



## User Insertions

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This chapter provides information to use Cisco Unified Communications Manager Bulk Administration (BAT) to add a group of users to the Cisco Unified Communications Manager database.



**Note**

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This feature supports only custom files that are saved with the UTF-8 encoding format.

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## Insert users in Cisco Unified Communications Manager database

You can add a group of users to the Cisco Unified Communications Manager database using a CSV data file. The field values that you enter in the CSV file for inserting users will override the values provided in the user template.



**Attention**

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If the credential policy has “check for trivial password” enabled, and the password in the user template is the user ID, inserting users through BAT may fail if the user ID does not satisfy the necessary criteria for the trivial password.

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### Before You Begin

You must have a CSV data file that is saved in the UTF-8 encoding format and that contains the user names, controlled device names, and directory numbers. You can create the CSV data file by using one of these methods:

- BAT spreadsheet that is converted to CSV format
- Export utility that produces an export file of user data



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**Note** When you are inserting users by using an exported BAT file, you might get errors stating “User ID already exists” for some users that were exported in more than one file. For example, a list of first line managers and a list of users might both include the same manager user ID.

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### Procedure

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- Step 1** Choose **Bulk Administration > Users > Insert Users**.  
The Insert Users Configuration window displays.
- Step 2** In the **File Name** field, choose the CSV data file that you created for this bulk transaction.
- Step 3** If the CSV data file was created by using the export utility, check the **File created with Export Users** check box.
- Step 4** From the **User Template Name** drop-down list box, choose the user template you want to use for this insert.  
**Note** The User Device Profile, Controlled Device Name, and Directory Number should already exist in the Cisco Unified Communications Manager database. The controlled device name should be entered in full. If it contains only MAC Address, then BAT will display a non-existing device error.
- Step 5** In the **Job Information** area, enter the Job description.
- Step 6** Choose an insert method. Do one of the following:
- Click **Run Immediately** to insert the user records immediately.
  - Click **Run Later** to insert the user records at a later time.
- Step 7** To create a job for inserting the user records, click **Submit**.  
To schedule and/or activate this job, use the Job Scheduler option in the **Bulk Administration** main menu.
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### Related Topics

- [BAT log files](#)
- [Scheduling Jobs](#)
- [Topics related to user insertions, on page 2](#)

## Topics related to user insertions

- [Create new BAT user template](#)
- [BAT user template field descriptions](#)
- [Insert users in Cisco Unified Communications Manager database, on page 1](#)