--user</b>	Removes one designated user.
<i>user_name</i>	Name of a user to remove.
<b>--csv</b>	Removes the users that are defined in a CSV input file.
<i>CSV_file</i>	Name of the CSV input file that defines the users to remove. The file must adhere to the guidelines that the <a href="#">“CSV Input File” section on page 13</a> describes. Include the path if the file is not in the current folder.
<b>--pipe</b>	Removes the users that are defined in a PSV input file.
<i>PSV_file</i>	Name of the pipe delimited file that defines the users to remove. The file must be either the Accepted file or the Refreshed file that is generated by the Bulk Users Import command. See the <a href="#">“Output Files” section on page 7</a> for more information. Include the path if the file is not in the current folder.
<b>--ldif</b>	Removes the users that are defined in an LDIF input file.
<i>LDIF_file</i>	Name of the LDIF file that specifies the users to remove. Include the path if the file is not in the current folder.
<b>--repair</b>	Resolves user data inconsistencies that occur due to an interruption of the import process.

**Remove Summary**

When the users remove process completes, the system displays a summary of the operation. The remove summary shows the following information, as applicable:

- Names of users that were not removed and the reasons that they were not removed
- Names of users that were removed

# IDC Profile Copy Command

The IDC Profile Copy command, `ipics_idc_profile_mgmt`, lets you export or replace *IDC profiles*. An IDC profile consists of the following items from the IDC of a user:

- Theme (light or dark color theme, as configured on the IDC Settings tab).
- Key assignment (as configured on the IDC Settings tab).
- Dialer-channel audio (as configured on the IDC Settings tab).
- Screen layout (as customized using IDC tear away items). This layout includes the position of each tear-away item, but not its state. For example, assume that user 1 has a tear away window for an incident and you copy the IDC profile of user 1 to user 2, User 2 will also have a tear away window for that incident. However, that window does not display on the IDC of user 2 unless user 2 joins that incident.
- Favorite contacts from the Global Contacts list (as defined in the IDC Address Book window).
- Favorite contacts from the Private Contacts list (as defined in the IDC Address Book window).

You can use the `ipics_idc_profile_mgmt` to perform the following operations:

- Export the IDC profile of a designated user or of all users to an XML file.

For each user whose IDC profile is exported, the XML file includes the Cisco IPICS user name and associated IDC profile information. This operation is useful for creating a snapshot of current configurations before you make updates in your deployment. If you need the original configurations restored after making updates, Cisco can use the XML file to perform the restore.

- Replace the IDC profile of one user with the ICD profile of another user.

You can replace all profile items, or all profile items except the favorite contacts from the Private Contacts list.

If either IDC user is logged in to the IDC when you replace an IDC profile, some configuration updates are not applied until the users log out and then log back in. We recommend that both users log out of their IDCs before you replace an IDC profile.

If the IDC user whose profile you are replacing has not logged into the IDC, an IDC profile does not yet exist for that user. In this case, an IDC profile is created for that user when you perform a replace IDC profile operation. The IDC profile that is created is a copy of the IDC profile that you specified as the replacement profile.

## Command Syntax

When you execute a Replace operation, press the **Enter** key when output text prompts you to do so.

- Export one or more IDC profiles to an XML file:

```
ipics_idc_profile_mgmt{-e|--export} {source_user_name|ALL} filename.xml
```

- Replace IDC configuration information, except Favorite contacts from the Private Contacts list:

```
ipics_idc_profile_mgmt{-c|--copy} source_user_name target_user_name
```

- Replace IDC configuration information, including Favorite contacts from the Private Contacts list:

```
ipics_idc_profile_mgmt{-a|--copyall} source_user_name target_user_name
```



- Display help for the IDC Profile Copy command:

**ipics\_idc\_profile\_mgmt**

Syntax Description		
<i>source_user_name</i>		Cisco IPICS user name of the user whose IDC profile is to be exported to an XML file, or whose IDC profile is to replace the IDC profile of another user.
<b>ALL</b>		Exports the IDC profiles of every Cisco IPICS user to an XML file.
<i>filename</i>		Path (optional) and name of an XML files to which the designated IDC profile or profiles are exported.  If you do not include a path, the XML file is exported to the local home directory.
<i>target_user_name</i>		Cisco IPICS user name of the user whose IDC profile is to be replaced with the IDC profile of another user

## Examples

The following examples show various `ipics_idc_profile_mgmt` command operations.

### *Example 1*      *Exporting One IDC Profile to an XML File*

In this example, the IDC profile of user1 is exported to an XML file that is named `user1idcprofile.xml`. The XML file is stored in the local home directory.

#### Command

```
[ipicsadmin@ipics-on-ucs103 ~]$ ipics_idc_profile_mgmt -e user1 user1.idcprofile.xml
```

#### Output

```
user1 profile has been exported to user1.idcprofile.xml
```

### *Example 2*      *Replace IDC configuration information, except Favorite contacts from the Private Contacts list*

In this example, the IDC profile of user2 is replaced with the IDC profile of user1. However, user2 has not yet logged into the IDC, so an IDC profile is created for user2. The IDC profile that is created for user does not include the favorite contacts from the Private Contacts list of user1.

#### Command

```
[ipicsadmin@ipics-on-ucs103 ~]$ ipics_idc_profile_mgmt -c user1 user2
```

#### Output

```
A copy of the IDC profile will be saved in
/idspri/db_table_archive/ipics_idc_profile_mgmt.pre_copy.user2.unl
-rw-rw---- 1 ipicsadmin ipics 0 Dec  8 22:19
/idspri/db_table_archive/ipics_idc_profile_mgmt.pre_copy.user2.unl
```

```
Please hit ENTER to continue
```

```
---
```

```
No existing IDC profile for user "user2"
A new IDC profile for "user2" would be created using "user1"'s profile
IDC profile created successfully for "user2"
```

**Example 3**      *Replace IDC configuration information, including Favorite contacts from the Private Contacts list*

In this example, the IDC profile of user2 is replaced with the IDC profile of user1. The IDC profile that is created for user2 includes the favorite contacts from the Private Contacts list of user1.

**Command**

```
[ipicsadmin@ipics-on-ucs103 ~]$ ipics_idc_profile_mgmt -a user1 user2
```

**Output**

```
A copy of the IDC profile will be saved in
/idspri/db_table_archive/ipics_idc_profile_mgmt.pre_copy.user2.unl
-rw-rw---- 1 ipicsadmin ipics 6836 Dec  8 22:20
/idspri/db_table_archive/ipics_idc_profile_mgmt.pre_copy.user2.unl
```

Please hit ENTER to continue

---

```
Existing IDC profile for user "user2" found
Existing GlobalSettings and TalkGroupsSettings would be copied using "user1"'s profile
IDC profile copied successfully for "user2"
```

---

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