User updates

This chapter provides information about updating existing user records in the Cisco Unified Communications Manager database.

Update user information using CSV data file

You can update existing user information that is in the Cisco Unified Communications Manager (Unified CM) database using a comma-separated value (CSV) data file you create using the Bulk Administration (BAT) spreadsheet, or you can update a user file format using a custom text-based CSV file.

You can retain existing user information and settings that were previously stored in the Unified CM directory.

Note   You do not require a user template for the update users transaction using a custom text-based CSV file. If you choose a user template, the system takes the fields that are not provided in the CSV from the template for the update or else these fields are ignored. Also, if you specify another value for fields to be ignored (for example, #), then the fields with the value # are ignored, because blank is not a value to be ignored for such fields.

Draft comment: Betz 9.1.1: Added cdet CSCuc30279 info. in time for Betz.

The Bulk Administration Tool (BAT) cannot be used to disassociate devices that are already associated to an end user. If you manually delete a controlled device from an exported end user record and then insert the modified user record back in to the Cisco Unified Communications Manager database as a custom CSV data file, the insertion appears as successful when you check the job results using **Bulk Administration** > **Job Scheduler**. However, the controlled device is still listed on the end-user page.

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Procedure

Step 1 Create a CSV data file to define individual values for each user that you want to update.

Step 2 Use Unified CM BAT to insert the updated user records that are in the Unified CM database.

Related Topics

Retain existing user information during update

When you update user records, you can keep values or settings for a user that were previously stored in the Unified CM directory. You can use a symbol such as "#" for fields where the value must be retained. In the following example CSV data file, the # tells BAT to keep the Manager field the same as the one that was previously entered in the DC directory.

```
userid,#,department,,,123456789012,
```

To identify the value to use to retain a stored value, use the following procedure.

Procedure

Step 1 Choose **Bulk Administration** > **Users** > **Update Users**.
The User Update Configuration window appears.

Step 2 Notice the **Value for fields to be ignored field**. When you insert the CSV data file with the updated user values, you must enter the symbol that you used to retain values in this box.

Step 3 Decide the symbol that you want to use for retaining values.

Step 4 Enter this value that is in the Value for fields to be ignored field into the BAT spreadsheet box.

Step 5 Use this symbol in BAT spreadsheet fields for any values that you want to retain.

Related Topics

Create user update CSV data file using BAT spreadsheet

You can create a CSV data file using the BAT spreadsheet to update a group of existing users.

After you add lines in the BAT spreadsheet, you can export the content to a CSV formatted data file. A default filename is assigned to the exported CSV formatted update users data file:

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`Update_Users-timestamp.txt`

where `<timestamp>` represents the precise date and time that the file was created.

The system saves the file with a default filename to `C:\XlsDataFiles\`, or you can save the file to another existing folder on your local workstation. You can rename the CSV formatted data file after you save the exported file to your local workstation. If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.

Note   You cannot upload a CSV filename that contains a comma (for example, abcd,e.txt) to the Unified CM server.

If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. Data that you enter after a blank line is not converted to the BAT format.

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Procedure

Step 1   Download and open the BAT.xlt file.

Step 2   When prompted, click **Enable Macros** to use the spreadsheet capabilities.

Step 3   To add user information, click the **Update Users** tab at the bottom of the spreadsheet.

Step 4   Complete all mandatory fields and any relevant, optional fields.
Each column heading specifies the length of the field and whether it is required or optional. For field descriptions, see Table 1: Field description in BAT spreadsheet for updating users, on page 4.

Step 5   In the **Value for fields to be ignored** field, enter the symbol that you will use to tell BAT that you want to keep the value that was previously stored in the DC directory. Enter the same value in the value of the field you want to retain.

Step 6   To transfer the data from the BAT Excel spreadsheet into a CSV file, click **Export to BAT**.
The system saves the file to `C:\XlsDataFiles\` with the default filename `Update_Users-timestamp.txt` or you can use **Browse** to save the file to another existing folder on your local workstation.

For information about how to read the CSV data file, click the **View Sample File** link in the **Update Users** window in BAT.

What to Do Next

You must upload the CSV data file to the first node of the Unified CM server, so BAT can access the CSV data file.

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Related Topics

BAT spreadsheet update user data field descriptions

The following table provides the field descriptions for updating user details in the BAT spreadsheet.

Table 1: Field description in BAT spreadsheet for updating users

Field	Description
User ID	Enter the last name, from 1 to 128 characters, of the phone user.
Manager User ID	Enter manager user ID, up to 128 characters, for the user of this phone.
Password	Enter the password, up to 128 characters, that the user needs to access the **Cisco IP Phone Configuration** window.
	You must specify the Password either in the CSV data file or by using the BAT user interface when you add the user template. If you want to apply individual passwords for each user or groups of users, specify the password information in the CSV data file. If you want to use a default password for all users, provide the default password when you insert the users in BAT.
Department	Enter the department number, up to 64 characters, for the user of this phone.
Default Profile	Enter the default profile for this user and device, up to 50 characters. You can choose the user device profile from the list of existing UDPs in Unified CM Administration that appears in BAT.
User Locale	Enter the language and country set, up to 50 characters, that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Unified CM user windows and phones.
Password	Enter the password, up to 128 characters, that the user needs to access the **Cisco IP Phone Configuration** window.
	You must specify the password either in the CSV data file or by using the BAT user interface during user template addition. If you want to apply individual passwords for each user or groups of users, specify the password information in the CSV data file. If you want to use a default password for all users, provide the default password when you insert the users in BAT.

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Field	Description
PIN	Enter the personal identification number (PIN), up to 128 numerals, to be used for extension mobility. You must enter a PIN either in the CSV data file or by using the BAT user interface during user template addition. If you want to apply individual PINs for each user or groups of users, specify the PIN in the CSV data file. To use a default PIN that all users can use, provide a default PIN when you insert the users in BAT.
Telephone Number	Enter the telephone number, up to 64 numerals, for the primary extension (usually Line 1) for the phone.
Primary Extension	This field appears after you add the user and represents the primary directory number for the user. You choose no primary line when you associate devices to the user. Users can have multiple lines on their phones. If you configure the system for Unity Integration, the Create Voice Mailbox link appears.
Associated PC	This field, which is required for Cisco SoftPhone and Unified CM Attendant Console users, displays after the user is added.
IPCC Extension	Enter an IPCC extension, up to 50 characters, for this end user.
Mail ID	Enter the end user e-mail address up to 255 characters.
BLF Presence Group	Enter the BLF presence group that watches the status of the database number, the presence entity. For information about the BLF Presence feature, see the *Cisco Unified Communications Manager Features and Services Guide*.
SUBSCRIBE Calling Search Space	All calling search spaces that you configure in Unified CM Administration appear in the **SUBSCRIBE Calling Search Space** drop-down list box. The SUBSCRIBE Calling Search Space determines how Unified CM routes the Presence subscription requests that come from the end user. To configure a calling search space specifically for this purpose, you configure a calling search space as you do all calling search spaces (**Call Routing** > **Class Control** > **Calling Search Space**). To set up a calling search space, see the *Cisco Unified Communications Manager Administration Guide*.

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Field	Description
Digest Credentials	When you configure digest authentication for phones that are running SIP, Unified CM challenges the identity of the phone every time the phone sends a SIP request to Unified CM. The digest credentials that you enter in this field is associated with the phone when you choose a digest user in the **Phone Configuration** window. Enter a string of up to 128 alphanumeric characters. For more information about digest authentication, see the *Cisco Unified Communications Manager Security Guide*.
User Group	Enter the user group to which the user belongs. **Note** The **User Group** fields appear when you set the **Number of User Groups** field to greater than zero.
Directory URI	Enter the primary directory URI that you want to associate to this user's primary extension. Follow the username@host format. Enter a username of up to 47 alphanumeric characters. For the host address, enter an IPv4 address or fully qualified domain name. **Note** Within Unified CM Administration, you can enter directory URIs with embedded double quotes or commas. However, when you use Bulk Administration to import a CSV file that contains directory URIs with embedded double quotes and commas, you must use enclose the entire directory URI in double quotes and escape the embedded double quotes with a double quote. For example, the Jared, "Jerry",Smith@test.com directory URI must be input as "Jared,""Jerry"",Smith@test.com" in the CSV file.

Update User Information in Cisco Unified Communications Manager Directory

Before You Begin

Draft comment: Prantik Dasgupta: Texoma 10.0(1) update- Modified parts of the content as per the requirement.

You must have a .csv data file with updated user information.

Related Topics

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User update settings

Values that appear in some fields display from Unified CM. You must configure these values by using Unified CM Administration.

Note Be aware that some fields have two check boxes. The first check box determines if you need to update the field; the second check box determines the value (checked or unchecked) to use for the field.

Tip Check the first check box if you need to update the field and the second check box to apply a checked value to the users you select. For example, if you check the first box for Home Cluster and leave the second one unchecked, you update users with an unchecked value for Home Cluster.

Draft comment: Prantik Dasgupta: Texoma 10.0 (1) updates- Added new field descriptions under "User Information", "Service Setting", "Extension Mobility", and "Mobility Information".

The following table provides descriptions for all possible fields when you update users with the Query option.

Table 2: Field descriptions for update users

Field	Description
User Information	
Home Cluster	Check the check box if the end user is associated with this cluster. The end user must be associated with one cluster within the enterprise. **Note** IM and Presence feature does not function properly if an end user is associated with more than one home cluster.
Enable User for Unified CM IM and Presence	Check the check box to enable the end user (on the home cluster) for IM and Presence feature. Configure IM and Presence feature in the associated service profile. **Note** You must install a Unified CM IM and Presence node along with this Unified CM cluster. **Note** You can only enable IM and Presence feature for users that have this Unified CM cluster marked as their home cluster. **Tip** Use the **User Management** > **User Settings** > **UC Service** menu to configure the IM and Presence feature.
UC Service Profile	Select a UC service profile from the drop-down list box to associate with end users.

Field	Description
Job Information	
Job Description	Enter an appropriate job description.
Run Immediately	Select this radio button to schedule and immediately activate the update users job.
Run Later (To schedule and activate this job, use Job Scheduler page.)	Click this radio button to schedule and activate the update users job at a later time.

Related Topics

Update users using query

Use this procedure to create a query to locate users to update. After locating users, you must select the update parameters.

Before You Begin

To update all users, select **Find** and do not specify a query.

Procedure

Step 1 Select **Bulk Administration** > **Users** > **Update Users** > **Query**
The **Update Users Query** window appears.

Step 2 From the first **Find Phone where** drop-down list, select one of the following criteria:

- Last Name

- First Name

- User ID

- Manager

- Department

- Has Home Cluster Enabled

- Does not have Home Cluster Enabled

- Has IM and Presence Enabled

- Does not have IM and Presence Enabled

Step 3 From the second **Find Users where** drop-down list, select one of the following criteria:

• begins with

• contains

• is exactly

• ends with

• is empty

• is not empty

Step 4 Specify the appropriate search text, if applicable.

Tip To find all users that are registered in the database, select **Find** without entering any search text.

Tip To further define your query and to add multiple filters, click the plus (+) button and repeat step 2 and step 3.

Step 5 Select **Find**.
A list of discovered users appears. The **Update Users** window displays the details of the users that you select.

What to Do Next

Select update parameters for the user.

Related Topics

Select update parameters for user query

After you locate the users to update, use this procedure to select the parameters and define values for updating those users.

Procedure

Step 1 In the **Update Users Query** window, select **Next**.
If you want to change the type of query, select **Back**.

The Update Users shows the type of query that you select.

Step 2 Check the check box to the left of the field that you want to update.
This selection tells BAT to overwrite the existing value for the field.

Note BAT updates only those fields for which you check the update check box.

Step 3 Update the required user parameters. See the "User update settings" topic.

Step 4 In the **Job Information area**, enter the job description.

Step 5 Select one of the following methods to update user records:

a) Select **Run Immediately** to update users immediately.

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        b) Select **Run Later** to update users at a later time.

Step 6   Select **Submit**.
This action creates a job for updating the records.

Note   Use the Job Scheduler option in the Bulk Administration main menu to schedule and activate this job.

Related Topics

Update users using query, on page 8
User update settings, on page 7

Topics related to user updates