Installation

This chapter provides information about installing, reinstalling, and uninstalling BAT and TAPS. You must install BAT on the same server as the publisher database for Cisco CallManager. TAPS requires a two-part installation; you must install the first part on the same server as the publisher database for Cisco CallManager; you can do this only during a BAT installation or reinstallation. The second part requires installation on the Cisco Customer Response Application (CRA) server.

Note   Effective with Release 3.0, Cisco Customer Response Applications (CRA) has been renamed Cisco Customer Response Solutions (CRS). The Cisco website and packaging materials have been updated to reflect the new name, but the user interface, and therefore the documentation, has not.

During BAT/TAPS installation or reinstallation on the publisher database server, the setup program halts the following services:

- IIS Admin
- World Wide Web publishing
- FTP publishing

These services automatically restart when the installation is complete.

See Installing TAPS, page 2-5, for instructions on installing the Tool for Auto-Registered Phones Support (TAPS).

Note   If BAT is uninstalled and then the newer version is installed, no template migration will occur.

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Note   BAT does not support backward template migration: If you have installed BAT Release 4.2(1), 4.3(1), or 4.4(1), and you reinstall BAT Release 4.0(1) or 4.1(1), no template migration occurs. Templates migration occurs only when you upgrade from BAT Release 4.0(1) or higher.

Related Topics

- Installing BAT/TAPS, page 2-3
- Uninstalling BAT and TAPS, page 2-8

Upgrading BAT

You can upgrade to BAT Release 4.4(4) from any previous BAT release, but only upgrades from BAT Release 4.0 to Release 4.3 (or later) provide template migration. BAT automatically migrates existing BAT templates. Although default values are automatically provided, product-specific configuration for phones and gateways remains blank during migration. For example, an existing BAT template that was created to add 15 Cisco VG200 gateways would migrate, so it contains the new fields provided in BAT Release 4.3(1), such as Network Locale, but new Product Specific Configuration fields, such as Switchback Timing on Cisco VG200 gateways, remain blank. Fields in which you already provided data, such as device pool and calling search space, contain the original data after migration.

CSV files do not migrate.

Follow the instructions in the "Installing BAT/TAPS" section on page 2-3 to upgrade to BAT Release 4.4(4).

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Note   If you are currently using BAT Release 3.0(3), you can upgrade to Release 4.4(4), but the upgrade provides no template migration.

Installing BAT/TAPS

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Note   TAPS represents an optional component of BAT. Use the following steps regardless of whether you plan to install TAPS.

The BAT installation process includes BAT Excel template file that is located in the following default location on the publisher database server: C:\CiscoWebs\BAT\ExcelTemplate. Because you are unlikely to have Microsoft Excel installed on the publisher database server, copy and paste the excel template file called BAT.xlt to where you have Microsoft Excel installed, and use this spreadsheet to create the CSV files from that location.

Before You Begin

The following prerequisites apply to the BAT/TAPS installation for BAT Release 4.4(4):

- Make sure that BAT is installed on the server that is running the publisher database for Cisco CallManager.

- If you plan to install TAPS, you must install it on a Cisco Customer Response Application (CRA) server. Cisco CRA and Cisco CallManager may reside on the same server.

Use this procedure to install BAT (and TAPS, if desired).

Procedure

Step 1   Log on with administrator privileges to the system that is running the publisher database for Cisco CallManager.

Step 2   Choose **Applications > Install Plugins**.

The Install Plugins window displays.

Step 3   Find Cisco Bulk Administration Tool and double-click the setup icon.

Step 4   A standard Windows dialog box appears. You must decide whether you want to copy the BAT install executable to your system or to run it from the current location; click accordingly.

If an existing version of BAT is detected on the server, a prompt asks you to confirm the reinstallation or upgrade. Click **OK** to reinstall BAT or to upgrade from a previous version.

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> **Note** You can upgrade to BAT Release 4.4 from Release 4.0 through 4.3, and template migration will occur. However, if you are upgrading from BAT Release 3.0(3), no template migration occurs.

Step 5   The Welcome screen displays. Click **Next**.

The Current Settings: window displays.

Step 6   Click **Next** to install to the default location C:\CiscoWebs\BAT. BAT installs to C:\ciscowebs\BAT. You cannot change this path.

The Start Copying Files window displays.

Setup begins copying files.

Step 7   Setup allows you to install the Tool for Auto-Registered Phone Support (TAPS). TAPS allows you to update the MAC addresses for phones that were bulk-added in BAT using dummy MAC addresses. By simply dialing into a TAPS directory number, you can later update the phones in the Cisco CallManager database. The phone configuration downloads to the phone, and the MAC address gets updated in Cisco CallManager. See Chapter 10, "Working with TAPS," for more information.

Click **Yes** to install TAPS or **No** to skip TAPS installation. If you clicked **No**, skip to Step 11.

Step 8   The Tool for Auto-Registered Phones Support Setup window displays. Click **Next**.

Step 9   Enter the private phrase for the publisher server and click **Next**.

Setup begins copying files.

Step 10   Setup prompts you to run **ToolForAutoRegisteredPhonesSupport.exe** on the Cisco CRA server. See Step 2 in the "Installing TAPS" section on page 2-5 for instructions on completing TAPS installation on the Cisco CRA server.

Click **OK**.

Step 11   The Setup Complete window displays. You have successfully installed BAT. If you chose to install TAPS, you must complete that installation by installing and uploading TAPS to the Cisco CRA server.

Step 12   Click **Finish** to close Setup.

Related Topics

- Upgrading BAT, page 2-2
- Uninstalling BAT and TAPS, page 2-8
- Completing TAPS Uninstallation, page 2-9

Installing TAPS

TAPS requires a two-part installation. The first part stems from the BAT installation, where you have the choice to install TAPS along with BAT on the server that is running the publisher database for Cisco CallManager. The second part installs on the Cisco Customer Response Application (CRA) server. See Installing BAT/TAPS, page 2-3, for more information about the BAT installation process.

Before You Begin

Before you install/upgrade/configure TAPS, make sure that you installed the Cisco IP Telephony Locale Installer on every Cisco CallManager and Cisco Customer Response Application server in the cluster. Using the locale installer ensures that you have the latest translated text, translated voice prompts, country-specific phone tones, and country-specific gateways tones available for the phones. For more information on the Cisco IP Telephony Locale Installer, refer to the specific locale installer documentation.

The following prerequisites apply to the TAPS installation for BAT Release 4.4(2):

- Make sure that the publisher database for Cisco CallManager is configured and running. The publisher database can reside on its own server or on the same server as Cisco CallManager.
- Ensure the Cisco CRA server is configured.

- Ensure the Windows 2000 Services window is closed.

- Ensure BAT is installed on the publisher database server for Cisco CallManager.

- Be sure to use the locale installer to create the country-specific TAPS prompts.

Use this procedure to complete the TAPS installation.

Procedure

Step 1   Follow the steps in Installing BAT/TAPS, page 2-3, and choose **Yes** to install TAPS.

The system copies all TAPS files onto the server that is running the publisher database.

Step 2   Log on with administrator privileges to the system that is running the publisher database for Cisco CallManager.

Step 3   Choose **Applications > Install Plugins**.

The Install Plugins window displays.

Step 4   Find Tool for Auto-Registered Phone Support (TAPS) and double-click the setup icon.

Step 5   A standard Windows dialog box appears. You must decide whether you want to copy the TAPS install executable to your system or to run it from the current location; click accordingly.

Step 6   Enter the primary Cisco CallManager server IP address on the machine where BAT is installed and click **Next**.

TAPS installation completes.

Step 7   Click **OK**.

Step 8   Upload TAPS to the Cisco CRA server. See "Uploading TAPS to the Cisco CRA Server" section on page 2-7 for instructions.

Uploading TAPS to the Cisco CRA Server

Use this procedure to upload a file to the Cisco CRA server for TAPS.

Procedure

Step 1 On the Cisco CRA server, choose **Start > Programs > Cisco CRA Administrator > Repository Manager**.

The Repository Manager window displays.

Step 2 Click **Upload**.

The Repository Manager dialog box displays.

Step 3 Choose **TAPS.aef** and click **Open**.

The file TAPS.aef uploads to the Cisco CRA server.

Step 4 Click **OK** on the message box that indicates that the upload was successful. You must refresh the Application Engine for the change to take effect.

Step 5 Choose **Start > Programs > Cisco CRA Administrator > Application Administrator**.

The Application Administration page displays, and you are prompted to enter the password for access to the Cisco CRA machine.

Step 6 In the Password dialog, log on using the user name and password that you use to access the Cisco CRA server.

Step 7 Click **Engine**.

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> **Note** If you have not already configured the initial setup for Directory, a prompt asks you to do so. See the Application Administration documentation for details; then, return to these steps after you complete the initial setup.

Step 8 Add TAPS as an application. See the Cisco CRA documentation for instructions on how to add an application.

Step 9 Click **Refresh Scripts**.

Step 10 Click **Refresh**.

Uninstalling BAT and TAPS

Use the following steps to uninstall BAT and the first part of TAPS or use Add/Remove Programs in the Control Panel.

The uninstall program removes the BAT and TAPS applications and BAT Excel spreadsheet that are stored in the ...\BAT\ExcelTemplate folder but does not remove any CSV files or BAT templates that you created and saved to the C:\BATFiles or C:\CiscoWebs\BAT\Templates folders.

After completing the following steps on the server that is running the publisher database for Cisco CallManager, you must complete the uninstallation of TAPS on the Cisco CRA server.

Use this procedure to uninstall BAT.

Procedure

Step 1   On the server that is running the publisher database for Cisco CallManager, choose **Start > Programs > Cisco CallManager 3.3 > Bulk Admin Tool > Uninstall BAT**.

A dialog box requests confirmation of the uninstall request.

Step 2   Click **OK** to uninstall BAT or **Cancel** to exit the uninstaller.

The IIS Admin service stops, files are deleted, and the IIS Admin service restarts.

Step 3   Click **OK** to exit the uninstaller.

Step 4   Although BAT and the first part of TAPS have been uninstalled, to completely remove TAPS, you must also complete the steps in the "Completing TAPS Uninstallation" section on page 2-9.

Related Topics

- Installing BAT/TAPS, page 2-3
- Chapter 10, "Working with TAPS,"

Completing TAPS Uninstallation

TAPS requires a two-part uninstallation and cannot be uninstalled separately from BAT. Uninstalling BAT also uninstalls TAPS from the server that is running the publisher database. Perform the following steps to uninstall TAPS from the Cisco CRA server. This procedure completes the TAPS uninstallation.

Procedure

Step 1   On the Cisco CRA server, choose **Start > Settings > Control Panel > Add/Remove Programs**.

Step 2   Choose **Taps** and click the **Change/Remove** button.

A message displays confirming the uninstall operation.

Step 3   Click **Yes** to uninstall or **No** to cancel.

If you clicked Yes, TAPS uninstalls from the Cisco CRA server.

Step 4   To exit the uninstallation, click **OK**.

Related Topic