



# Overview

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The Bulk Administration Tool (BAT), a web-based application, lets you perform bulk transactions, such as adding, updating, or deleting, on a large number of phones, users, and ports on a Cisco Catalyst 6000 FXS analog interface module to the Cisco CallManager database. BAT also supports inserting and deleting Cisco VG200 gateways and ports. Where this was previously a manual operation, BAT helps you automate the process and achieve much faster add, update, and delete operations. BAT also provides the Tool for Auto-Registered Phones Support (TAPS), an optional component of BAT.

When used with TAPS, BAT further reduces the manual labor involved in administering a large system by allowing you to add phones with dummy media access control (MAC) addresses instead of entering each MAC address in the comma separated value (CSV) file. Using TAPS, you can correct the dummy MAC addresses in the Cisco CallManager database later simply by dialing into the TAPS directory number and following a few voice prompts. You must individually update each phone that was added using a dummy MAC address, but you can pass this task on to the user of the phone by providing simple instructions on how to use TAPS. See the [“TAPS for End Users” section on page 9-11](#) for more information.

## Related Topics

- [BAT Specifications, page 1-2](#)
- [Using BAT, page 1-3](#)
- [Starting BAT, page 1-3](#)
- [Stopping BAT, page 1-5](#)

# BAT Specifications

The following specifications apply to BAT Release 4.4(3):

- BAT Release 4.4(3) is compatible with Cisco CallManager Release 3.3(3).
- BAT supports Lightweight Directory Access Protocol (LDAP) including Cisco CallManager DC Directory (DCD), Microsoft Active Directory (AD), and Netscape Directory Server.
- BAT Release 4.4(3) is also compatible with Customer Response Application (CRA) Version 2.2(4) and Customer Response Application Version 3.0.
- You must install BAT on the same server as the Publisher database for Cisco CallManager.
- The BAT application, along with the Tool for Auto-Registered Phones Support (TAPS) application, uses approximately 35 MB of disk space for the applications and the online documentation.
- TAPS use approximately 90 KB of disk space on the Cisco Customer Response Application (CRA) server.

Only Cisco CallManager system administrators require access to BAT; however, end users can use TAPS when instructed to do so by the system administrator.

## Related Topics

- [Using BAT, page 1-3](#)
- [Starting BAT, page 1-3](#)
- [Finding the BAT Version, page 1-4](#)

# Using BAT

BAT, a web-based application, requires Internet Explorer 4.01 Service Pack 2 or later or Netscape 4.5 or later. BAT does not support the use of Netscape 6.0. Cisco CallManager Administration provides the model for the look and feel of BAT.

You can access BAT from Cisco CallManager Administration and vice versa using the **Application** menu. Access BAT directly from the server on which BAT is installed, or from a remote PC.

**Caution**

Use BAT only during off-peak hours. Otherwise, bulk transactions could affect the Cisco CallManager performance, and call processing may be adversely affected.

**Related Topics**

- [Starting BAT, page 1-3](#)
- [Finding the BAT Version, page 1-4](#)

## Starting BAT

Start BAT from Cisco CallManager Administration (**Application > BAT**), the Start menu (**Start > Program > Cisco CallManager 3.3 > Bulk Admin Tool > BAT 4.4**), or double-click the BAT desktop icon. You can also access BAT by browsing into Cisco CallManager Administration from a remote PC. To begin using BAT, open Cisco CallManager Administration and choose **Application > BAT**.

## Logging On to BAT

When you start BAT, a prompt asks for user ID and password. For BAT, use the same user ID and password that you use to access Cisco CallManager Administration. The user ID should have administrative rights on the machine.

### Related Topics

- [Using BAT, page 1-3](#)
- [Stopping BAT, page 1-5](#)

## Obtaining Online Help

To access BAT online help, choose the **Help** menu. The **Help** menu provides two help features: **Contents and Index** and **For This Page**.

**Contents and Index** opens the BAT help file and allows you to browse for information or search the index.

**For This Page** opens the help directly for the page that you are currently viewing. You can still browse the remainder of the help or use the index.

Online help provides a multivolume system that allows you to access several different help systems, all from the same window. You can also access a comprehensive search engine and index.

### Related Topic

- [Finding the BAT Version, page 1-4](#)

## Finding the BAT Version

You can find the current version of BAT by clicking **Help > About Bulk Administration Tool** and clicking the **Details** button or clicking the **Help > Component Versions** from Cisco CallManager Administration.

If Bat is not currently installed, you can find the current version of BAT by right-clicking the file **BulkAdministrationTool.exe** and clicking **Properties** and then clicking **Product Version**.

**Related Topic**

- [Obtaining Online Help, page 1-4](#)

## Finding the TAPS Version

You can find the current version of TAPS by right-clicking the file **ToolForAutoRegisteredPhonesSupport.exe** and choosing **Properties** and then clicking **Product Version**.

**Related Topic**

- [Obtaining Online Help, page 1-4](#)

## Stopping BAT

BAT provides a tool to stop BAT transactions if they are in progress. This capability can prove useful when you start a BAT transaction but then notice a degradation in Cisco CallManager performance and want to stop the transaction. You can always run the BAT transaction later when impact to Cisco CallManager performance may be reduced. You may also want to stop BAT if you realize that the wrong transaction has been started or if you need to make additional changes before running the transaction.

You can access the Stop BAT feature only from the publisher database server. Stop BAT does not halt the BAT process immediately because it can take some time to stop the transaction.

To stop BAT, choose **Start > Programs > Cisco CallManager 3.3 > Bulk Admin Tool > Stop BAT**.

View the log file for details about how many records that were processed passed or failed. See [Chapter 10, “Troubleshooting BAT and TAPS,”](#) for information on log files.

**Note**

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StopBAT does not stop export transactions in progress.

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**Related Topic**

- [Starting BAT, page 1-3](#)

